



DIVTEC

Training and Further Education

Ablecare Pty Ltd trading as:

DIVTEC Training and Further Education

RTO NO: 32335 || CRICOS Provider No: 03748J

PRE-ENROLMENT STUDENT HANDBOOK



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WELCOME TO DIVTEC TRAINING AND FURTHER EDUCATION

As the CEO of DIVTEC Training and Further Education, it is my pleasure to welcome you and I look forward to working with you in achieving your educational and professional goals. Since its foundation, DIVTEC Training and Further Education has provided value for money, quality, and culturally appropriate educational services that respond to the changing needs of the community whilst enhancing the lifelong learning and wellbeing of local and international students.

DIVTEC Training and Further Education is a dynamic and progressive educational organisation and we are working closely in partnership with industry leaders and government departments to equip you with the best job ready skills. At DIVTEC Training and Further Education, it is our priority to ensure our students are:

- academically excellent
- accustomed to dynamic cultural diversity
- motivated to innovation and display responsible global citizens
- embrace spirit of entrepreneurship

All DIVTEC Training and Further Education staff are fully qualified and enthusiastic mentors, eager to share their experiences and knowledge with you. They will provide a supportive and productive learning environment and will guide you through your program so that you can achieve the maximum benefit from your studies.

I can assure you that by studying at DIVTEC Training and Further Education, you will be well prepared for your future career in Australia or overseas.

Yours Sincerely
CEO: Ms Natalie Hennessy

Vision

- Excellence in health and community services training

Values

- Excellence in education
- Quality qualifications
- Best practice
- Outcomes based pathways

Mission

- Provide high quality outcomes based on practical training that is current and up-to-date
- Ensure our services are accessible and accommodate learner's individual needs
- Provide skills, training and education to provide pathways for people to gain a career in the health and community sectors
- Provide training that is responsive to the needs of the sector
- Partner with other organisations and community groups to achieve mutual goals



1.1 INTRODUCTION

DIVTEC Training and Further Education is an approved registered training organisation (RTO) for delivering nationally recognised training and Vocational Education and Training (VET) accredited award courses or programs. DIVTEC Training and Further Education accredited qualifications are aligned to the Australian Qualifications Framework (AQF) and approved by Vocational Education and Training (VET) accreditation authority, Australian Skills Quality Authority (ASQA). As part of the VET Quality Framework, DIVTEC Training and Further Education is compliant with the AQF. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

At DIVTEC Training and Further Education we acknowledge the importance of adult principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility of their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process. All our teachers are College graduates with specialist qualifications and have current relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals. Once a student has commenced a training program, we agree to work together with them to produce a unified approach in achieving the relevant qualification they are undertaking.

The purpose of this Prospective Student Handbook is to introduce the services available to you at DIVTEC Training and Further Education. The DIVTEC Training and Further Education Prospective Student Handbook outlines policies and procedures which govern the professional operations of DIVTEC Training and Further Education. Every student undertakes to comply with all published rules and policies. Due to the importance of the handbook, each new student will be asked to sign an acknowledgement and agreement of its content. If you require any further assistance, please contact the College as we are here to help!

Ablecare Pty Ltd trading as DIVTEC Training and Further Education is a Registered Training Organisation (RTO). Further information can be found at <https://www.asqa.gov.au/> and the organisations scope may be found at <https://training.gov.au/Organisation/Details/32535>

The Australian Skills Quality Association fact sheet provides further information to assist you in choosing a training or education provider <https://www.asqa.gov.au/news-publications/publications/fact-sheets/choosing-training-or-education-provider>

If you would like to have a copy of any of the legislation contact Student Administration at support@DIVTEC.edu.au



1.2 ABOUT DIVTEC TRAINING AND FURTHER EDUCATION AUSTRALIA

The Brisbane Campus and Head Office is located at Unit 2 401 Gympie Rd Strathpine QLD 4500 a suburb of Brisbane City. DIVTEC also utilises 2 other auxiliary Campuses to teach from

- 662 Samford Road, Mitchelton QLD 4053
- 121 Scanlan Road, Mitchelton QLD 4053.

Strathpine is on the Northside of the City and is about 24km to the city of Brisbane CBD, it is well serviced by Buses and trains and indeed there are bus stops directly in front of the College. This allows students to enjoy convenient transport facilities, nearby shopping centres, markets, restaurants and entertainment.

DIVTEC Training and Further Education gives students the opportunity to study in a subtropical climate in Australia's third largest city. With a multicultural population of 2.1 million people, Brisbane has all the advantages of a large modern city, cafes, bars, restaurants, galleries, museums, sporting events and shopping district, yet retains the friendliness and charm of a small regional town.

Queensland's subtropical climate, lush landscape, and unique architecture all contribute to this safe and welcoming environment you will be pleased to call home.

An hour's drive south of the city are the golden beaches and theme parks of the Gold Coast. North from Brisbane are the Sunshine Coast beaches, national parks, rainforests and attractions like Australia Zoo. Just off the coast are the pristine Stradbroke and Moreton Islands, both popular day-trip and holiday destinations for locals and visitors alike.

One of the College's greatest strengths is its comprehensive range of support services to help international students settle into Australian life. Our staff ensure that students receive plenty of help adjusting to their new lifestyle, making friends and beginning their studies.

Brisbane: Capital city of the State of Queensland, Australia

Our Organisation

It is exciting for a student to learn from someone who shares the same passions as you do – and who has already been there and done it at the highest level. At DIVTEC Training and Further Education our trainers are not just industry-aware but have actual experience in their fields of expertise – maintaining the currency of their knowledge, and modifying their courses to reflect changing industry focus and needs. At DIVTEC Training and Further Education you will learn the theory and the workplace reality of the subjects you are studying.

DIVTEC Training and Further Education ensures that trainers and assessors have, as a minimum, the following

- A Certificate IV in Training and Assessment (or equivalent)
- Current industry experience
- A minimum of five (5) years recent industry experience in the vocational area
- A deep understanding with the principles and practices of Competency-Based Training, The Vet Quality Framework, adult learning



- An understanding of Equal Employment Opportunity and Workplace Health and Safety principles

DIVTEC Training and Further Education continues to invest in its trainers and recruits, develops and retains the staff needed to achieve the College's goals. Strategies DIVTEC Training and Further Education uses to ensure high quality training include:

- Organising professional development activities for all trainers
- Coordination of training activities by the trainers to ensure a team approach and best practice
- Team teaching approach where trainers are paired to ensure quality of training

The Chief Executive Office at DIVTEC Training and Further Education is responsible for

- Reviewing all documents and information to ensure that students are provided with recent and accurate information
- Monitoring and evaluating the training and assessment policy and procedure to ensure an on-going improvement strategy for all training and assessment practices
- Adopting a quality assurance and evaluation policy to ensure compliance with the VET Quality Framework

Continuous Improvement of Training Standards

DIVTEC Training and Further Education is committed to providing a high quality learning environment. All aspects of its operations are regularly assessed with the aim of continually improving student's education and administrative policies and strategies.

DIVTEC Training and Further Education continuous improvement processes involve the following strategies and procedures:

- As part of the student orientation program an individual analysis of each students learning needs and study goals is conducted. This involves a survey and a short interview and allows resources to be allocated to ensure that students learning needs are met.
- Students and trainers are requested to complete a feedback form- Evaluation Questionnaire.
- After completing a course, students are requested to complete an exit survey form to provide feedback and give their opinion on areas for improvement
- Monthly trainer meetings are held to discuss educational strategies and issues and to share ideas to ensure that high quality learning strategies are maintained.

Head Office Address Physical Location

- Unit 2 401 Gympie Road Strathpine, Brisbane QLD 4500, Australia
- Telephone Numbers: (61) 7 1300 147 583
- Fax Number: (61) 7 3112 3984
- College Email: Training@DIVTEC.edu.au
- CEO Name: Ms Natalie Hennessy
- Email: natalie.hennessy@ablecare.org
- College Website: www.DIVTEC.edu.au

Auxiliary Campuses

- 662 Samford Road, Mitchelton QLD 4053
- 121 Scanlan Road, Mitchelton QLD 4053



Contact Details

Our general email address will ensure that your enquiry is answered promptly by the correct department Training@DIVTEC.edu.au.

Emergencies

Details of the DIVTEC Training and Further Education emergency number will be made available to students at orientation.

Student Welfare Officers

DIVTEC Training and Further Education has two welfare officers available. The staff names are provided during induction and listed within the campus

Administration Support

For assistance with enrolment, forms, identification (ID) cards, student concessions, fees and charges and graduations

Student Services Department

Provides student support services such as accommodation placement, issuing results and certificates, letters and administrative matters.

Marketing Department

For course enquires and assistance with articulation into further study admissions

Finance Department

For all queries and issues related to tuition fees and payments

Information Technology Support (IT Support)

For assistance with any IT Support

Teaching staff

Our teaching staff are highly qualified. They have recognised teaching experience and expertise in both teaching and industry. All teachers are constantly encouraged to participate in Industry wide activities.

Hours of Operation

The college is open from 8.00am to 10.00pm Monday to Friday and 8.30am to 1.00 pm on Saturdays if required. The timetable offers 20 hours per week of supervised face to face instruction for all Vocational Education and Training courses. Students on student visas issued through the college Confirmation of Enrolment (CoE) are required to maintain at least 80% attendance.



1.3 LOCATION: BRISBANE

A great place to live and study!



Brisbane is a city of world-class events, exceptional food and wine, renowned dining, major art, and a fabulous performing-arts scene. Brisbane has a non-stop program of film and food festivals, exhibitions and musical extravaganzas.

As diverse as its people with 180 different languages and dialects spoken, Brisbane has been shaped by many diverse influences. Its culture, lifestyle and food bring together elements from all corners of the world. In restaurants and cafes across the city you will find Asian, European, African and American flavours.

Brisbane Related Websites:

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

<http://www.mustdobrisbane.com/> <http://www.choosebrisbane.com/>

<http://www.studybrisbane.com.au/Living%20in%20Brisbane/International%20Student%20Guide>

DIVTEC Training and Further Education is located in Strathpine, a suburb of Brisbane, Australia. It is located 24 kilometres north of the CBD.



Population

- 2.1 million (Brisbane city)
- 4.81 million (Queensland)
- Brisbane is Australia's third-largest city after Sydney and Melbourne

Time Zone

- GMT/UTC + 10 hours.

Language

- English.
- Australia is a multicultural country so it is normal to hear people speaking a variety of languages.

Currency

- Australian Dollar. (AUD\$)

Climate

- Subtropical
- Summer – December to February
- Autumn – March to May
- Winter – June to August
- Spring – September to November
- Summer maximum average temperatures are around 29° Celsius (84° Fahrenheit)
- Average maximum daytime temperature in winter is around 21° Celsius (70° Fahrenheit)
- You should wear a hat, cool clothing that protects from the sun and maximum UV-protection (30+) sunscreen during summer

What do you need to know about Brisbane's Four Seasons Weather?



Brisbane has sub-tropical weather. The weather is comfortable, and it attracts a lot of visitors throughout the year. The climate is enviable indeed with the brilliance of the hot summers and the winters that are so very mild. The summer temperatures rise up to a maximum of 30° Celsius and some of the months are extremely hot.



The winters in Brisbane are pleasant and mild. Daytime during winter is usually bright and sunny with the average temperatures hovering around 17° Celsius.

Brisbane has the usual four usual seasons of summer, autumn, winter and spring.

Summer in Brisbane

- The summer season in Brisbane comprises of the months of December, January and February. The mean temperature in this season is 24.80° Celsius. The maximum temperature is 29.20° Celsius and the minimum is 20.40° Celsius. The monthly average precipitation is 150.4 millimetres.

Autumn in Brisbane

- Autumn is from March to May in Brisbane with the mean temperature of 21.10° Celsius. The maximum and the minimum temperatures are 25.80° Celsius and 16.40° Celsius respectively. The average precipitation (condensed moisture that falls from the sky, i.e. rain, snow, hail, etc.) is 102.3 millimetres.

Winter in Brisbane

- Winter covers the months of June to August and the temperatures drop to a minimum of 10.10° Celsius and rises to the maximum of 21.20° Celsius. The mean temperatures also fall to about 15.60° Celsius during this season.

Spring in Brisbane

- Spring covers the months of September, October and November. And the mean temperatures hover around 20.80° Celsius. The maximum and the minimum temperatures range from 15.60° Celsius to 26° Celsius.

Weather Updates

Current Weather <http://www.bom.gov.au/qld/forecasts/brisbane.shtml>

Tips to protect yourself

The sun is pleasant but not when it burns you. It is better to take precautions so that you do not suffer from sunburns and sun strokes. It is better to take the aid of proper hats, sunscreen lotions and protective clothing especially during the summer season. But it is advisable to take these precautions throughout the year.

1.4 CAMPUS SERVICES AND FACILITIES

Academic Services

Academic services and advice can be accessed by students both online and in person at DIVTEC Training and Further Education. Our staff will happily provide advice and information about anything from enrolments, student handbooks, available courses and facilities.

DIVTEC Training and Further Education staff, including management, office administration and educators are friendly, experienced and highly educated. They have a deep understanding of industry needs which



is beneficial to students in today's economic climate. DIVTEC Training and Further Education provides an orientation program before the commencement of the training course to cover issues such as:

Information relating to studying and living in Australia, including visa conditions, attendance and participation requirements

- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency and health services
- Facilities and resources, complaints and appeals process

At the end of each semester, completing students attend workshops including career planning, resume writing and interview skills.

1.5 COURSE RECOGNITION

DIVTEC Training and Further Education Pty Ltd is registered to provide full time programs to both Australian and International students. The College is registered by the Australian Skills Quality Authority (ASQA) and also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

All courses offered by the College are nationally recognised qualifications.

1.6 ENTRY REQUIREMENTS

Please note that students must be over eighteen (18) years old to be eligible for entry to the college. To enrol into Certificate courses requires a Year 10 (or overseas equivalent) pass. Diplomas and above, require completion of Year 12 (or overseas equivalent) or completion of Year 10 and relevant work experience. Mature age students who have necessary industry experience can also apply.

International students need to demonstrate their English proficiency meeting the academic English requirement, for Diploma courses IELTS Score (or equivalent) of at least 5.5.

Students who do not meet these English proficiency requirements will be advised to enrol in an English course before the commencement of their study.

1.7 ACADEMIC ENTRY CRITERIA

Each individual course at DIVTEC Training and Further Education has academic entry criteria that students must meet to be eligible for enrolment in that course.

1.8 STUDENT RECRUITMENT, SELECTION AND ENROLMENT

(Includes Provision for Language, literacy and numeric assistance)



When prospective students apply to enter DIVTEC Training and Further Education Pty Ltd to study for courses, the following criteria applies:

The Registrar assesses the applicant's educational qualifications (either obtained in Australia or overseas) necessary for studying at a Certificate or Diploma level. The applicant is also assessed to determine whether the applicant has the required entry level competencies for the particular course in which the student wants to enrol.

If the applicant's educational qualifications do not meet the College's admission requirements, other factors will be considered. These may include:

Mature age,

- Work experience,
- Attitude and aptitude,
- Ability and skills to function in an academic environment,
- Possibility to succeed in his/her academic endeavours.
- Industry experience, which will assist in completing successfully the course.

Having arrived at an admission decision, the English language skills (language and literacy) and numeric skills will be assessed. If student has a satisfactory IELTS score, the applicant will be admitted to his/her chosen course. If the student is found to have problem with numeric, the student would be made aware of this and a range of support would be canvassed with the student. International students need an IELTS band score to demonstrate their English proficiency for Certificate (IELTS Score of at least 5.0) or Diploma courses (IELTS Score of at least 5.5).

If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enrol in our English course for an appropriate duration until the student achieves an appropriate language and literacy level.

Throughout your studies at the college, the trainer/teacher will monitor those students that may exhibit symptoms of Language, Literacy and Numeracy difficulties and appropriate assistance will be provided.

1.9 STUDENT VISAS

It is your responsibility to ensure you obtain a valid passport and student visa before you enter Australia for study purposes

Please note that it is a student visa condition that you complete your course in the minimum time and be enrolled in a full-time load, as stated on your COE, unless: there are

- 'compelling or compassionate circumstances'
- you have received Advanced standing (credit) that affects your load during a relevant progression period
- you have problems with academic progress and have a Personal Study Plan, or conditions on your enrolment, imposed by the College
- you undertake subjects at times other than Semester 1 or 2, which count towards your course credits e.g. during Summer School.



Please contact your nearest Australian Diplomatic Mission (Embassy, High Commission or Consulate General). See the Department of Home Affairs website <https://www.homeaffairs.gov.au/> for more information. Assistance with visa applications is also available from DIVTEC Training and Further Education. Please note the College is unable to provide advice concerning immigration matters.

1.10 ENROLMENT/ADMISSION PROCEDURE

If you are interested in enrolling with DIVTEC Training and Further Education Pty Ltd, you should do the following:

- Select your preferred course
- Complete the application form
- Send the completed form together with certified copies of academic reports to the College. Please include an application fee of A\$250 in the form of bank draft made payable to DIVTEC Training and Further Education Pty Ltd or by bank transfer.

1.11 PROTECTION OF STUDENT FEES

Student's fees are protected by Commonwealth Government TAS which all RTOs are required to join.

1.12 COMPLAINTS/GRIEVANCE AND APPEALS

The College is committed to providing high quality education and vocational training to students. There are set Complaints/grievance Procedures for dealing with all complaints (academic and non-academic) and assessment appeals to ensure that all students are treated equally and fairly.

1.13 STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY

The College prohibits discrimination towards any individual or group including gender, race, nationality, ethnic or religious background, pregnancy, physical, intellectual or psychiatric disability, homosexuality (actual or presumed) and age.

The College's facilities and programs are designed to maximize access and participation for all students including the disadvantaged. When and where required, the College will use its influence to encourage Landlord or its agent to provide disable access to properties rented by the College.

The College's Student Support Officer will have the principal responsibility for all access and equity issues.

1.14 STUDENT'S ACCESS TO INDIVIDUAL RECORDS

An enrolled student or past student can have access to his/her records kept by DIVTEC Training and Further Education within 14 days of making a formal written request to the Registrar. Such request may include academic results and attendance details.

Students' academic results are available through the Registrar.

1.15 TRAINING DELIVERY AND ASSESSMENT

DIVTEC Training and Further Education uses face-to-face delivery mode. Use of electronic technology has been integrated into the delivery of all courses at DIVTEC Training and Further Education. To ensure the courses reflect industry trends and working environments DIVTEC Training and Further Education has



extensive input from industry. Further information about these courses can be found on the College website <http://www.DIVTEC.edu.au/>

The training offered by DIVTEC Training and Further Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. Each unit of competency is linked to specific skills and knowledge required in the workplace. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written questions, oral questions, written assignments, projects and practical observations.

At the beginning of your course, your trainer/assessor will discuss the assessment that you are required to complete, as well as the timing of the assessment throughout your course. You will be informed of the criteria against which you will be assessed. Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessment.

Your assessment tasks will be assessed as either Competent (C) or Not Yet Competent (NYC).

You will be required to be assessed as competent in all assessments to complete the unit of competency. If you are not yet competent for one or more of your assessments you will have two additional opportunities to re-sit the assessment and have additional one-to-one trainer assistance. However, if you are still not assessed as competent, you will be required to re-enrol in the unit. This will incur an addition fee for the unit. If you do not agree with the assessment decision, you can lodge an assessment appeal.

1.16 ARTICULATION

Our accredited Vocational Education and Training (VET) courses are nationally recognized and therefore can be articulated into other vocational education and training courses and some Australian University courses. Upon successful completion of a Diploma course, students have a chance to apply for a degree course in an Australian University.



2 LIST OF QUALIFICATIONS AND 2018 SCHEDULE OF FEES.

Fees include all tuition, textbooks and learning materials.

2.1 BSB50215 DIPLOMA OF BUSINESS

Qualification Description

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Elective units have been chosen in response to industry consultation and indicate the general arrangement of delivery of this course. Employees require skills and knowledge to co-ordinate assessment and quality service delivery to clients with complex needs, supervise staff or volunteers and implement work programs.

In addition, employees need be able to manage workplace issues, establish and manage new programs and services, and mentor colleagues, manage finances, accounts and resources, and ensure a safe workplace for clients and co-workers.

Course Name	Diploma of Business (https://training.gov.au/Training/Details/BSB50215)	
Course Code	BSB50215	
CRICOS Code	Subject to approval	
Delivery Location/s	<ul style="list-style-type: none">Unit 2 401 Gympie Rd STRATHPINE QLD 4500121 Scanlan Road, MITCHELTON QLD 4053662 Samford Road, MITCHELTON QLD 4053	
Entry Requirements	As a college policy, the student must be 18 years old, have a minimum of Year 12 Certificate or equivalent and IELTS score of 5.5	
Duration	46 weeks (including holidays)	
Application Fee	AUD \$250.00	
Intake Dates	January, June, September (subject to numbers)	
Tuition Fees	AUD \$15,000.00	
Units	Unit Code	Unit Title
	BSBADV507	Develop a media plan
	BSBMKG507	Interpret market trends and developments



	AHCBUS502	Market products and services
	BSBMKG502	Establish and adjust the marketing mix
	AHCCCF414	Co-ordinate fundraising activities
	BSBINM501	Manage an Information or knowledge system
	BSBADM502	Manage meetings
	BSBADM506	Manage business document design and development

2.2 AHC51216 DIPLOMA OF COMMUNITY COORDINATION AND FACILITATION

Qualification Description

This qualification reflects the role of personnel working in community coordination and facilitation, which focuses on fostering, promoting and supporting community development, particularly in rural communities that are engaged in land management activities.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Volunteer
- Project manager
- Community group leader/coordinator
- Regional coordinator

Course Name	Diploma of Community Coordination and Facilitation (https://training.gov.au/Training/Details/AHC51216)	
Course Code	AHC51216	
CRICOS Code	Subject to approval	
Delivery Location/s	<ul style="list-style-type: none"> • 121 Scanlan Road, MITCHELTON QLD 4053 • Unit 2 401 Gympie Rd STRATHPINE QLD 4500 	
Entry Requirements	As a college policy, the student must be 18 years old, have a minimum of Year 12 Certificate or equivalent and IELTS score of 5.5	
Duration	46 weeks (including holidays)	
Application Fee	AUD \$250.00	
Intake Dates	January, June, September (subject to numbers)	
Tuition Fees	AUD \$15,000.00	
Units	Unit Code	Unit Title
	AHCCCF503	Promote group formation and development



	AHCCCF504	Support group and community changes in resource management
	AHCCCF502	Facilitate development of group goals and projects
	AHCCCF501	Evaluate project submissions
	PUACOM012B	Liaise with media at a local level
	AHCWHS501	Manage work health and safety processes
	BSBPMG522	Undertake project work
	CHCGRP001	Support group activities
	AHCLPW501	Develop a management plan for a designated area
	AHCWRK503	Prepare reports

2.3 CHC50113 DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE

Qualification Description

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

They may have responsibility for supervision of volunteers or other staff.

Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.

Placement

This course requires a minimum of 240 hours to be completed in a registered and licensed children's service over the period of the qualification. DIVTEC Training and Further Education will arrange placement for students.

All students are required to have a Working with Children Check (Blue Card) prior to undertaking placement. For further information regarding Blue Cards go to <https://www.bluecard.qld.gov.au/>. DIVTEC will assist students to apply for a Blue Card.

Course Name	Diploma of Early Childhood Education and Care (https://training.gov.au/Training/Details/CHC50113)
Course Code	CHC50113



CRICOS Code	Subject to approval	
Delivery Location/s	<ul style="list-style-type: none">121 Scanlan Road, MITCHELTON QLD 4053Unit 2 401 Gympie Rd STRATHPINE QLD 4500	
Entry Requirements	As a college policy, the student must be 18 years old, have a minimum of Year 12 Certificate or equivalent and IELTS score of 5.5	
Duration	97 weeks (including holidays)	
Application Fee	AUD \$250.00	
Intake Dates	January, June, September (subject to numbers)	
Tuition Fees	AUD \$30,000.00	
Units		
	Unit Code	Unit Title
	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
	CHCECE001	Develop cultural competence
	CHCECE002	Ensure the health and safety of children
	CHCECE003	Provide care for children
	CHCECE004	Promote and provide healthy food and drinks
	CHCECE005	Provide care for babies and toddlers
	CHCECE007	Develop positive and respectful relationships with children
	CHCECE009	Use an approved learning framework to guide practice
	CHCECE016	Establish and maintain a safe and healthy environment for children
	CHCECE017	Foster the holistic development and wellbeing of the child in early childhood
	CHCECE018	Nurture creativity in children
	CHCECE019	Facilitate compliance in an education and care services
	CHCECE020	Establish and implement plans for developing cooperative behaviour
CHCECE021	Implement strategies for the inclusion of all children	
CHCECE022	Promote children’s agency	



	CHCECE023	Analyse information to inform learning
	CHCECE024	Design and implement the curriculum to foster children's learning and development
	CHCECE025	Embed sustainable practices in service operations
	CHCECE026	Work in partnership with families to provide appropriate education and care for children
	CHCLEG001	Work legally and ethically
	CHCPRT001	Identify and respond to children and young people at risk
	HLTAID004	Provide an emergency first aid response in an education and care setting
	HLTWHS003	Maintain work health and safety
	BSBINN502	Build and sustain an innovative work environment
	CHCPRP003	Reflect on and improve own professional practice
	CHCINM002	Meet community information needs
	CHCMGT003	Lead the work team
	CHCPOL003	Research and apply evidence to practice

3 INTERNATIONAL STUDENT SUPPORT

DIVTEC Training and Further Education provides assistance to international students and their families from arrival to departure. DIVTEC Training and Further Education has an International Student Support Officer who is responsible for helping overseas students settle in to living and studying in Australia. The International Student Support Offices will make contact with overseas students immediately after their arrival in Australia and will provide assistance whenever necessary during your stay.

DIVTEC Training and Further Education is committed to providing a professional and friendly service, ensuring that students are able to access a range of services that enrich both their learning and living experience. The College has a Professional Counsellor who provides services on needs basis and can be accessed through appointment at the reception. Students are provided with professional counselling in the following areas:

- Medical referral
- Dental referral
- Personal welfare including issues associated with adjustment to new life in Australia
- Academic counselling



- Student visa renewal
- Legal (available on referral)
- Cultural and Religious issues

Any student wanting advice on personal or educational matters can find supportive help on campus amongst our staff. The Administrative Manager is the principal student contact/liaison officer. Apart from the contact officer, all our marketing staff also provides support to students.

In order to deliver our commitment of providing high quality student services, DIVTEC Training and Further Education Pty Ltd has administrative and academic staff who can speak several languages. Most of our administrative staff have more than one role. As well as administration, they also spend a great deal of their time supporting the welfare needs of students. Since our administration staff can speak to students in their native languages, students can confidently express themselves and have their questions satisfactorily answered

Many of the lecturers from our academic staff are also bilingual or multi-lingual, which can be very helpful to students. For ongoing academic counselling on campus however, the Director of Studies from the relevant department can offer support based on their qualifications and on-going experience in the area. If you have a problem, talk to someone! Feel free to speak to your teacher or see the Student Support Officer. Our marketing staff act as student counsellors as well and therefore can help you with your problem. If they are unable to help you, they will refer you to the appropriate person to solve your problem.

DIVTEC Training and Further Education will assist students who require help in the learning process. Discuss your requirements with your teacher or your Training Assessor in your course area. Students experiencing problems outside the education process will be assisted by referral to professional services (a list of referral services is available from the Student Support Officer). These interviews will be held in the strictest confidence.

3.1 FACILITIES LIVING IN BRISBANE

Clubs and Organisations

A wide variety of clubs and organisations exist in Brisbane. Belonging to a club or organisation is a great way to meet new friends. Maybe you would like to consider getting involved in a new sporting activity. The friendly staff in Student Support Services will be happy to help you find a club that could suit you.

Eating Out

There are restaurants to cater for all tastes – the international cuisine in South Brisbane is extensive.

Go to <http://www.eatout-Brisbane.com.au/> for ideas of where to go either for a quick snack or a dinner party with friends.

Religion and Faith

There are a number of religious facilities and places of worship located in Brisbane and Queensland, and specifically in the suburbs surrounding the Brisbane campus. This includes churches of most Christian confessions (Orthodox, Catholic, Anglican, Methodist, Baptist, Lutheran and other), Muslim Mosques, Buddhist and Hindu Temples and Jewish Synagogues. Remember, the friendly staff at Student Services



are always happy to help with your enquiries. If they do not know the answer, they will make it their business to find out and get back to you.

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer. For more information <http://www.sunsmart.com.au/uv-sun-protection>

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR).

The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours. For more information <http://www.sunsmart.com.au/uv-sun-protection>

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving. For more information <http://lifesaving.com.au/beach-safety/>

3.2 PUBLIC HOLIDAYS AND SPECIAL CELEBRATIONS

Find out more about cultural events at:

<http://www.australia.com/explore/australian-events/cultureevents.aspx>

Public Holiday	2018	2019
New Year's Day	Monday, 1 st January	Tuesday 1 st January
Australia Day	Friday, 26 th January	Monday 28 th January
Good Friday	Friday 30 th March	Friday 19 th April
The day after Good Friday	Saturday 31 st March	Saturday 20 th April
Easter Sunday	Sunday 1 st April	Sunday 21 st April
Easter Monday	Monday 2 nd April	Monday 22 nd April
Anzac Day	Wednesday 25 th April	Thursday 25 th April
Labour Day	Monday 7 th May	Monday 6 th May



Public Holiday	2018	2019
Royal Queensland Show (Brisbane area only)	Wednesday 15 th August	Wednesday 14 th August
Queen's Birthday	Monday 1 st October	Monday 7 th October
Christmas Day	Tuesday 25 th December	Wednesday 25 th December
Boxing Day	Wednesday 26 th December	Thursday 26 th September

3.3 STATES AND TERRITORIES

Australia is made up of six states and two territories.



Time Zones

Brisbane clocks are set on Australian Eastern Standard Time and are not changed for Daylight Savings Time between October and March each year.

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

3.4 CAMPUS FACILITIES

All training rooms at DIVTEC Training and Further Education are air-conditioned and fitted with comfortable desks and chairs as well as equipment such as white boards, wireless internet, computers, CD, DVD and projectors to support the learning process of enrolled students.

Students will have access to online libraries, audios, DVDs and video facilities, computer laboratories and clinical nursing practice laboratories to assist students with their learning. It is preferable that each



student has a laptop with wireless internet access to facilitate their learning experience. If a student does not have a laptop, there is the option of borrowing one from DIVTEC Training and Further Education for the duration of their enrolment.

Students will be provided textbook/s and learning manuals and have access to all study materials recommended for students to study each competency unit. Other reference material will be kept in close reserve in the DIVTEC Training and Further Education library for student work. Online library is also available for students to use. Arrangements can be made for students to purchase text books and other essential study material on campus or with the nearest bookshop.

Students have access to kitchen facilities to prepare meals and proper toilet facilities (including a disabled toilet) are available on campus.

3.5 INTRODUCTION TO AUSTRALIA

The Country

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre.

Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal.

Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is one second to none.

Culture and Customs

The culture and customs consist of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

Language

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

For more information on Australian slang visit: <https://www.studiesinaustralia.com/studying-in-australia/living-in-australia/aussie-slang>

Tipping

Tipping is not generally expected or practiced in Australia. This is because throughout Australia, service industry staff are covered by minimum wage laws and therefore do not rely on tips for their income.

However, it is acceptable to leave a small amount (perhaps 10%) should you feel you have received exceptional service.



4 COMING TO AUSTRALIA

There are important things you should know before applying for, or being granted, an Australian visa. This includes information about:

- applying for the right type of visa
- application requirements
- your obligations while in Australia
- the importance of complying with visa conditions.

Some of the conditions which you will need to meet include a minimum level of English language proficiency, educational qualifications or work experience required by the specific course into which you wish to enrol. A determination also needs to be made as to whether course credit can be applied for previously gained educational qualifications or work experience that may be relevant to your chosen course. Amongst other things you will need to have an understanding of the course content, length of time it will take to complete the chosen course, as well as the method of course delivery and assessment methods.

Before you can lodge your application, you will need a letter from your Australian education provider offering you a place in a course as well as an electronic confirmation of enrolment certificate issued by that provider if you are requested to do so.

4.1 STEP BY STEP VISA APPLICATION

To assist you in the process of applying for an International Visa to study in Australia please work your way through the Step-by-Step process to ensure you have covered all tasks necessary to achieve a successful application. More information can be found at. <http://www.border.gov.au/Trav/Stud>

4.2 “THINGS TO DO “CHECKLIST

The following checklists have been prepared to assist in your preparations for studying in Australia.

Before leaving home:

- Apply for passport	<input type="checkbox"/>
- Arrange for Visa	<input type="checkbox"/>
- Make contact with DIVTEC Training and Further Education	<input type="checkbox"/>
- Arrange for immunisations and medications from doctor	<input type="checkbox"/>
- Apply for a credit card and/or arrange sufficient funds	<input type="checkbox"/>
- Confirm overseas access to your funds with your bank (International ATM card)	<input type="checkbox"/>
- Make travel arrangements	<input type="checkbox"/>
- Arrange travel insurance	<input type="checkbox"/>
- Advise institution of travel details	<input type="checkbox"/>
- Arrange accommodation (please contact DIVTEC Training and Further Education if assistance required)	<input type="checkbox"/>
- Arrange transport from airport to accommodation (please contact DIVTEC Training and Further Education if assistance required)	<input type="checkbox"/>



Pack bags being sure to include the name and contact details of DIVTEC Training and Further Education and **keep a list of items in each bag you are packing** (for customs check in Australia)

- Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
- Important documents ☐
- THIS HANDBOOK! ☐
- Passport ☐
- Letter of offer ☐
- Confirmation of enrolment ☐
- Certified copies of qualifications and certificates (make at least **two** copies) ☐
- Travel insurance policy ☐
- ID cards, drivers licence, birth certificate (or copy) ☐
- Contact Details in Australia, and home country including telephone numbers ☐

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon arrival in Australia:

- Call home	<input type="checkbox"/>
- Call DIVTEC Training and Further Education for free valet service from the airport	<input type="checkbox"/>
- Settle into accommodation	<input type="checkbox"/>
- Collect information about the surrounding places from DIVTEC Training and Further Education. Some suggestions for local: <ul style="list-style-type: none"> o Police stations, post offices, o Hospitals, supermarkets, o buses or trains and the timetable, o mobile phone service/s. 	<input type="checkbox"/>
- Purchase household items and food	<input type="checkbox"/>
- Attend student orientation	<input type="checkbox"/>
- Get student ID card	<input type="checkbox"/>
- Advise health insurance company of address and get card	<input type="checkbox"/>
- Open a bank account	<input type="checkbox"/>
- Attend course specific orientation sessions	<input type="checkbox"/>
- Get textbooks and any other equipment	<input type="checkbox"/>
- Start classes	<input type="checkbox"/>
- Apply for tax file number if your visa condition allows you to work	<input type="checkbox"/>
- Get involved in student life and associations (e.g. music, sporting and cultural clubs)	<input type="checkbox"/>

4.3 VISA INFORMATION

Most international students wanting to come to Australia require a visa. Some other visa holders are also eligible to study as students in Australia. Many students apply for a visa themselves on-line or via the



Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for your visa you will need a valid passport, your Confirmation of Enrolment (CoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit <https://www.homeaffairs.gov.au/> for the latest information.

IMPORTANT: Once you arrive in Australia you must ensure DIVTEC Training and Further Education has your current address, phone number and a valid email address.

If, for any reason, Department of Home Affairs wishes to contact you they will rely on the address DIVTEC Training and Further Education has for you. **This is extremely important.** When the Department of Home Affairs or DIVTEC Training and Further Education issues a letter that a student must reply to within a certain number of days, if the student has not provided their current address he/she will not be able to reply.

New students are required to provide their Australian address at orientation. If you do not know your address, ensure that you inform the Student Administration team as soon as you can. Student Administration staff will flag you in our system and will follow-up with you to get relevant information. A "Student Change of Details Form" can be located in Appendix A of this Handbook.

Dependent's visas for family members

Some students bring their family (spouse/partner and children) with them to Australia. You can apply to bring your family on a dependent's visa if you are allowed to do so. If you are planning on bringing your family with you, you should seek information from the Australian Consul or Embassy in your country about visa requirements. Dependent's visas are issued by Department of Home Affairs.

Usually, your family members will need to have a health examination and you will need to provide supporting documents, such as marriage and birth certificates, passports and proof of sufficient income to support your family in Australia. You will also need to pay the family rate of health cover to ensure your family has health insurance while in Australia.

A dependent's visa will allow your family members to stay with you in Australia for the duration of your course. If your course of study is shorter than one year, or if you want other family members (such as parents or siblings) to visit you, each of them will need a visitor's visa (not a dependent's visa). A visitor's visa is usually issued for three months.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with Department of Home Affairs on your behalf.



Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents.

Please Note: Although able to assist in completing education and visa applications, Education Agents are **NOT** licensed to provide migration advice.

Visa conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the COE
- Maintain satisfactory academic progress and attendance requirements
- Maintain approved Overseas Health Cover (OSHC) while in Australia
- Remain with the principal education provider, unless issued a letter of release from the provider to attend another institution
- If you change education provider you must inform your current education provider within seven days of issue of an COE (refund policy apply)
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- You must not work unless you have been granted permission to do so
- You must leave Australia before your visa expires

For a full list of mandatory and discretionary student visa conditions please visit:

<http://www.homeaffairs.gov.au/>

4.4 ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1 week before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with correct Visa
- Offer of a place / admission letter
- Confirmation of Enrolment (COE)
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's license
- Medical records and/or prescriptions



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

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

- Visit the Australian Quarantine and Inspection Service (AQIS) homepage: <http://www.agriculture.gov.au/travelling>
- Read "What can't I take into Australia?"
- And also let your family and friends know, "What can't be mailed to Australia?"

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For Brisbane the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

In Brisbane nights can be cold during winter, on occasion getting as low as 4 degrees, however the days during winter are usually in the low 20's and sunny. Obviously there are rare exceptions to these temperatures. Summer on the other hand can be very hot, with our hottest days reaching 39-42 degrees, though the extremely hot days are usually the exception.

Clothing

On campus, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear.

It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months. On campus and on work placement however, clothing must meet minimum requirements in terms of workplace health and safety legislation, in that it must provide safe covering, in particular footwear in certain circumstances must be protective.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.



The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.



Bringing your Computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%.

Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies.

You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones and Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority before making any purchases.

- <https://www.acma.gov.au/>

Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel approved in order to function in Australia.

Other items you might need to include (most can also be purchased in Australia):

- alarm clock
- bath towels, bed sheets, pillow-cases
- dictionary (bilingual)
- small sewing kit, toiletries, umbrella
- music CDs, iPod,
- sporting equipment
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- family photos, small gifts from home
- swimming costume



4.5 ARRANGING ACCOMMODATION

DIVTEC Training and Further Education will gladly assist you in finding suitable accommodation. When you arrive in Brisbane where are you going to stay the night? It is much better to know the answer to this question before you leave home. There are two types of accommodation to consider: temporary and permanent. Our college representative can arrange accommodation for students. Accommodation arrangement fee is AUD\$150.

Students can enjoy any one of the following accommodation types in Brisbane:

- Home stay – Students can enjoy the opportunity of living with an Australian family and practicing their English language skills.
- Home stay (Full board) – Single Room AUD\$200 – AUD\$300 per week
- Shared Accommodation (Own Room) AUD\$150 – AUD\$200 per week
- Studio/ Single Room Apartment AUD\$270 – AUD\$480 per week

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport. Brisbane's cultural diversity caters to many different lifestyles and the costs of transport, food and entertainment is very competitive and often better than most other Australian capital cities. The Brisbane lifestyle can be enjoyed, even on a student budget.

Transportation in and around Brisbane is very easy, the City is well serviced by buses and trains and City Cat ferries and taxis from all suburbs. There is the Air Link from Airport and fast Train Service to Gold Coast. If you require us to arrange accommodation or airport reception, please let us know at least 14 days before your arrival in Australia.

It is estimated that students who live alone spend a total of between \$200 and \$400 per week on accommodation, food and other living expenses.

For information about the College please visit our website : www.DIVTEC.edu.au or contact the college.

Types of Accommodation

DIVTEC Training and Further Education does not offer on-campus accommodation, however there is a range of other accommodation options from which students can choose such as homestay, student housing and rental accommodation.

Homestay

Homestay accommodation provides a homely, safe environment in a range of settings such as host families, share houses and units in single or shared rooms. They are often close to transport and shops. Visit the following websites to see some of the homestay accommodation available in Brisbane. More information can be found at:

- <https://www.homestay.com/>
- <https://www.homestaynetwork.org/homestay-brisbane/>
- <https://www.brisbanehomestay.org/>

Student Housing

There are a number of purpose-built homes in Brisbane that accommodate students only. For an example of what is currently available you can access the following website where you can specify your individual requirements. Accommodation for students can be found online at:



- <http://urbanest.com.au/brisbane/>
- <https://studentone.com/>
- <https://unilodge.com.au/city/brisbane/>

Rentals

Private rental arrangements can be made through local real estate agents or through private agreements where you will be able to rent modern, self-contained and furnished apartments to suit your budget.

Some Australian property websites include:

- www.realestate.com.au
- www.domain.com.au
- www.property.com.au
- www.gumtree.com.au

Weekly rental rates will be determined by whether you are simply renting a room in a share house, or you are renting an entire house or apartment and for a single person could range from \$120 to \$280 for a single room in rental accommodation to \$700 per week for a house or a large apartment.

Temporary accommodation

If you have not already arranged permanent accommodation, you will need temporary accommodation for a few days or weeks while you look for something more permanent. Contact Student Services for assistance with this. Short-term accommodation options you may wish to consider when you first arrive in Australia include hostels and discounted rates on hotels.

Short stay apartments may be found at:

- www.booking.com.au
- <https://www.airbnb.com.au/s/Brisbane-City--Australia>

Permanent accommodation

It takes a student, on average, between two and four weeks to find suitable accommodation.

There is a variety available for you choose e.g. share housing, homestay, etc). It is easier for you to make this choice once you arrive you will need temporary accommodation at first, as noted above. It is important to inspect rental accommodation before signing a rental agreement.

4.6 THINGS TO KEEP IN MIND WHEN RENTING:

Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent.

A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

The landlord/agent must give you a 'Bond Lodgement' form with details about how much bond you have paid. This should be signed by both you and the landlord/agent. The landlord/agent must lodge this form and your bond with the Residential Tenants Authority (RTA within 10 days).

If you do not receive an advice slip, contact Residential Tenancies Bond Authority (phone 1300 137 164) to find out if the bond has been lodged. It is an offence for the landlord/agent not to lodge the bond.



Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you.

Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take note of these details:

- Are there laundry facilities?	<input type="checkbox"/>
- Is there a telephone line already connected?	<input type="checkbox"/>
- Do the light fittings, toilet and shower all work?	<input type="checkbox"/>
- Is the oven/ stove, gas or electrical?	<input type="checkbox"/>
- Is there damp or mould on the walls? Is there painting required?	<input type="checkbox"/>
- Is the place furnished? What kind of furniture?	<input type="checkbox"/>
- What kind of heating/cooling is there?	<input type="checkbox"/>
- Is there an insect/ pest problem?	<input type="checkbox"/>
- Is it close to transport, shops, and campus?	<input type="checkbox"/>
- Will the area be noisy? Is it on a busy road? Is there good security?	<input type="checkbox"/>
- Will the landlord carry out any repairs before you move in? How are repairs made once you live there, and who pays for which repairs?	<input type="checkbox"/>
Comments: 	

We strongly recommend that you inspect any permanent accommodation before signing a lease.

Adapted from: <https://www.rta.qld.gov.au/Forms-and-publications/Forms/Forms-for-general-tenancies>



Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date.

The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

Restrictions

The lease may contain restrictions, such as not permitting animals in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Choosing a Roommate

The task of choosing a roommate needs to be taken very seriously. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.

It's important to establish ground rules which everyone agrees upon at the beginning. If you do, it will make life much easier as studies begin, and pressures increase. If everyone agrees to the ground rules, everyone knows each other's expectations and it is easier to address small issues early.

Some questions you could ask are listed below.

Food

- Do you and your roommates expect to share the costs of buying everyday items which are used by everyone? Such as:
 - o toilet paper
 - o washing powder for clothes and dishes,
 - o cleaning supplies etc.
- Will you have a general kitty for food, or will each person look after themselves
- If you are buying food as a group, who will take care of the preparation, washing up, etc.?
- Does anyone in the group have specific food needs? (allergies, preparation needs) If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

Cleaning / Utilities

- If you are answering an advertisement for a roommate; what does the rental price cover?
- Does it include utilities, or are they split equally when the accounts are due?
- Who will pay them and how will you all know they have been paid?
- Decide exactly what "clean and tidy" means to you.
 - o Who will clean what? How often?
 - o Will you hire a cleaning company to keep things under control?

Personal Habits and Individual Needs

- How much privacy do you need?



- What hours do you usually:
 - o Sleep?
 - o Study?
 - o Relax?
 - o Socialise?
 - o Shower?
 - o Wash clothing?

Smoking and Drugs

- Do you prefer to have a smoker or non-smoker as a roommate?
- Is a smoker alright as long as they smoke outside the residence? (Many rental agreements will forbid smoking inside the premises)
- Clarify your stance on the use of alcohol and/or illicit substances.

Music and Television

- What are your musical likes and dislikes?
- Do you watch TV every day or just once in a while?
- Do you like to study with or without music/TV?

Personality Traits and Communication

- How do you perceive yourself? How do others perceive you?
- Do you enjoy being around a lot of people - or just a few friends?
- Are you more comfortable by yourself?
- What about overnight visitors?
- When conflicts arise, how do you go about resolving them?
- How do you behave when you're happy - angry?
- What are the things that bother you most?

Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust. A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.

4.7 HOUSEKEEPING

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is very important for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

Kitchen Stoves and Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners



after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer.

This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves.

The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the wheelie bins provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks.

The landlord will inform the tenant about the way to dispose of garbage particularly with regards to recycling and the days your rubbish is collected.

Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that misuse of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products.

Warning: *Keep all cleaning products out of reach of children and do not mix products!*



Maintenance and Fixtures and Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

Home Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Plan your escape in the event of a Fire

- Get down on the floor and crawl to the door. In Australia we say – get down low and go go go
- Get out of your room
- Close the door (this prevents smoke and fire from spreading)
- Alert others
- When outside, stay out
- Call 000

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Further assistance can be found at <https://www.careforkids.com.au/child-care/qld/brisbane-city>.

Many schools offer before- and after-school care programs that usually operate as follows:

- Mornings: 7:30am - 8:45am
- Afternoons: 3:30pm-6:00pm).

Children who need these programs must be registered with the school.

4.8 SCHOOLING IN AUSTRALIA

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.

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. DIVTEC Training and Further Education 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.

Dependents who accompany you to Australia will be required to pay full fees if they are enrolled in either a government or non-government College. Please contact the college for any assistance.

4.9 SOCIAL ACTIVITIES

To help you settle into life and make new friends, we strongly suggest you join a local sporting, recreational, church or other group. Please talk to our Student Services representative about various



groups available in this area. The college provides students with the information and opportunity to participate in a number of social activities throughout their study.

These may include:

- Sporting activities
- Sightseeing
- Cultural events and festivals
- Industry related social functions and professional conferences/seminars
- Visits to industry related facilities
- BBQs
- Nature walks
- River cruises

Connect with the local community

DIVTEC Training and Further Education supports a number of initiatives that foster greater cooperation with the broader Australian community for international students. Our international student volunteering programs give you the chance to meet new friends while helping out in your local neighbourhood. Our volunteering activities include working at local festivals, helping people learn computer skills, and talking with elderly citizens.

Experiencing Culture Shock

What is culture shock? Firstly, it is important to recognise and accept that culture shock is a normal but unpleasant and at first negative experience but handled well it can have positive effects such as

- learning experience
- increase intercultural understanding
- enhancement of self-efficacy

4.10 MAKING PHONE CALLS WITHIN AUSTRALIA

To make international phone calls:

- Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled) To make domestic phone calls
- Dial – the area code + phone number

Area Code	State
(02)	ACT, NSW
(03)	VIC, TAS
(07)	QLD
(08)	SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.





Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia's country code prefix (61) followed by the area code without the first zero (for instance Brisbane would be 7 instead of 07), and then dial the required number.

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognised by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance.

Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day.

Pre-Paid Telephone Cards cost \$5, \$10, \$20 and \$50 and may be purchased at most newsagencies, post offices and convenience stores.

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority <https://www.acma.gov.au/> to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia.

If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: <http://www.mobiles.com.au/mobile-phoneplans> (accessed December 2017)

Computer and Internet Access

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra, Optus, Vodaphone and Amaysim, you could get a packaged deal for your home phone, internet and mobile phone.

Calling Emergency Services

In Australia dial 000 from any phone (including mobiles) for fire, police or ambulance services.

Emergency Services operators answer this number quickly and to save time will say, "Police, Fire, or Ambulance".

If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond.

Be ready to respond to such questions as:

- where are you? (note street names and the closest intersection)
- what has happened and to whom;
- what their condition is.

The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit



arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly. The contact details for local Police are:

Brisbane Police Station

- 46 Charlotte Street, Brisbane City QLD 4000
- (07) 3258 2582

Fire

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

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132500.

4.11 POSTING A LETTER

Australia Post

Australia Post is one of our nation's largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.



Small Letters

The cost of posting a small letter for distribution in Australia is an AU.60¢ postage stamp which you affix to the envelope.

A small letter has the following characteristics:

- no larger than 130mm x 240mm
- no thicker than 5mm
- maximum weight 250g.

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner. That is why it is necessary to address your mail clearly and correctly. The information on the next page demonstrates how to correctly address an envelope in Australia.



- 1 Name
- 2 Street address
- 3 Suburb and state / territory in CAPITAL letters
- 4 Postcode
- 5 Place a stamp on the right hand corner of the envelope.

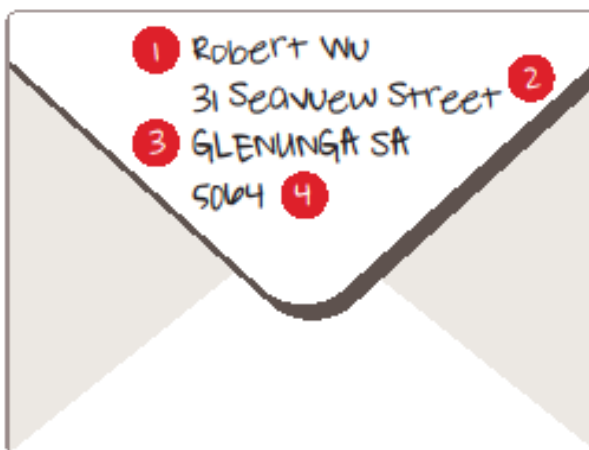


Remember to include a return address

It's important to put a return address on the back of your envelope. This means we can send the letter back to you if it's delivered to the wrong place. Once you receive your letter back, you can easily write the correct address on a new envelope and send it again.

The return address should be written neatly at the top of the envelope's seal flap as shown below.

- 1 Your name
- 2 Your street address
- 3 Your suburb and state / territory in CAPITAL letters
- 4 Your postcode.





4.12 GETTING AROUND BRISBANE

Public Transport

go card is TransLink's electronic ticket that lets you travel seamlessly on TransLink's network of bus, train, ferry and tram services, including the Airtrain

It's cheaper compared to the cost of a paper ticket; is easily topped up; offers great travel benefits and you can register your card to protect your travel balance if it is lost or stolen.

Travelling with go card is easy - simply touch on at the beginning of your journey and touch off at the end. Your fare is automatically deducted from your card balance. You can transfer easily across bus, train, ferry and tram services by following the transfer rules available online at: <https://translink.com.au/travel-with-us/bus-train-ferry-tram/travel-tips>.

Find out more about public transport in Brisbane at <http://translink.com.au/>

Road

The trip from Brisbane to the Gold Coast is a 40 minute journey along the freeway.

Taxis

There are numerous taxi services from which to choose and taxi stands exist all around Brisbane. More information can be found at

- <http://www.taxifare.com.au/rates/australia/brisbane/>
- <http://www.yellowcab.com.au/contact-us>
- <http://blackandwhitecabs.com.au/?q=brisbane>

Buses and Trains

Buses service are also available from one suburb to the other. To identify train and bus times and prices visit TransLink <http://translink.com.au/>

Airlines

The Brisbane area has frequent domestic services from Brisbane to domestic and international destinations.

More information at be found at: <http://www.bne.com.au/arrivals-departures/arrivals-departures>.

Ferries

There are a number of ferries and water taxis operating in Brisbane, providing a unique transport service for visitors and residents of the Brisbane. For more information visit:

<https://www.brisbane.qld.gov.au/citycat-ferry-services>.

4.13 HOW TO SHOP

Bargaining/Haggling

When shopping in Australia you generally don't bargain or barter (also called haggling) for the price of an item.

The displayed price for items is fixed and if Australian GST (Goods and Services Tax) is applicable it will already be included in the displayed price. However, there are exceptions to this rule.

There are places and circumstances in which it is perfectly acceptable to barter for the best price possible. These may include:



- at garage sales
- community markets
- second hand dealerships
- at electrical goods' stores
- furniture shops
- when purchasing a motor vehicle if you are offering to pay in cash, or have seen the item at a competitor store for a better price

If you are paying by CASH and, if you are buying more than one item, you may have more bargaining power. Begin the bargaining process by asking:

- "What's the best price you can give me?"

Or at a garage sale, you might pick up several items whose combined total is \$50 and say:

- "I'll offer you \$30 for all of these."

Purchasing an Item

The most common methods of purchasing items are by cash or EFTPOS. EFTPOS (Electronic Funds Transfer at Point of Sale) allows you to use the card attached to your Australian bank account to make purchases and withdraw cash at the same time (at the retailer's discretion) from more than 103,000 merchants across Australia.

Just swipe your keycard through the EFTPOS card reader, select your account type and enter your PIN. EFTPOS is available at most supermarkets, petrol stations and retail outlets. Just look for the EFTPOS sign. You can choose to make the EFTPOS transaction from your savings account, cheque account or credit card. You receive a printed receipt after each purchase and the transaction appears on your statement.

4.14 OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

You can choose to take out SHC with the provider preferred by DIVTEC Training and Further Education or with the Australian OSHC provider of your choice. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management: www.ahm.com.au
- BUPA Australia: www.overseasstudenthealth.com
- Medibank Private: www.medibank.com.au
- OHCWorldcare: www.OHCworldcare.com.au

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



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

- Extra OSHC provided by some OSHC providers
- International travel insurance,
- General treatment cover with any Australian private health insurer.

You can find a list of these providers and search for the one that suits you best at:

- www.privatehealth.gov.au
- www.iselect.com.au

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

How do I make a claim?

This information will be provided at the time of joining.

Other Health-Related Services

Types of Health Care in Australia

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare.

Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

Public System

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State.

One of the problems with such a system is that waiting times in public hospitals can be extensive due to a shortage of healthcare professionals and facilities.

Private System

Private hospitals provide about a quarter of all hospital beds in Australia.

Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Most dental services are provided by private practitioners.

For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.



Attending an Australian Hospital

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system.

If you attend an Emergency Department in a hospital you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours.

Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are extensive waiting times for elective surgeries at public hospitals, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

General Practitioners (GPs)

In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. You must make an appointment to see a GP.

It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

What should I do if I am sick?

Choose a doctor from the list of medical centres in and around Brisbane in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment.

Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

In a medical emergency, calling for an ambulance could mean the difference between life and death.

However, people sometimes hesitate to call because they are not sure if the situation qualifies as an emergency. If in doubt, always call triple zero (000). The people who take your call are trained to help you and will direct you to the appropriate resources.

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication.



If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to DIVTEC Training and Further Education. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor. If you are diagnosed with a serious medical condition that may hinder your progress in your studies, please inform the Student Support Officer who can help you and provide support if required.

- **CBD 7 Day Medical Centre & The Travel Clinic**
Brisbane
Level 1 / 245 Albert Street (cnr Adelaide St)
Brisbane
Telephone: 07 3211 3611 (all hours)
- **First Care Medical Practice**
189 Grey St, South Brisbane QLD 4101
Telephone: 07 3844 6600
- **Mater Health Services**
Raymond Terrace
South Brisbane, QLD 4101
Telephone: 07 3163 8111
- **Mater Hill Family Medical Centre**
40 Annerley Road
Woolloongabba QLD 4102
Telephone: 07 3828 6300
- **GP Strathpine Superclinic**
11/328 Gympie Rd Strathpine QLD 4500
Ph 07 3480 0111

Pharmacies

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address.

You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than *AU\$33.30 (as at July 2014) you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine.

If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Over-the-Counter Medication

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.



Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Maintaining Your General Health

Maintaining good health is of vital importance when studying abroad.

While living in another environment is a good way to change a daily routine, it is important for students who are experiencing difficulties in their own country (relationship, health, emotional, substance abuse, etc.) not to expect a vacation from their problems.

Going abroad is not a “geographic cure” for concerns and problems at home (that is, thinking that you can solve your personal dilemmas by moving from one place to another).

Sometimes students feel that a change of venue will help them to move past their current problems. However, living and studying in a foreign environment frequently creates unexpected physical and emotional stress, which can exacerbate otherwise mild disorders.

It is important that all students are able to adjust to potentially dramatic changes in climate, diet, living, and study conditions that may seriously disrupt accustomed patterns of behavior. In particular, if students are concerned about their use of alcohol and other controlled drugs or if they have an emotional or physical health concern, they should address it honestly before making plans to travel and study abroad.

Physical Health

A big part of staying healthy involves eating healthy foods, and getting enough exercise for fitness and relaxation. Nutrition Australia provides some great information about healthy eating, exercise and lifestyle on its website www.nutritionaustralia.org (accessed July 2014)

- Exercise – do at least 30 mins of moderate exercise a day
- Sleep – get at least 8-9 hours of sleep a night
- Nutrition – keep a balanced diet remembering to eat lots of vegetables and fruit everyday
- Limit your consumption of alcohol

Sexual Health

Taking care of your sexual health means more than being free from sexually transmissible infections or diseases (STIs or STDs); it also means taking responsibility for your body, your health, your partner’s health and your decisions about sex. Talk freely to your partner to ensure you are both ready for sex. Always use condoms as condoms are the only form of contraception that protects against STIs (Sexually Transmitted Infections) and unplanned pregnancy. But girls should also consider a form of contraception to ensure safety against an unplanned pregnancy. If you have any sexual health concerns consult your GP.

Mental health

Be prepared to discuss concerns with a trusted friend or counsellor earlier rather than later. If you believe you need help, you may wish to contact the Mental Health Association contact Brisbane Health.

4.15 TUITION PROTECTION SERVICE (TPS)

The Tuition Protection Service is an initiative of the Australia Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS ensure that international students are able to either:



- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

For more information, see the 'Provider Default' section within the handbook or the International Student Enrolment Application Form.

4.16 INTERPRETER SERVICES

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service (TIS) can be used. For more information visit <http://www.homeaffairs.gov.au>.

4.17 MANAGING FINANCES

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one or two years in Australia, depending on their assessment level.

More information can be found at <https://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>

Initial Expenses

Initial establishment costs for a shared apartment, student bonds for accommodation, electricity, gas and phone could add up to at least \$1500.

On the next page, you will find a more detailed example of some of the expenses you might encounter when you first come to Australia.

The Australian Government provides information and guidance on managing your finances. You can read more at <https://www.moneysmart.gov.au/>

If you experience financial concerns while in Australia, you can contact DIVTEC Training and Further Education Student Support staff for assistance.



Expenses	Example of a student living in shared accommodation	Example of family accommodation
Temporary accommodation (8 nights)	\$450.00	\$850.00 - \$1,000.00
Furniture and household items (if renting unfurnished or partly furnished home)	\$1,500.00	\$3,000.00
Electricity/gas/phone – connection	\$250.00	\$250.00
Rental bond (refundable)	\$600.00	\$1,000.00
Two weeks' rent in advance	\$700.00	\$1,000.00
Establishment Total (approx.)	\$3,500.00	\$6,100.00

Accommodation, food and utilities	Per week for one person
Rent - ongoing**	\$120 - \$280 per week
Electricity/gas – ongoing	\$25 - \$50 per week
Phone (includes Internet) – ongoing	\$10 - \$30 per week
Food, groceries, incidentals	\$80 - \$150 per week
Other (entertainment, clothing, toiletries, postage etc)	\$40 - \$100 per week
Public Transport	\$20 - \$40 per week
Health (dental/medicine not covered by OSHC)	\$500 - \$1300 per year
Contents insurance	\$280 - \$600 per year
Emergency/unexpected	\$500 - \$1500 per year

NOTE: This is to provide you with a guide only. All costs are in Australian dollars. To convert to your own currency visit <http://www.xe.com/>.



5 WORKING AND LIVING IN AUSTRALIA

Please note that you will NOT be able to work in Australia until the first official day of classes when DIVTEC Training and Further Education will confirm your study commencement.

5.1 WORKING WHILE STUDYING

You are not permitted to start work until you have commenced your course of study

You can work a maximum of 20 hours per week during the term and unlimited hours when your course is not in session.

The Department of Home Affairs considers your course to be 'in session':

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

For a full list of mandatory and discretionary student visa conditions please visit:

- <https://www.homeaffairs.gov.au>.

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you. However, there are many different ways to find a job in Australia:

- Newspapers
- Job Boards on campus, local shopping centres or online. Online companies include:
 - <http://www.careerone.com.au>
 - <http://www.seek.com.au>
 - <https://www.adzuna.com.au>

Earning an Income

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form.

If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at <https://www.ato.gov.au> or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent



to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at <https://www.ato.gov.au/>
- For a registered tax agent visit <http://www.tpb.gov.au/TPB/Home/TPB/Default.aspx>
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

Superannuation (or 'Super') is a way of saving for retirement. Your employer may have made legally required superannuation payments into a super fund on your behalf. Because many international students are here on temporary visas and will not retire in Australia, you may be able to take your superannuation once you leave Australia permanently. (You may be able to return to Australia on another visa even if you take your superannuation money.)

When you leave Australia, you can claim your super as a Departing Australia Superannuation Payment (DASP) if you meet [the requirements](#).

To find out more information about claiming your superannuation, visit the website of the Australian Taxation Office: <https://www.ato.gov.au/individuals/super/accessing-your-super/temporary-residents-leaving-australia/>

You can find a comprehensive outline of Australian law and the legal system at: <http://australia.gov.au/>

5.2 LEGAL SERVICES AND ADVICE

If you break the law, are arrested and need to attend a court appearance, you will need legal representation to negotiate Australia's complex legal system.

Free legal advice can be found at: <http://www.legalaid.qld.gov.au>

If you require any assistance please contact DIVTEC Training and Further Education.

Child Protection Laws

Child safety in Brisbane <https://www.humanservices.gov.au> dedicated to protecting children and young people, and ensuring they are safe from abuse. The phone number is 13 12 78.

Security

House-breaking is one of the most common crimes. Most house break-ins appear to be crimes of opportunity with entry gained through an open or unlocked window or door. Most intruders are looking for (and often find) a house left open or unlocked where they can get what they want with ease and make a quick getaway.

Some General Security Tips:

- Your house number should be clearly visible from the street in case of an emergency.
- Keep your front door locked when you are at the back of the house.
- Do not leave messages on the front door. It lets people know you are not home.
- Avoid having parcels left on the doorstep.
- If you have to have something delivered while you are out, ask your neighbours collect it.
- When out, leave a radio or television on or a light in the evening to give the impression you are home.
- Keep cash and valuables out of sight.



Home Security is an issue for you to consider when you are deciding on a place to live. Windows and doors should have security screens or locks; doors should have dead-bolts, a security chain and a peep hole.

Contents Insurance

It is recommended that if you are in a rental property that you obtain Contents Insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance, but your personal belongings will not be covered.

Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to \$200.00 per year depending on the value of your belongings.

5.3 PERSONAL SAFETY

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- Don't leave your drink unattended

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings. Using personal stereos could mean not hearing trouble approaching
- Always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible.
- Consider carrying a personal attack alarm

Very important: If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.



Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Waiting for a bus

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
 - At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phoning or calling a taxi is preferred than hailing one on the street - a record of all bookings is kept by taxi companies
- You are entitled to choose the taxi/taxi driver of your preference.
 - If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi.
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



- If the driver harasses you when travelling in a taxi your options include:
 - Ask the driver to stop. You may choose to make up an excuse to do so.
 - Leave the taxi when it stops at a traffic sign or lights.
 - Call out to someone on the street to attract attention and seek assistance - this may also cause the driver to stop.
 - Read out the fleet number and advise the driver you will report him/her if they don't stop.

5.4 ROAD RULES

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, you must know the road rules before you attempt to drive (even 10 metres)! Many lives are lost on Australian roads every year and international visitors are at high risk!

If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road.

A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

5.5 OWNING A CAR

Registration

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law and potentially fatal if it's not hands-free. This applies to sending or receiving text messages as well as making or receiving calls.

If you operate a mobile phone while driving, you are nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points and penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law.



Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

- you remain a temporary overseas visitor
- your overseas licence remains current
- you have not been disqualified from driving in that State or elsewhere and
- you have not had your licence suspended or cancelled or your visiting driver privileges withdrawn. Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: *If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.*

When driving in and around Brisbane you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit. If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

5.6 DRINKING LIMITS

The more you drink, the higher your BAC (blood alcohol content). But two people who drink the same amount might register quite different BACs. There are many factors that will affect this, including:

- Body size: A smaller person will have a higher BAC than a larger person because the alcohol is concentrated in a smaller body mass.
- Empty stomach: Someone with an empty stomach will reach a higher BAC sooner than someone who has just eaten a meal. Food in the stomach slows down the rate at which alcohol passes into the bloodstream.
- Body fat: People with a lot of body fat tend to have higher BACs because alcohol is not absorbed into fatty tissue, so alcohol is concentrated in a smaller body mass.
- Women: After drinking the same amount of alcohol, a woman will almost always have a higher BAC than a male.

Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. To stay below 0.05 BAC, drivers are advised to limit their drinking to:

- For men: No more than two standard drinks in the first hour and no more than one standard drink every hour after that.
- For women: No more than one standard drink in the first hour and no more than one every hour after that.

For more detailed information about alcohol and how it affects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

Random Breath Testing (RBT)

Random breath testing of drivers for blood alcohol levels and drug use is common at any time of the day or night. Police officers have the right to stop any vehicle at any time and require the driver to supply



samples for screening. Any person driving a motor vehicle is required by law to have less than a specified amount of alcohol in their blood. If a driver exceeds the level which applies to them the driver has committed an offence.

Increased Risk of an Accident

It is safest not to drink alcohol at all if you are going to drive. The more alcohol you have in your body, the more risk you have of being involved in an accident.

- At 0.05% Blood Alcohol Content (BAC), your risk of being involved in a road accident is double that of a 0.00% reading.
- At 0.1% BAC your risk is more than seven times as high of being involved in a road accident, than at 0.00%.
- At 0.15% your risk increases to 25 times that of driving at 0.00%.
- DO NOT DRINK and DRIVE!

Please keep in mind:

- Some hotels don't serve standard drinks - they might be bigger. Large wine glasses can hold two standard drinks - or even more!
- Drinks served at home often contain more alcohol than a standard drink.
- Cocktails can contain as many as five or six standard drinks, depending on the recipe.
- Pre-mixed bottled drinks often contain **more alcohol than a standard drink**.

5.7 SMOKING

Australian law makes it an offence to sell or supply tobacco products to a person under the age of 18 years. It is illegal for anyone under 18 to purchase tobacco products. There are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

Regulations have been introduced to restrict smoking in public areas such as shopping centres, hotels, restaurants and dining areas, and in some workplaces.

In New South Wales there are restrictions regarding smoking in public area. Make sure you read any signs before lighting up.

Each State and Territory has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal. Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. The Federal Customs Act covers the importing of drugs, while each State has laws governing the manufacture, possession, distribution and use of drugs, both legal and illegal.

5.8 DRINK SPIKING

Whether you are drinking alcohol or not, always keep your drink close to you and watch it at all times. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time.

Drink spiking can happen to anyone: male or female, young or old whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured and if you suspect you or your friends have had a drink spiked, call 000 (zero zero zero) immediately to report it and get help.



5.9 HITCHHIKING

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a hitch-hiker.

In Australia it is illegal to hitchhike on motorways (where pedestrians are prohibited and where cars are not allowed to stop). Some travel companies promote hitchhiking as an inexpensive means of travelling around Australia. However, many crimes have been committed against innocent hitchhikers including violent personal crimes and abductions. You do not know anything about the person whose car you get into.

Our advice to you is **DO NOT HITCHHIKE! It simply is not worth the risk.**

5.10 AVOIDING DANGEROUS AREAS AND ACTIVITIES

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night.

These differences can have a very different impact on the way you feel when you are in them. For example:

- The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe.
- A shopping mall during the day has lots of different people using it. Once it closes, it is often isolated and usually dark.
- A school between the hours of 8 am and 5 pm is usually lively and active. After 5 pm or during school holidays however, it may be isolated or dominated by particular groups of people. Being in a place when it is busy is very different from when the place is isolated. There is often no reason to be afraid, but – be alert, be aware, and be careful.

Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart.
- Drink in a way that leaves you in control.
- Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.



What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality.

Your first point of contact should be the Police or your closest Sexual Assault Service. If calling the police from a public phone dial 000.

It is important that you:

- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
- Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.
- Try to remember everything you can about your attacker.
- Remember, you are the victim. **You have nothing to feel guilty or ashamed about.**

Police officers are aware that when a person has been assaulted, sexually or otherwise, they are likely to be suffering from emotional shock. The police will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim.

If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

Keeping in Contact

Before you leave home, you should provide your family and friends, and DIVTEC Training and Further Education in Australia, with details of your flights and where you will be staying when you arrive. Please remember not to change these details without informing them.

Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.

5.11 PACK WHAT YOU NEED

Most items you will need during your stay are available in Australia, though the cost may be higher than in your home country. So, it pays to pack sensibly and have enough money when you arrive.

Animal or plant items

If you want to take any animal or plant items (which could potentially carry disease) into Australia, you must complete a form and declare the items to Quarantine at Brisbane Airport.

Some items are prohibited, and you generally cannot take these into Australia; however, it may be possible to do so if you obtain approval before you leave home. Please visit <http://www.daff.gov.au/aqis>.



Document Folder

It is a good idea to prepare a folder containing all the important documents you may need to access quickly. We suggest your folder contain the following documents - you may think of others:

• valid passport (including photocopies)	<input type="checkbox"/>
• visa (including photocopies)	<input type="checkbox"/>
• letter of Offer of Admission and other material sent to you by DIVTEC	<input type="checkbox"/>
• receipts of payment for all DIVTEC Training and Further Education fees	<input type="checkbox"/>
• certified copies of personal papers, such as academic transcripts, educational or work qualifications, scholarship award letter (if applicable)	<input type="checkbox"/>
• identification (ID) papers, such as birth certificate, proof of citizenship, driver's license from your own country, international driver's permit (if needed – see below)	<input type="checkbox"/>
• papers relating to any study that may earn you credits for the course you are enrolling in at DIVTEC Training and Further Education Australia. (If you want credit for study already completed you will need to bring detailed information – course outlines, syllabus outlines, texts used, course assessment information, number of teaching hours, etc.)	<input type="checkbox"/>
• credit cards, bank key cards, traveller's cheques, etc	<input type="checkbox"/>
• medical records, immunisation records and school records for you and all	<input type="checkbox"/>
• accompanying family members	<input type="checkbox"/>
• proof of marriage (if relevant)	<input type="checkbox"/>
• receipts for goods you are bringing to Australia, to assist with assessing Customs duty and sales tax (e.g. computers, cameras)	<input type="checkbox"/>
• reference letters including rental references (for finding accommodation or employment)	<input type="checkbox"/>
• Your student handbook - THIS HANDBOOK	<input type="checkbox"/>

5.12 MONEY

Australia has decimal currency with 100 cents to the dollar. Australian bank note denominations are \$100, \$50, \$20, \$10 and \$5, and coins are \$2, \$1, 50 cents, 20 cents, 10 cents and 5 cents. The exchange rate for the Australian dollar (AUD) is a floating rate based on the foreign exchange market. You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction.

Credit Cards

All major international credit cards are accepted in Australia, but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.



How much should I carry?

You must have some money for immediate use when you arrive in Australia. You will need to pay for transport from the airport, as well as accommodation, food, telephone calls, postage and other expenses. You should bring at least AUD \$500 in cash and have easy access to at least \$1,500 more (e.g. with a bank key card or in traveller's cheques).

Do not bring all your funds in one cheque that needs to be cashed at a bank. It can take several weeks for cheques from some countries to be cleared for cashing by the banks in Australia. This could leave you in a difficult situation with no money for accommodation or other necessities.

Bank accounts

You will be able to open a bank account straight away. In the first six weeks after you arrive, you need only your passport as proof of identity when opening a bank account. Once you have opened an account, further funds can be transferred from your home country directly into your account in Brisbane.

Some banks in your country may be able to open an account for you in Brisbane before you leave home – ask at your bank first. Credit cards accepted in Australia include American Express, Diners Card, Visa and MasterCard.

Banks also issue bankcards for use in Australia.

Useful websites:

- <http://www.travelex.com.au/> - traveller's cheques and money transfers
- <http://www.xe.com/ucc/> - universal currency converter
- <http://www.google.com.au/> - type in related terms (e.g. 'Australian banks')

5.13 WHAT IF I AM SENDING ITEMS TO AUSTRALIA?

If you send items to Australia by post or a freight service, they will need to be cleared by Australian Customs.

You can clear the goods yourself or have a nominated person, such as a relative or Customs broker, do it for you. You will need to complete an 'Unaccompanied Effects Statement' (available from all Australian Customs offices and Customs brokers), produce your passport and a detailed packing list.

If you do not use the services of a broker, you should contact the Australian Customs office nearest to the location of the arriving goods to arrange your own clearance. Customs may inspect the goods on arrival in Australia. Duty free concessions will not apply to goods sent to Australia.

The most current information can be found at: <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

5.14 PREPARE YOURSELF MENTALLY AND EMOTIONALLY

In the rush of dealing with practical matters – visas, tickets, documents, money – do not forget to allow yourself time to prepare emotionally and mentally for the experience ahead of you.

For most students, even those who have lived and studied abroad before, a move to a new culture and education system will involve a period of transition and adjustment.

Being away from home can result in feelings of sadness, loneliness and even depression. But if you know what to expect you will find it easier to cope.



There are usually three stages of change:

- At first, there is often a period of excitement when preparing for your departure. Saying goodbye to family and friends is a little sad, but the sadness is masked by the anticipation of living abroad. The first few days in the new country are usually disorienting but still exciting.
- As the excitement wears off, you may notice differences between Australia and home. You may start missing the life you are used to and may start to feel lonely and isolated. It is not uncommon for students to feel quite depressed and unhappy and to start wondering if they have made a terrible mistake.
- Then, as time passes, lectures begin, you meet people, make friends and become familiar with the way things work here, you will find yourself feeling more comfortable. The depression lifts and you begin to see differences in a more positive light. Before long, you find yourself feeling more at home.

You can make this transition more easily if you remember that changes in your emotional state are a normal reaction to major life changes.

Adequate preparation will help you adjust. It can help if you bring some favourite familiar items with you from home – an ornament, or something that has special importance. Keeping in touch with people back home on a regular basis also helps. As well as talking to a counsellor at DIVTEC Training and Further Education about things that concern you.

Remember, contacting local students by joining clubs and societies and taking part in the activities they organise is a great way to meet people and make friends.

5.15 SHOULD I BRING MY FAMILY TO AUSTRALIA?

There are arguments for and against bringing your family while you are studying in Australia. On one hand, you will not be separated from them, you will not be anxious about their welfare in your absence, and you will have someone near and dear to share your experiences.

On the other hand, families make demands on your time and energy and this can affect your study.

Also, you may make less effort to meet new people if you have your family with you. You will need to discuss these advantages and disadvantages carefully with your spouse or partner and other family members and reach a decision which is best for all.

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs, See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. However, before bringing your family to Australia, you will have to prove that you can support them financially.

Rather than bringing the family together with them to Australia, some students have found it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to consider:

- the cost of airfares for your family to and from Australia
- possible higher rent for a larger home
- limited employment opportunities for your spouse



- extra costs for food, clothing and other necessities
- the effect on you and your studies if your family is not happy in Australia
- whether your children will adjust to school in Australia
- waiting lists for childcare centres

For more information visit: <http://www.homeaffairs.gov.au>.

Coming to a new and unfamiliar country as the spouse or partner of an international student is exciting but not always easy. You may wish to contact DIVTEC Training and Further Education Student Services for advice on any family related concerns.

5.16 ON YOUR FLIGHT

Wear comfortable, layered clothing so that you can adjust to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be VERY HOT so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, you may need extra clothing in your luggage if flying into the Australian winter season.

- Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document.
- You **must tick** ☒ **YES** if you are carrying any food, plant material (including wooden souvenirs), or animal products. This includes fruit given to you **during** your flight.
- More information can be found at <http://www.homeaffairs.gov.au>.

If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than AU\$10,000 in cash, you must also declare this on your Incoming Passenger Card. However, it is **strongly recommended** that you do not carry large sums of cash – instead, arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Sharp objects on flights

For security reasons, all knives, sharp objects or cutting implements of any kind and any length, whether or metal or other material, knitting needles, and sporting goods, must be packed in checked luggage. They cannot be carried in your hand luggage.

If they are, the articles will be removed and not returned. If you are carrying hypodermic needles for medical reasons, you must declare them. Medication should have a professionally printed label identifying the medication, or a manufacturer's name or a pharmaceutical label attached. When possible, carry documentation of identification to confirm your medical condition.

You should check any other restrictions concerning hand luggage with your travel agent or the airline you are travelling with.

5.17 UPON ARRIVAL IN AUSTRALIA

When you first arrive in Australia you will be required to make your way through immigration by following the signs for Arriving Passengers as you leave the plane. An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence.



The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card. Students have received on the spot fines for not declaring items.

Visit the Australian Quarantine and Inspection Service (AQIS):

- <http://www.agriculture.gov.au/travelling/arriving-in-australia>
- Read “What can't I take into Australia?” and also let your family and friends know “What can't be mailed to Australia?”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Economy passengers are generally permitted 1 x checked luggage (32kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the number of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully.

You will be able to purchase most things upon arrival in Australia, but the price may be higher than in your own country.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check your luggage to make sure nothing is **missing or damaged**. If something is missing or damaged go to the Baggage Counter and advise them of your problem.

Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

5.18 AUSTRALIAN CUSTOMS AND QUARANTINE

Once you have your luggage you will go through Customs.

Be careful about what you bring into Australia.

Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. More information can be found at: <http://www.agriculture.gov.au/travelling/to-australia>.

Australia has strict quarantine laws and tough on-the-spot fines.

Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.



Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection.

These dogs are **not dangerous** to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously.

A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

5.19 VISA CONDITIONS

Once you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- completion of the course within the duration specific in the CoE
- maintaining satisfactory academic progress
- maintaining approved Overseas Health Cover (OSHC) while in Australia
- remain with DIVTEC Training and Further Education until you complete the course, unless issued a letter of release from the provider to attend another institution
- Notifying DIVTEC Training and Further Education of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit:

<https://www.homeaffairs.gov.au/Trav/Stud>

5.20 GETTING FROM THE AIRPORT

DIVTEC Training and Further Education welcomes students to Australia and offers students a free valet service from Brisbane Airport.

Services

DIVTEC Training and Further Education provides a number of support services which will assist you in your first few weeks in Australia. These services are provided to ensure that you have access to information which will help you settle into life in Brisbane and student life as quickly as possible.

5.21 ORIENTATION

DIVTEC Training and Further Education conducts induction and information sessions for the first week of each intake. This orientation week is designed to provide students with useful information, such as:

- public Transport
- health cover and security
- tax
- banking
- enrolment



During orientation, students are provided with the Overseas Student Induction Handbook, Induction checklist, Summary of Legislation and assisted with information in the following areas:

- About DIVTEC Training and Further Education Pty Ltd
- About Brisbane City and Living in Brisbane (www.brisbanecitylife.com.au)
- Course information and student visa requirements
- Australian laws and customs
- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Home stay living
- Health and Safety procedures including emergency procedures for building evacuation
- Fire and First Aid
- Types of counselling services
- Grievance policies and procedures

Proof of Identity

Applicants must supply a certified copy one of the following documents:

- Full Birth Certificate including parents' names; or
- Current Passport (if no name changes since birth); or
- Australian Citizenship Certificate (if no names change since birth and subject to date of birth appearing on certificate).

Evidence of legal change of name (if applicable)

In addition to providing evidence of birth name and birth date, the applicant is required to provide the link between the birth name and the current name as follows

- An amended birth certificate or change of name certificate or deed poll issued by the Registrar of Births, Deaths and Marriages or the equivalent authority in another jurisdiction; or
- A marriage certificate issued by the Registrar of Births, Deaths and
- Marriages or the equivalent authority in another jurisdiction; or
- A divorce certificate issued by the appropriate authority

In the case of more than one name change since birth and the current name, DIVTEC Training and Further Education must see evidence of the changes from birth name to all other names, with each name linking from one name to the next

Translations

Documents in languages other than English must be accompanied by an English Translation completed by a translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) or by a translation service that has been approved by the relevant government authority in your country.

In Australia please refer to the Yellow Pages or go to the NAATI website www.naati.com.au for a list of available translation services. Note: Photocopies of both the un-translated and translated document must be certified as "true copies" by an authorised person (see authorised persons list).



5.22 PRE-DEPARTURE CHECKLIST

Adapted from <http://www.unisa.edu.au/Study-at-UniSA/International-students/Pre-departure-and-arrival/Predeparture-checklist/>

• organised travel arrangements (visa, air tickets, etc)	<input type="checkbox"/>
• returned my Airport Arrival Booking Form to DIVTEC Training and Further Education informing them of arrival details	<input type="checkbox"/>
• had medical/optical/dental check-ups (and packed spare pair of glasses/contact lenses, prescriptions for medicines, etc., in my luggage)	<input type="checkbox"/>
• organised at least temporary accommodation, either on campus or off campus	<input type="checkbox"/>
• packed my document folder of important documents, as well as placing immediately needed items (passport, air ticket and other valuables) in my hand luggage	<input type="checkbox"/>
• checked Customs and Quarantine regulations and separately packed items I will need to declare (e.g. food, computer), as well as ensuring I have: <ul style="list-style-type: none">- no sharp objects in my hand luggage- at least \$1,500 available for use on arrival in Brisbane (including approximately \$300 in cash)- packed some of my personal items such as photos, address book with contact details of family, friends, my country's embassy in Australia- packed this booklet – Your Road to Success – in my hand luggage for reading on the plane- purchased padlocks for my luggage and applied them to my bags	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
• If any of these items is not ticked and you require further assistance, please contact DIVTEC	<input type="checkbox"/>



6 GENERAL ADMINISTRATION: OVERVIEW AND POLICIES

6.1 STUDENT RIGHTS AND RESPONSIBILITIES

The student has the right to:

- experience quality training
- question and have their questions answered
- a clean, friendly and supportive environment
- enter discussions enthusiastically
- adequate breaks from training
- give freely of their experience
- the appropriate aids for learning

The student has the responsibility to:

- be prompt and regular in attendance
- behave in an appropriate manner
- dress in a manner appropriate to the training being undertaken
- be patient with other trainees / candidates
- have an appropriate attitude towards their training
- avoid private conversations while someone is speaking

6.2 DIVTEC TRAINING AND FURTHER EDUCATION RIGHTS AND RESPONSIBILITIES

DIVTEC Training and Further Education has the responsibility to:

- maintain information on assessment
- obtain qualified assessors
- produce assessment resources
- maintain all assessment records
- Establish procedures to:
 - o Conduct program training assessments
 - o Appeal assessment or RPL outcomes
 - o Conduct on the job assessments
 - o Issue Statements of Attainment to successful trainees
 - o Provide RPL
 - o Provide copies of policy and procedure upon request

DIVTEC Training and Further Education has the right to:

- Enforce all RTO policies and procedures

6.3 COURSE AWARD

On successful completion of your course, you will receive:

- Full Qualification – a **Certificate** and a **Transcript** (also called a 'Record of Results' in Australia)
- Partial Qualification – a **Statement of Attainment**



6.4 COURSE PROGRESS

A Course Summary will be provided to you for full course enrolments. This course summary is designed to give you a list of the full structure of your course and will provide you with information about each unit you are studying.

For each unit - read through the unit. Make a note of the assessment details. You may also like to spend some time planning other responsibilities and activities so you can see where your study fits into your time schedule.

Our academic staff and education officers will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the DIVTEC Training and Further Education team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Students are encouraged to form a study group wherever possible to facilitate the learning experience. If required, DIVTEC Training and Further Education can put students in touch with others in their area and/or undertaking the same course of study; this will only occur if DIVTEC Training and Further Education has the express permission of the students.

DIVTEC Training and Further Education is committed to offering all students the opportunity to access education and be able to perform at their optimum level in all courses. This includes students from the following categories:

- Mature aged students
- Aboriginal or other indigenous students
- Students with disabilities
- Concessional students

6.5 PAYMENT OPTIONS

Your application will be processed once DIVTEC Training and Further Education has received your enrolment form and the application fee of AUD \$250.00. If successful, an offer of placement will be sent to you and a 25% deposit of the tuition fees will be required.

Upon receipt of the payment, DIVTEC Training and Further Education Pty Ltd will send you an electronic Confirmation of Enrolment Form (e-COE Form) which you will need to take to the Australian Embassy/High Commission in your country or to Department of Home Affairs if applying from within Australia for your visa.

6.6 CHANGE TO ENROLMENT/PERSONAL DETAILS

It is important that our records are accurate and up to date.

Should you change your name, address or other details during your period of study, please notify DIVTEC Training and Further Education staff as soon as possible.

6.7 ACCESSING POLICIES AND PROCEDURES

Students can access policies on the DIVTEC Training and Further Education website or by contacting the Student Support Officer.



6.8 RPL AND COURSE CREDIT POLICY

Where the registered provider grants course credit, the registered provider must:

- have documented procedures for the granting and recording of course credit; and
- provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file

Recognition of prior learning policy (RPL)/Credit transfer

Students who have done previous studies or have had extensive work/life experience in any aspect of their course may apply for RPL during enrolment to be given credits for one or more units. Credit will be given only when students can demonstrate the necessary competencies. DIVTEC Training and Further Education will recognise and accept relevant AQF (Australian Qualification Framework) qualifications and Statement of Attainments issued by any other RTO (Registered Training Organisation) in Australia.

Where the student is granted RPL or Credit transfer, the student's enrolment will be reviewed to ensure that they maintain a **fulltime study load** as this is a condition of your student visa. Where RPL leads to the shortening of the duration of studies of the student, this would also lead to the shortening of the duration of the student visa and Department of Home Affairs is notified through PRISMS.

Documentary evidence

Students will be required to provide documentary evidence of prior learning for each unit they want to claim via RPL or Credit Transfer. Documentary evidence includes the original qualification / certification or a certified true copy. It is the responsibility of the DIVTEC Training and Further Education representative assessing the RPL evidence to also certify the authenticity of the evidence.

Appeals Process

An appeal process is available, in accordance with the DIVTEC Training and Further Education Appeals Policy, for applicants who are unsuccessful in their claim for RPL.

Application for Recognition of Prior Learning

In order to ensure that your study load is calculated correctly upon enrolment, please contact the DIVTEC Training and Further Education team regarding RPL well in advance of making application for the course.

Please note: if this process leads to a shortening of your course, DIVTEC Training and Further Education must:

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course; or
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act

The RPL process shall cover the following steps:

1. Information supplied by the student
2. Initial support and counselling if required
3. Application;
4. Assessment;
5. Post-assessment guidance;
6. Certification.



Evidence required for RPL application

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course;
- assessment based on a portfolio of evidence;
- direct observation of demonstration of skill or competence;
- reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- provision of examples of work drawn from the workplace, social, community or other setting in which you may apply your learning, skill or competence;
- testimonials of learning, skill or competence; and
- combinations of any of the above

All evidence submitted must be your own or directly relate to yourself. You will be asked to sign a document to this effect

RPL is offered to students prior to, and during enrolment. It is recommended that students identify whether they will be applying for RPL before commencing the given course, although DIVTEC Training and Further Education understands that this is not always practical.

Some students may identify an opportunity for RPL perhaps half-way through the course, in which case DIVTEC Training and Further Education will endeavour to make this possible for you.

6.9 DEFERRAL OF COMMENCEMENT, SUSPENSION OF STUDIES, CANCELLATION OF ENROLMENT

For the purposes of this Standard of the National Code, deferment or suspension of studies means to temporarily put studies on hold.

Deferment refers to delaying the commencement of studies while suspension refers to a suspension once studies have commenced. While deferment is generally at the student's request, suspension can be either requested by the student or provider initiated.

Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Course coordinator.

DIVTEC Training and Further Education may decide to accept an application for deferral of commencement or suspension of study on the following grounds:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
- In exceptional compassionate or compelling circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required); or
- Misbehaviour by student

**Definition**

Word/Phrase	Definition
Compassionate or compelling circumstances	Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies

Please be aware:

- DIVTEC Training and Further Education may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student.
- Students will be informed in writing of any deferral of commencement, suspension of enrolment and cancellation of enrolment and will be reported to Department of Home Affairs as this may affect the status of the visa.
- Student visa cancellation provisions allow Department of Home Affairs officers to consider cancellation of a Student visa if a student's education provider defers or suspends their studies for other than compelling or compassionate reasons.
- If DIVTEC Training and Further Education intends on suspending or cancelling the student's enrolment where it is not at the student's request, the student will be informed they have 20 days to appeal to DIVTEC Training and Further Education Australia. The suspension or cancelling of the student's enrolment will not take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Students can access the internal or external appeal process as per DIVTEC Training and Further Education policy.
- DIVTEC Training and Further Education does not have to wait for the outcome of an external appeal before notifying Department of Home Affairs of the change to the student's enrolment status.
- If the student accesses DIVTEC Training and Further Education complaints and appeal process the suspension or cancellation of the enrolment will not take place until the process is completed unless there are extenuating circumstances relating the student's welfare.
- Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.
- If students have taken unauthorised leave, then they will be recorded as absent and reported to Department of Home Affairs if their attendance falls below DIVTEC Training and Further Education requirements.

Suspension due to academic misconduct

All students are expected to maintain high standards of academic honesty and integrity.

Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.



6.10 STUDENT'S RESPONSIBILITIES

During Examinations or Practical Assessment

- Students must not help or receive assistance from other students
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the room other than those specified
- Students must not use computer software or other devices during the assessment other than those specified

A student may be excluded from an examination or practical assessment in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

Other assessment tasks

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work (not group work), students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

6.11 DIVTEC TRAINING AND FURTHER EDUCATION RESPONSIBILITIES

Procedural fairness

- Students must be treated fairly, with dignity and with due regard to their privacy.
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Penalties

- Penalties imposed will consider the nature and the extent of the misconduct.
- A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from DIVTEC Training and Further Education.
- The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from DIVTEC Training and Further Education.



Notification and appeal

- Students must be notified in writing of penalties as a consequence of academic misconduct.
- The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence.

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals college property or the property of others; alters/defaces college documents or records; prejudices the good name of DIVTEC Training and Further Education, or otherwise acts in an improper manner.

DIVTEC Training and Further Education will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Misconduct may occur when a student:

- contravenes any rules or acts; or
- prejudices the good name or reputation of DIVTEC Training and Further Education; or
- prejudices the good order and governance of DIVTEC Training and Further Education or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of DIVTEC Training and Further Education; or
- fails to comply with conditions agreed in the contract; or
- wilfully disobeys or disregards any lawful order or direction; or
- refuses to identify him or herself when lawfully asked to do so by an officer of the organisation
- fails to comply with any penalty imposed for breach of discipline; or
- misbehaves in a class, meeting or other activity under the control or supervision of DIVTEC Training and Further Education, or on DIVTEC Training and Further Education premises or other premises to which the student has access as a student of DIVTEC Training and Further Education; or
- obstructs any member of staff in the performance of their duties; or
- acts dishonestly in relation to admission to DIVTEC Training and Further Education; or
- knowingly makes any false or misleading representation about things that concern the student as a student of DIVTEC Training and Further Education or breaches any of DIVTEC Training and Further Education rules; or
- alters any documents or records; or
- harasses or intimidates another student, a member of staff, a visitor to DIVTEC Training and Further Education, or any other person while the student is engaged in study or other activity as DIVTEC Training and Further Education student, because of race, ethnic or national origin, sex,



marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason; or

- breaches any confidence of DIVTEC Training and Further Education; or
- misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from DIVTEC Training and Further Education premises while acting as a DIVTEC Training and Further Education student, in a manner which is illegal or which is or will be detrimental to the rights or property of others; or
- steals, destroys or damages a facility or property of DIVTEC Training and Further Education or for which DIVTEC Training and Further Education is responsible; or
- is guilty of any improper conduct.

Penalties for general misconduct

1. Penalties imposed will consider the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from DIVTEC Training and Further Education.

If the student admits to the alleged misconduct, the Chief Executive Officer may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from DIVTEC Training and Further Education.

The Chief Executive Officer may then impose the penalty of permanent exclusion from DIVTEC Training and Further Education in the case of physical or verbal abuse of students or staff of DIVTEC Training and Further Education, repeated or severe misconduct, or in the case of criminal acts.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

6.12 COURSE EXIT POLICY

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Statement of Attainment for the units they have been assessed as being competent in.

6.13 CRITICAL INCIDENT POLICY

The Chief Executive Officer is responsible for the implementation of this Policy and ensures that staff and students are aware of its application, and that staff implement its requirements.

DIVTEC Training and Further Education has a documented Critical Incident Policy together with Procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident, and action taken.



In general terms, a critical incident is a traumatic event which does or is likely to cause extreme physical and/or emotional distress to staff or students and may be regarded as outside the normal range of experience of the people affected.

A critical incident may take place either on or off campus.

Examples of a critical incident are as follows:

- Natural disasters e.g. fires, floods, chemical spills, industrial accidents
- Accidents at worksite or on excursions
- Serious illness or death of students, staff, family or community members
- Threats, assaults, violent incidents, abduction or violent event in the community
- Other incidents, world events or an emergency which produces strong reaction.

As part of the Orientation Program all students and staff are given a document outlining procedures to follow in the event of an emergency and also a floor plan of the building identifying the location of fire exits and the external safe Meeting Place. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires DIVTEC Training and Further Education to notify Department of Home Affairs as soon as is practicable after the incident.

Any staff member receiving news or information regarding a critical incident must contact the CEO/Executive Dean as soon as is practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the CEO or senior person must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists, contact the relevant emergency services by phoning 000
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact LifeLine on 131 114
- Plan an immediate response and ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following actions:

1. Contact next of kin/significant others
2. Inform staff and students
3. Prepare a Guideline for staff about what information to give students
4. Prepare a written bulletin for staff and students if the matter is complex
5. Brief staff and delegate a staff member to deal with telephone/counter inquiries
6. Manage media/publicity
7. Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
8. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and arrange access to emergency funds if necessary.
9. Report and record the incident and include the following key details:
 - The time of the incident
 - The location and nature of the incident
 - The names and roles of persons directly involved in the critical incident



- The action taken by DIVTEC Training and Further Education including any opportunities for improvement, and
- The organisations and people contacted by DIVTEC Training and Further Education

6.14 ATTENDANCE MONITORING POLICY

DIVTEC Training and Further Education will follow the DEEWR-Department of Home Affairs Course Progress Policy.

The DEEWR-Department of Home Affairs Course Progress Policy does not require the College to report unsatisfactory attendance under the conditions of the overseas student visa. However, DIVTEC Training and Further Education is committed to monitoring, assessing and recording the course progress of every student enrolled as part of our academic support and monitoring. This ensures students are in a position to complete their course within the expected duration as specified on the student's CoE as required under the National Code.

It is the policy of DIVTEC Training and Further Education that attendance is compulsory. Students must record an attendance of **greater than 80% over the course duration** in order to maintain their compulsory visa status to be eligible for the issue of their course outcomes.

Attendance is noted on the attendance record at the beginning of each session (or 'shift') by a student signature for entry and exit from each session.

At the end of each week the educator provides the student's attendance roll to administration for entry on the computer database and attendance is calculated as a percentage.

It is the responsibility of the educators to monitor the attendance levels of their students.

When a student is absent for more than three (3) consecutive days or if a falling attendance rate is recorded, the educator must alert the Course coordinator.

The Course coordinator will contact the student to discuss reasons for the absences and provide support for a return to class. Where contact cannot be made, the Course coordinator will try other contact options. These could include contacting the student's emergency contact, visiting their last known address, friendship networks or the police if necessary.

Attendance Support

The attendance of students enrolled at DIVTEC Training and Further Education is carefully monitored due to the strong correlation between levels of attendance and satisfactory course progress.

The DEEWR-Department of Home Affairs Course Progress Policy does not require DIVTEC Training and Further Education to report on unsatisfactory attendance. However, as part of our academic support and monitoring, our internal policy is that all classes are mandatory.

The Student Support Officer, in consultation with the trainer, may consider granting a student special leave on the grounds of compassionate or compelling circumstances for a period of up to two weeks. If a student's compassionate or compelling circumstances require leave for more than two weeks, the student may apply for deferment. Documentary evidence of compassionate or compelling circumstances is required for both special leave and deferment applications.

When a student's attendance is falling, a formal three-stage process is followed.

First Warning Letter

When overall attendance falls between 90% and 85%, the student is issued with a letter of warning and requested to meet their Educator to discuss the matter.



Second Warning Letter

If the student's attendance continues to fall to between 85% and 80%, a second letter of warning is issued to the student who is required to meet with the Educator to discuss concerns and implement strategies to improve attendance.

The Educator will continue to actively and obviously monitor the student's attendance daily until it shows continued improvement.

Letter of Intention to Report

If, with consideration of the student's course length, attendance falls below 100%, and there is no chance of making it up to 100% before the end of the course (the formula for this calculation is at the end of this document), the student is issued with a written letter of intention to report.

This letter outlines intervention strategies that have been implemented prior to this reporting stage and explains procedures for the student to follow on receipt of the intention to report letter.

The student is advised that they have 20 working days to access the DIVTEC Training and Further Education Complaints and Appeals Procedure.

The procedure information is attached to the letter to assist and the student is advised that the Course coordinator is available to discuss any aspects of the procedure on request within the 20day period.

Failure on the student's part to make efforts to address and resolve this issue will result in non-compliance of their student obligations and the Course coordinator will have to inform the higher authority that there is a breach in attendance.

It is at the discretion of the CEO not to report a student in breach of the attendance policy if:

- They have Sick Leave and provide a Medical Certificate; or
- They have Compassionate Leave e.g. death in the family; or
- They are away during official closures or public holidays; or
- They are attending at least 90% of their classes.

For students that complete the course, a statement of overall attendance is included in their Record of Achievement issued at the end of the course.

Students are expected to be punctual for their sessions. Any student who is more than 15 minutes late for a session will be marked as absent for that session. Consistent lateness resulting in a student's attendance falling below 100% will be treated in accordance with the Attendance Policy.

This Attendance Policy and Procedure Statement is presented to the students by publication in the Student Handbook and to staff by publication in the Policies and Procedures Manual and the Staff Induction.

DIVTEC Training and Further Education may only decide not to report the student for breaching the 80 per cent attendance requirement where:

- the decision is consistent with this attendance policy and procedure
- records clearly indicate that the student is maintaining satisfactory course progress; and
- DIVTEC Training and Further Education can confirm that the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.



6.15 MONITORING COURSE PROGRESS POLICY AND PROCEDURE

Student course progress is regularly monitored and assessed both throughout the study period and at the end of each study period.

Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations. The assessment tasks and dates are set out in the Unit timetable and are distributed by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. DIVTEC Training and Further Education will support students where possible to achieve their best academic standard.

The Course Progress Policy establishes:

- The requirements, definitions and procedures to be used in determining the standards of acceptable course progress
- The roles and responsibilities of College staff and students with regard to course progress
- Descriptions of the resources and options available to assist students at risk of not achieving course progress standards

Definitions

Word/Phrase	Definition
Course Progress	Assessed advancement within a course toward the completion of that course
Compassionate and compelling circumstances	As defined in National Code of Practice for Providers of Education and Training to Overseas Students and the accompanying Explanatory Guide, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to: <ul style="list-style-type: none">- 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 (death certificate must be provided)- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies- A traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible)- Where the registered provider was unable to offer a pre-requisite unit
Approved leave	As defined in National Code of Practice for Providers of Education and Training to Overseas Students and the accompanying Explanatory Guide, the registered provider can only defer or



	temporarily suspend the enrolment of the student on the grounds of: <ul style="list-style-type: none">- Compassionate or compelling circumstances; or- Misbehaviour by the student. Approved Leave is a period of approved absence from the DIVTEC Training and Further Education based on the above.
Intervention Strategy	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
Unsatisfactory Course Progress	Failure to meet two or more of the academic requirements
Study period	Period of study within a course in which the student must enrol unless granted a deferment or leave of absence
Study plan	Suggested arrangement of study to improve student progress

The Registrar/Course Administrator at DIVTEC Training and Further Education must notify the Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

The Department of Home Affairs may cancel a student's visa when DIVTEC Training and Further Education reports the student for unsatisfactory course progress. The Department of Home Affairs does not assess whether a breach has occurred. However, Department of Home Affairs will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and to refer the matter back to the education provider if DIVTEC Training and Further Education has not given the student access to an appropriate appeals process and/or considered compelling and compassionate circumstances, where relevant.

Policy Principles

Sufficient units will be offered to enable overseas students to complete all course requirements within the expected course duration, as specified on each student's CoE, when planning each term's timetable.

DIVTEC Training and Further Education endeavours to assist students to maintain their academic progress at an appropriate level, throughout their enrolment period. The principles guiding this policy are:

- All students shall be treated fairly and openly
- All students are responsible for their own course progress
- Appropriate learning support shall be offered to students identified as at risk of not achieving satisfactory course progress

6.16 ACADEMIC RESULTS PUBLICATION

Student results will be notified within the allocated classes where practical. All results are posted on the student portal and will be made available within two (2) weeks after completion of the unit of competency.



6.17 UNSATISFACTORY COURSE PROGRESS

If a student is at risk of not making satisfactory course progress, the Head of Department in consultation with the Registrar and the Chief Executive Officer will establish a support program which might include one or more of the following:

- Attending academic skills programs
- Attending tutorial or study groups
- Receiving individual case management
- Attending study clubs
- Attending counselling
- Receiving professional assistance and support in relation to compassionate and compelling circumstances that may impede successful academic progress
- Receiving mentoring
- Reduction in course load
- Rescheduling of classes in consideration of personal circumstances

Other support and intervention programs may be offered at the suggestion of Management.

6.18 COURSE PROGRESS MONITORING AND REPORTING

Throughout the study period, all trainers will review student's academic progress, assessment matrices, Learning and Assessment Strategies and record all results in the Assessment Record database. This information is then documented in each student's file. The results recorded are forwarded to the Admissions Department for reporting and monitoring purposes. The Chief Executive Officer and the Registrar conduct a sample audit of all student files to ensure that DIVTEC Training and Further Education robust monitoring policies are strictly enforced.

Any student identified as being at risk of not achieving satisfactory course progress, is contacted by the Admissions Department to enact DIVTEC Training and Further Education intervention policy. The Registrar notifies the trainer as soon as practicable to facilitate this process within 7 days of becoming aware of the issue through DIVTEC Training and Further Education robust monitoring processes.

At the end of each study period, the Registrar and the Deputy Chief Executive Officer jointly assess the results for each student against the course progress policy and identify any student who has not yet achieved competency in two or more of the units attempted in the study period.

Students identified will be sent a "Warning Letter" in the first compulsory study period advising that they are at risk of not achieving satisfactory course progress and notified of support available to assist them to achieve satisfactory academic progress. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by DIVTEC Training and Further Education.

The Registrar notifies the Trainer within 7 days or as soon as practicable after the completion of the study period, of any student who has been identified (4c).

The Academic Progress Intervention Strategy is commenced within 14 days of identifying any affected students.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, DIVTEC Training and Further Education will notify the student of its intention to report the student to Department of Home Affairs for unsatisfactory course progress.



Students shall be issued a Notice of Intention to Report on unsatisfactory course progress. The student has 20 working days to appeal to DIVTEC Training and Further Education under the Standard, on its decision by accessing the complaints and appeals process.

However, DIVTEC Training and Further Education may decide not to report a student on the following grounds:

- The College failure to record or calculate a student's marks accurately
- The student can provide documentary evidence of compassionate and compelling circumstances
- The College has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategy that have been made available to the student.

Where the student has chosen not to assess the complaints and appeals process within the appeal period, withdraws from the process, or the process is completed and results in a decision supporting the College, DIVTEC Training and Further Education will notify the Department of Home Affairs through PRISMS that the student is not achieving satisfactory course progress within 14 days.

Students who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency. Students choosing to appeal to an external agency must notify the College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.

Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to Department of Home Affairs within 28 days or their student visa will be cancelled automatically.

Exclusion Policy

Students' attendance and competency for all programs will be monitored throughout each study period. Students who fail to meet two or more of the academic requirements during the course term, may be excluded. The Chief Executive Officer on advice from the Executive Dean will notify any student in writing of exclusion from the College.

Roles and Responsibilities

It is the responsibility of the Trainer to:

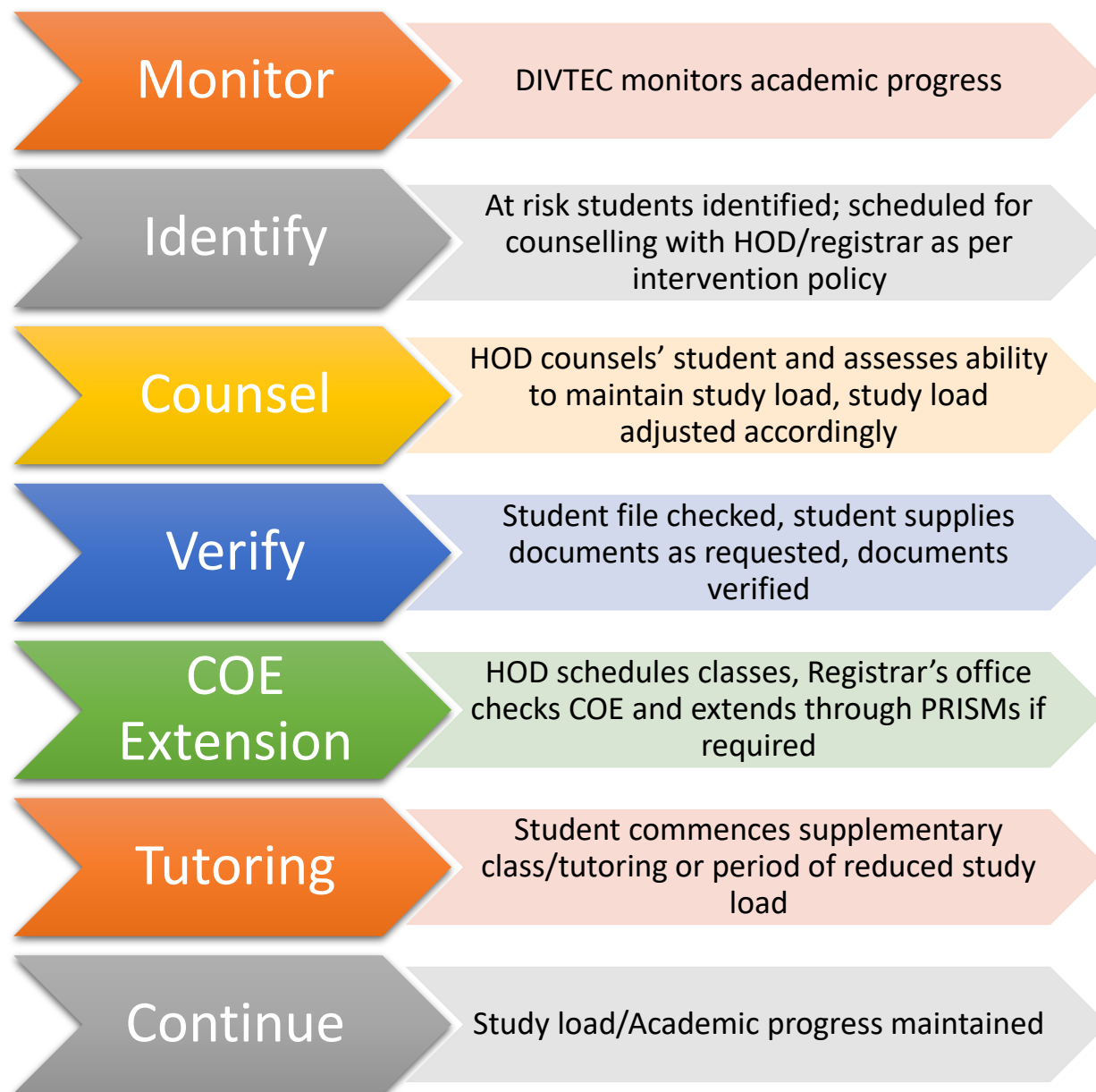
- Identify and recommend appropriate support
- Liaise with Executive Dean for decision-making regarding students with exceptional circumstances
- Keep records of consultations and recommendations for support

It is the responsibility of all students to:

- Attend all scheduled classes and assessment days
- Submit projects/assignments by the due date
- Meet with visa attendance requirements, and
- Advise DIVTEC Training and Further Education of any matters that may impede successful course progress within five (5) working days.



Monitoring Flow Chart





Policy and Procedure

Staff training in monitoring course progress:

The CEO ensures staff are trained in understanding and applying the DIVTEC Training and Further Education Course Progression Policy. This will occur at Orientation; ongoing staff meetings and a copy of the Policy and Procedures Manual will be given to staff.

Monitoring process

Students who do not achieve competency in at least 90 % of units in each study period will be contacted by the relevant instructor and the appropriate level of assistance/intervention given at the **earliest possible time** in the student's study period. Progress problems may be due to unforeseen circumstances such as illness or injury to the student or other compassionate or compelling circumstances. DIVTEC Training and Further Education will make every effort to provide appropriate intervention to assist students.

Trainer responsibilities

The Trainers are responsible for:

- Ensuring that the progress of each student is monitored, recorded and assessed.
- Organising or providing additional support to students as they progress through the course if their performance is found to be unsatisfactory in units or parts of units. Two re-sits will be offered.
- Checking and documenting student progress as required by successful Unit completion at the end of each study period.
 - o This will be done manually and through assessments conducted of students at practical classes and theory classes ensuring they are aware of individual student issues such as student illness or injury.
- Keeping accurate assessment records.
- Accessing assessment records to assess student progress, these are held in hard copy and electronically.
- Participating in staff discussion regarding student progress at regular staff meetings.
- Deciding if and when the student is at risk with specific units.
- Deciding if the student requires special assistance – e.g. in the case of injury, the student may be able to attend, observe the classes and borrow video resources to or utilise other resources to keep up to date, personally contacting the student and inviting the student to make an appointment for a meeting to discuss the issue.
- Commencement of Intervention Strategy initially when a student achieves less than 90% successful completion of units/assessments in any given month.
 - o The Intervention Strategy may be implemented at any time before the end of the study period. Before proceeding, the student must agree to any intervention suggested and sign documentation that they have discussed the intervention and agree to fulfil their obligation.
- Providing a counselling service to the student to try to help the student overcome the problem – this may result in a reduced workload.
- If applicable, the Trainer also issuing the student with a LETTER OF CONCERN – COURSE PROGRESSION for ongoing student progress and making an appointment to discuss the issue with the student to ascertain if there are other reasons (e.g. personal problems) causing the student to be at risk.



- Issuing a second LETTER OF CONCERN if course progress is less than 85% satisfactory completion of units.

However, the formal intervention strategy relating to reporting unsatisfactory course progress will occur at the end of the second study period only after the student has been allowed time for the intervention strategy to run its course.

The Registrar/Course Administrator Responsibilities

- Keeps accurate records of student results of assessment on student files
- The Registrar/Course Administrator places a copy of this letter and any other correspondence relating to the issue on the student files

6.19 INTERVENTION STRATEGY OPTIONS FOR ASSISTING STUDENTS (SEE POLICY)

Trainers responsibility - unsatisfactory course progress reporting

Trainers must advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process

Trainers must also:

- maintain all student records including ensuring a copy of the student at risk letter is placed on the student file
- ensure relevant information is given to the Registrar/Course Administrator to enter into the computer
- inform the student of DIVTEC Training and Further Education complaints and appeals process – set out in student handbook.

The Principal or the Registrar after providing counselling and other intervention strategies will:

- inform the student of DIVTEC Training and Further Education intention to report to the secretary of DEEWR through PRISMS after the appeals process (if actioned) is finalised and upholds DIVTEC Training and Further Education decision to report.
- advise the student that he/ she has 20 days in which to launch an appeal.
 - o This does not mean that the complaints/appeals process must be finalised within 20 working days.
- hear an appeal if required.
- advise the Registrar to report to the secretary of DEEWR, through PRISMS after the appeals process (if actioned) is finalised and upholds DIVTEC Training and Further Education decision to report.
- If a student appeals, ensure the Registrar files evidence of the appeal in accordance with the Standard.
- ensure the evidence is placed in the student's file (for example, copy of a Section 20 notice) of final reporting to DEEWR via PRISMS.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, DIVTEC Training and Further Education will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.



Appeals

A student may appeal on the following grounds:

- DIVTEC Training and Further Education failure to record or calculate a student's marks accurately,
- Compassionate or compelling circumstances, or
- DIVTEC Training and Further Education has not implemented its Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in DIVTEC Training and Further Education formulation of results, and the student actually made satisfactory course progress (successfully completed more than 80% of the course requirements for that study period), DIVTEC Training and Further Education does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through DIVTEC Training and Further Education Intervention Strategy, and DIVTEC Training and Further Education does not report the student where:

- the student has chosen not to access the complaints and appeals processes within the 20-working day period,
- the student withdraws from the process, or
- the process is completed and results in a decision supporting the original decision (i.e. the student's appeal was unsuccessful)

Notification to DET through PRISMS

DIVTEC Training and Further Education Registrar must notify the Secretary of DEEWR through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Possible visa cancellation

Department of Home Affairs may cancel a student's visa when DIVTEC Training and Further Education reports the student for unsatisfactory course progress.

The Department of Home Affairs does not assess whether a breach has occurred. However, Department of Home Affairs will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and to refer the matter back to the education provider if DIVTEC Training and Further Education has not given the student access to an appropriate appeal process and/or considered compelling and compassionate circumstances, where relevant. However, these circumstances will be limited.

Intervention Strategy Policy

DIVTEC Training and Further Education is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support.

The National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students requires providers to "systematically monitor students' course progress" and be "proactive in



notifying and counselling students who are at risk of failing to meet course progress requirements". This Policy sets out the means by which DIVTEC Training and Further Education meets that commitment and ensures that the legislative requirements of the National Code are met.

6.20 "AT RISK" PROCEDURES AND INTERVENTION STRATEGY

Details of DIVTEC Training and Further Education Intervention Strategy will be made available to staff and students through orientation, Staff Induction and on DIVTEC Training and Further Education website.

Students identified by Educators for the first time as "at risk" will be given a verbal warning from the Educators if they are at risk of failing the course. Educators must complete the Student 'at risk' Notification and endorse it 'Stage 1' Form when this has been done. Educators should also help such students to improve their progress. The Course coordinator maintains a collated record of the students who have been given verbal warnings.

Students who were identified as "at risk" and continue to fail the first study period are required to attend a formal intervention meeting (Intervention level 1). The students are contacted to make an appointment with the Course coordinator. At this stage the student on Student 'at risk' Notification 'Intervention Level 1'. Students will be advised that unsatisfactory course progress in the next study period could lead to the student being reported to the Department of Education, Employment and Workplace Relations (DEEWR) and cancellation of their visa depending on the outcome of any appeals process.

During the meeting between the student and the Course coordinator, an appropriate Intervention Strategy will be negotiated. This may include:

- identification and implementation of support strategies to enhance the student's progress
- a recommendation that the student seeks appropriate personal and/or academic support from within or outside of DIVTEC Training and Further Education Australia
- regular feedback from academic staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes, peer and self-evaluation
- counselling to consider alternative programs at the same or another provider
- repeating subjects in the next study period
- other such support as deemed appropriate by the Course coordinator considering the academic and/or personal difficulties facing the student.

A record of all counselling sessions and the specific support decisions will be held on the student's file.

Support Strategies

In addition to specific support negotiated in an Intervention Strategy, DIVTEC Training and Further Education conducts small group academic support for students requiring further support.

Intention to Report Stage

Unsatisfactory course progress:

- In the middle of the second study period the student is verbally advised of their increased risk of being reported.
- An international student who is identified as "Intervention Level 1" and who fails to achieve a pass in at least 50% of their enrolment in a consecutive study period will be deemed as making unsatisfactory academic progress and recorded in the database as "Intervention Strategy level 2".



- The student will be provided with a written notice of intention to report to DEEWR, informing them that they are able to access DIVTEC Training and Further Education Complaints and Appeals processes, and that they have 20 working days in which to do so.
- Whilst this process is being conducted the student will be permitted to enrol and attend classes and will be placed on an “Intervention Level 2” condition for the term; and
- On expiry of this period, or on completion of the appeals process confirming unsatisfactory course progress, the student’s enrolment will be terminated, and reported through PRISMS for unsatisfactory course progress.

Grievance

Where a student objects to a recommendation for reduced study load or the implementation of DIVTEC Training and Further Education Intervention Policy they may initiate an academic grievance under the Complaints and Appeals Policy.

Definition

Word/Phrase	Definition
Expected duration	The length of time an average student takes to complete the course whilst studying fulltime.

Intervention Strategy

Stage	Action/Description
At risk	<ul style="list-style-type: none">• Educators identify students and give verbal warning
Intervention Level 1	<ul style="list-style-type: none">• Students failing the first study period are required to attend a formal intervention meeting with the Academic Manager• Students are also given a letter regarding the outcome of their intervention meeting and any conditions attached
Mid-intervention Stage	<ul style="list-style-type: none">• In the middle of the second study period the student is verbally advised of their increased risk of being reported
Intervention Level 2	<ul style="list-style-type: none">• Students who have failed to make satisfactory progress in two consecutive study periods are issued with an “Intention to report” letter• Students are given 20 working days to appeal
Appeals Stage	<ul style="list-style-type: none">• Internal and external appeals process (refer to Complaints and Appeals policy)
Reporting Stage	<ul style="list-style-type: none">• Students who fail to lodge an appeal or whose appeal is unsuccessful are reported
Post-reporting Stage	<ul style="list-style-type: none">• Student is sent a copy of the non-compliance letter and a copy is kept on the student’s file



DIVTEC Training and Further Education's Intervention Strategy identifies and assists students who are at risk of not making satisfactory course progress.

If a student is identified for the first time as not making satisfactory course progress, the Intervention Strategy will be implemented. This will occur within the first four weeks of the following term or if a student is identified before the end of the term, DIVTEC Training and Further Education will be encouraged to implement its Intervention Strategy as early as is practicable.

Students who, at the midpoint of the study period (term), are not making satisfactory course progress during consecutive study periods either in their new units or in units being repeated will be contacted by the Course Coordinator to attend a meeting with the Course Coordinator/Educator to discuss their course progress.

If a student is identified as not making satisfactory course progress in a second consecutive term, DIVTEC Training and Further Education will notify the student, in writing, of its intention to report the student to Department of Home Affairs for unsatisfactory course progress.

The written notice of warning to report the student for unsatisfactory course progress will advise the student that they are able to access DIVTEC Training and Further Education complaints and appeals process and allows the student 20 working days in which to do so. Please see 'Appeals Process' for more information.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident; or
 - A crime committed against the student or the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances.

When determining whether compassionate or compelling circumstances exist, DIVTEC Training and Further Education will consider documentary evidence provided to support the claim. DIVTEC Training and Further Education will keep copies of these documents, together with a record of why the decision was made, in the student's file.



6.21 ACADEMIC MISCONDUCT AND PLAGIARISM

Academic misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded on the student database system and remain permanently on the student's file. Students will be charged \$300 to re-sit an exam or resubmit an assessment in a Unit of Competency. Students found cheating a second time will receive a formal written warning from the Course coordinator and will be charged an additional \$600 to re-sit or resubmit assessment tasks.

Continued academic misconduct or involvement in plagiarism will result in expulsion from DIVTEC Training and Further Education Australia.

6.22 COMPLAINTS, GRIEVANCE AND APPEALS POLICY

A complaints, grievance and appeal process is an integral part of the Australian Quality Training Framework and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her complaint, grievance or assessment result, he/she must first discuss the issue with the educator/assessor.

If the student would like to proceed further with the request after discussions with the educator/assessor a formal request is made in writing outlining the reason(s) for the appeal.

Should there be any occasion where there is a complaint, grievance or appeal with any of DIVTEC Training and Further Education services, the following steps should be taken to resolve the issue. (Please note: The student may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint resolution process).

Students are encouraged to discuss or resolve the issue with the other student or educator involved. DIVTEC Training and Further Education will attempt to manage the internal complaint, grievance or appeals process, as follows:

- Lodge a formal complaint, grievance or appeal following this process, if the matter cannot be resolved informally:
- Speak to the person with whom the student has the complaint or grievance with, and try to resolve the issue or problem
- IF UNRESOLVED:
 1. Lodge a written complaint to the student's educator or to Reception, and ensure that it is registered
 2. Speak to the Educator
 3. Speak to the Course Coordinator
 4. Make an appointment with the CEO, possibly formalise and appeals process.

A student must access the complaint, grievance or appeals process within 20 working days of the issue arising. After this period, where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments, DIVTEC Training and Further Education may be required to report



the student to Department of Home Affairs. The investigative process will commence within 10 days of the receipt of a complaint, grievance or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, DIVTEC Training and Further Education must advise the student of his or her right to access the external appeals process at minimal or no cost.

DIVTEC Training and Further Education has arrangements with an external organisation to hear complaints, grievances or appeals on referral when DIVTEC Training and Further Education or the complainant considers it appropriate.

If the student chooses to access the DIVTEC Training and Further Education complaints, grievance and appeals process as per this Policy, DIVTEC Training and Further Education will maintain the student's enrolment while the complaints, grievance and appeals process is ongoing. However, this does not exclude DIVTEC Training and Further Education from reserving the right to suspend a student from attending class or visiting DIVTEC Training and Further Education campus if that is considered necessary during this period.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, DIVTEC Training and Further Education must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the student is still not satisfied with the resolution of the complaint, grievance or appeals process, they are able to seek advice and further assistance from an independent appeals reviewer, DIVTEC Training and Further Education will assist the student to enable this process.

Appeals Process

Grounds for Appeal

An application for appeal will be considered where:

- A student claims to be unfairly treated by fellow students or staff
- A student claims to be unfairly treated by compliance with the DIVTEC Training and Further Education Policy and Procedures
- A student claims a disadvantage because the educator did not provide a subject outline
- A student claims disadvantage because the educator varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the educator were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment
- DIVTEC Training and Further Education failure to record or to formulate a student's marks accurately
- DIVTEC Training and Further Education has not implemented its Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

When determining whether compassionate or compelling circumstances exist, DIVTEC Training and Further Education will consider documentary evidence provided to support the claim. DIVTEC Training



and Further Education will keep copies of these documents, together with a record of why the decision was made, in the student's file.

If the appeal is regarding an assessment decision, then the student must notify their educator or the Course Coordinator within seven (7) days of receiving the result. If a resolution cannot be reached, then the student must submit the complaint/issue in writing to the Course Coordinator within 28 working days.

Once the complaint has been lodged with the Course Coordinator it will be registered as a complaint and appropriate action will be taken. If the Course Coordinator can resolve the complaint or appeal, the student will receive a written response from the Course Coordinator or their delegate within 10 working days. If the Course Coordinator is unable to provide a satisfactory outcome and the complaint has not been dismissed, then the complaint will be referred to the CEO of DIVTEC Training and Further Education. The CEO may attempt to resolve the problem through further negotiation or mediation. If the CEO is able to resolve the complaint or appeal the student will receive a written response from the Course Coordinator or their delegate within 10 working days.

If it is not possible to resolve the dispute internally using the above methods, a written appeal must be lodged to the Course Coordinator of DIVTEC Training and Further Education within 14 working days of receiving notice of the outcome of the internal appeal process.

The outcomes of the successful appeal may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in the colleges formulation of results, and the student actually made satisfactory course progress (successfully completed more than 80% of the course requirements for that study period), DIVTEC Training and Further Education will not report the student, and there is no requirement for intervention.
- If the appeal shows that DIVTEC Training and Further Education failed to record or calculate the student's marks accurately or had not implemented its Intervention Strategy or policies and procedures, the student will not be reported.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through DIVTEC Training and Further Education Intervention Strategy.

If the student has chosen not to access the complaints and appeals processes within the appropriate period, or the student withdraws from the process, or the process is completed and results in a decision supporting the college (i.e. the student's appeal was unsuccessful), DIVTEC Training and Further Education will notify the Department of Home Affairs as soon as practicable of the student not achieving satisfactory course progress.

Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of all complaints, grievances or appeals, and outcomes and notifications related the appeal process are kept on the Student's file and on the Complaints Register in accordance with the Institute's Complaints and Appeals Policy and Procedure.

DIVTEC Training and Further Education has an external appeal process available to students at no cost to themselves, if they have exhausted the above procedures and still feel dissatisfied. Independent mediators are available upon request for this service. DIVTEC Training and Further Education is also able to advise the student of other external organisations who may be able to assist such as the police, counselling organisations or consumer affairs.



If a student is concerned about the actions of DIVTEC Training and Further Education, then they may approach the Department of Education and Training (DET). DET has the authority to suspend or cancel DIVTEC Training and Further Education institutional registration or any course registration if a breach of the requirements of registration provision is proved.

Please note:

- All appeals are recorded and reviewed at Management Review Meetings.
- All complaints must be provided **in writing** and **in English**.
- The dispute resolution policy outlined in this Policy **does not prevent an overseas student from exercising the student's right to other legal remedies** including taking action under Australia's consumer protection laws in the case of financial disputes.
- **Any disputes will be settled under Australian Law.**

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the Institute's complaints and appeals policy and procedure.

6.23 ACCESS AND EQUITY

DIVTEC Training and Further Education will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. We also recognise the many diverse factors which influence the ability of people to participate and succeed, including – prior educational experiences; cultural identity; language; learning styles; goals and expectations; motivation; work and social commitments; gender; values and beliefs; religion; income; family; geographic location and age.

Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

DIVTEC Training and Further Education is able to provide support and counselling services when necessary. Where a need for extra support is identified, the student will be contacted on a regular basis by DIVTEC Training and Further Education Course coordinator. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs, they will receive regular contact from the Course coordinator. This does not prevent the student from contacting the Course coordinator at any time that they feel extra assistance would be helpful.

The Course coordinator is available during office hours on 1300 147 583. All enquiries and requests for extra support or assistance will be followed up.

DIVTEC Training and Further Education students enrolled into qualifications from endorsed training packages and units of competency are required to demonstrate competence in the specified elements and performance criteria, as well as the required skills and knowledge.

6.24 ASSESSMENTS

Assessment will be undertaken within a reasonable timeframe during the course and as negotiated between educator / assessor and student.

Upon enrolment the student will receive a course overview with details of delivery, assessment and other information alongside assessment due dates.



The assessment for individual units must be completed within 3 (three) months, unless otherwise specified on the course timetable or training plan. Requests for extension beyond the final completion date must be made to, and approved by, the Course Coordinator.

Written assessment tasks will be marked, and feedback returned to the student within 21 days of receipt.

Students will have **two opportunities** at achieving competence. Please refer to the re-sit/resubmit section below for more information.

Original copies of completed assessment items are to be submitted to DIVTEC Training and Further Education by the student. Students must ensure that have completed and attached an Assessment Coversheet to the front of their work prior to submission. ***Students must keep a copy of assessment they have submitted for their own records.***

It is the responsibility of the student to ensure assessment items are received by DIVTEC Training and Further Education on or before the due date. **Assessment items submitted by facsimile will not be accepted.**

Late assessment items

Any assessment items received after the due date, and without an extension, will be considered late. Late submission of tasks or projects will result in a final outcome of 'Not Yet Competent' for the unit.

Re-sit/Re-submit

Students are entitled to only one re-sit or re-submission of each assessment task and must continue to meet the Attendance Policy requirement.

- **Re-sit:** the second attempt of an in-class exam, oral question task or practical assessment. A re-sit must be undertaken at the earliest possible opportunity following the declaration of results in class for assessment. Re-sits for practical assessments will take place when advised.
- **Re-submit:** the second attempt of any written assessment task, case study or project. Re-submits must be submitted within two weeks to the teacher following the declaration of results from the teacher; otherwise the original result will apply, and the student will receive a final outcome of 'Not Yet Competent' for the unit.

For resits or resubmits due to academic misconduct a fee will be applied. Please refer to the other fees and charges schedule.

Assessment Extensions

A request for extension is to be received by the supervising teacher at a minimum of five working days **prior to the due date**. Extensions of up to two weeks may be granted depending upon the student's circumstances. For an extension to be granted, one or more of the following criteria needs to be established:

- existence of extenuating circumstances affecting the assessment
- medical condition (a copy of a medical certificate may be required)

Attendance during a Practical Assessment or Exam

Students who arrive late to assessment by 30 minutes or more will not be permitted to enter the assessment room. Students will also not be allowed to leave the room within the first 30 minutes.

No breaks are allowed during an assessment, except in the case of pre-existing medical conditions, which should be notified to the Course coordinator in advance.



Feedback to Students

Educator / Assessors will provide feedback to the students on their performance. The feedback will include:

- A mark on their assignment/project report/exam paper
- Comments on their assignment/project report/exam paper

And may also include:

- A written evaluation sheet, and/or
- Oral feedback on their overall performance

If the student is not satisfied with the feedback given on their work, they can discuss their work with the Educator / Assessor individually.

Plagiarism

There is an expectation that students will prepare and submit work which is their own and that, where appropriate, acknowledges the work of others.

Plagiarism can apply to work in any medium, for example text, images, sounds or a combination of the three. It involves presenting another person's work as if it were your original effort and may include:

- Copying the exact words from a source without using quotation marks.
- Making very minor changes to someone else's words without acknowledging their source.
- Using another person's idea from a text (for example in a book or from the Internet) without acknowledging its source.
- Submitting all or part of another student's work under your own name; and cheating in an exam by using unauthorised notes or copying from other students.

Plagiarism also includes the preparation or production and submission presentation of assignments or other work **in conjunction with another person or group** when that work should be your own independent work. This is considered plagiarism regardless of the knowledge or consent of the other people involved.

It should be noted that DIVTEC Training and Further Education encourages its students to talk to staff, fellow students and other people who may be able to contribute to a student's academic work. However, where independent assignment is required, submitted or presented work must be the student's own.

Plagiarism may be intentional or careless. Sometimes a student might accidentally plagiarise. This is usually the result of a lack of academic writing skills, inexperience, sloppy note taking, or a combination of these. It is important that you learn and follow the practice established for citation of written works for your subject.

Students should be aware that DIVTEC Training and Further Education takes the integrity and honesty of its student's very seriously.

Acts of plagiarism are completely unacceptable and will not be tolerated. If a student is found to have deliberately plagiarised the work of someone else (including copying the work of other students) – the penalties are severe.

Appealing against Assessment Results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Academic Complaints and Appeals policy.



Reasonable Adjustment

From time to time, DIVTEC Training and Further Education will encounter students with particular needs and will attempt to make all reasonable changes necessary to ensure that the student is able to equitably participate and has equal opportunity to complete the training

To this end DIVTEC Training and Further Education may customise certain aspects of training and assessment to permit equity. Examples of how this may be done include:

- A person with diminished eyesight may be provided with handouts and printed learning materials in a larger font.
- A person attending class with an identified hearing impairment may be taught in a one-on-one classroom setting or other quieter environment.
- A person with learning difficulties such as below average reading ability, comprehension problems or dyslexia, may be individually tutored using more of an oral form of presentation rather than text-based notes. Oral assessments, instead of written projects, can also be arranged in some circumstances.
- Students who cannot attend classes due to injury or other valid reason, may be provided with recorded class notes to enable them an opportunity to complete the course at a distance from the training venue. This could be supplemented by telephone or email tutorials.

DIVTEC Training and Further Education cannot document all contingencies without first knowing the variable situations. Which, of course, is not possible. DIVTEC Training and Further Education Australia has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective educator.

Assessment validation

Assessment validation will occur when assessments are initially developed and then annually thereafter. Feedback from assessors and/or students may also result in a validation process.

The Course coordinator will test new assessment tasks and tools for validity through a trial process. Each year, the Course coordinator will co-ordinate the validation of assessment tasks and tools and retains evidence of the validation for NVR purposes.

Teaching Staff Responsibilities

- Know and consistently implement this procedure
- Communicate the details of this policy and procedure to students, including information about referencing requirements that are relevant to the discipline area
- The provision of examples of appropriate referencing techniques and practice
- Ensuring that students understand the difference between cooperative learning, group work and collusion
- Ensure that only work accompanied by a completed Assessment Coversheet is assessed
- Be vigilant in the detection of plagiarism
- Be aware of, and respect, the practices of other cultures / cultural backgrounds
- Provide transparent and consistent feedback to students about issues relating to referencing
- Staff should set a good example through their own practice.



Student Responsibilities

- Understand and comply with this policy and seek help if unclear about its requirements
- Ensure that a completed copy of the Assessment Coversheet is attached to all work submitted for assessment
- Be familiar with, and apply, appropriate referencing practices using the APA system
- Ensure that all sources of information are appropriately acknowledged; and
- Take all reasonable precautions to ensure work cannot be copied

Referencing Guide

Students are required to reference all submitted assessments. DIVTEC Training and Further Education uses the American Psychological Association Referencing System (APA). Students can download the QUT cite write resource <http://www.citewrite.qut.edu.au/qutcitewrite2013.pdf>

6.25 CERTIFICATION AND ISSUING OF QUALIFICATIONS

DIVTEC Training and Further Education issues only Australian Qualification Framework (AQF) qualifications, and Statements of Attainments that are within the Organisation's scope of registration as a Registered Training Organisation (RTO).

DIVTEC Training and Further Education issues and verifies awards in compliance with the Australian Qualifications Framework and the Australian Quality Training Framework.

Results of Assessments and Awards

Result of assessment and qualifications will be issued within 21 days of students achieving competence and meeting all other course requirements.

6.26 INFORMATION TECHNOLOGY

It is a requirement that prior to using the IT equipment at DIVTEC Training and Further Education students are to review the IT Acceptable Use Policy (this policy will be available in areas where IT is available for use).

The IT policy has been developed to minimise the risk of computer viruses and to ensure that DIVTEC Training and Further Education resources are utilised for their intended purpose. Failure to comply with this policy will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

6.27 PRIVACY POLICY

DIVTEC Training and Further Education Pty Ltd will comply with the National Privacy Principles extracted from the Privacy Act 1988.

DIVTEC Training and Further Education will assist individuals with access to their own personal information in the form they request. If we wish to deny an individual access to personal information, we will provide reasons, consistent with the Privacy Act as soon as we can.

Consideration will also be given to our obligations under the Freedom of Information Act 1988 (Cth) which also provides some grounds for denying access.



Australian Privacy Principles

DIVTEC Training and Further Education will follow the 13 privacy principles in the handling of personal information of students / employees.

- **APP 1 — Open and transparent management of personal information:** Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.
- **APP 2 — Anonymity and pseudonymity:** Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
- **APP 3 — Collection of solicited personal information:** Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.
- **APP 4 — Dealing with unsolicited personal information:** Outlines how APP entities must deal with unsolicited personal information.
- **APP 5 — Notification of the collection of personal information:** Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.
- **APP 6 — Use or disclosure of personal information:** Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
- **APP 7 — Direct marketing:** An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
- **APP 8 — Cross-border disclosure of personal information:** Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.
- **APP 9 — Adoption, use or disclosure of government related identifiers:** Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.
- **APP 10 — Quality of personal information:** An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
- **APP 11 — Security of personal information:** An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.
- **APP 12 — Access to personal information:** Outlines an APP entity's obligations when an individual request to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.
- **APP 13 — Correction of personal information:** Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

For more detail, see the full text of the Australian Privacy Principles online via: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>.



6.28 REFUND POLICY

This Refund Policy applies to students who are 'overseas students' as defined in the National Code. A refund of Tuition Fees will only be granted in accordance with this Refund Policy, except as provided by law. Each Student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedures on signing the DIVTEC Training and Further Education Student Agreement.

If an applicant accepts a place offered by DIVTEC Training and Further Education and pays the fees, it means a binding contract is created between the student and DIVTEC Training and Further Education Australia.

The terms and conditions set out in this Refund Policy and Refund Procedures apply equally to commencing and continuing Students unless otherwise specified.

DIVTEC Training and Further Education reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Application Fee. DIVTEC Training and Further Education is obliged to inform the Department of Home Affairs of any change of status where a Student who holds a student visa completes his or her program early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or suspends his or her study, or otherwise changes the expected duration of his or her study.

The funds paid for the Tuition Fees must be cleared at the time that an Application for Refund is made by the Student and all debts to the College must be paid before any refund to the Student can be made.

The College may, at its absolute discretion, refund to the Student some or all Tuition Fees where it determines that there are extenuating or compassionate circumstances.

Refund Considerations

- A student, or the student agent, who advises the Administrator in writing of their cancellation prior to the commencement of classes for a particular course, is entitled to a full refund of fees (excluding the application fee).
- Students who withdraw from classes after classes have commenced will not be entitled to any refund of fees, unless exceptional circumstances can be demonstrated. In these situations, DIVTEC Training and Further Education reserves the right to negotiate pro-rata refunds on an individual basis.
- **Application fees (including late application fees) are non-refundable once paid.**
- Students who are unsuccessful in obtaining an International Student Visa, or are refused entry into Australia, will be given a full refund ***minus the Application fee***.
- Fees are subject to change. However, fees detailed in a letter of offer issued *before the date of change* will be honoured by DIVTEC Training and Further Education for any course stated within the letter of offer.
- Where circumstances beyond the control of the student prevent their participation in the course (e.g. civil strikes, riots, acts of government authorities), all fees will be refunded.
- If a student has their enrolment discontinued for any disciplinary reason (including reasons such as insufficient attendance, unsatisfactory attitude or conduct, failure to abide by DIVTEC Training and Further Education rules and regulations, unsatisfactory academic progress, suspension or dismissal), they will not be entitled to a refund of any fees.



- If a student's visa is terminated for any reason, there will be no refund of fees of their current term.
- All eligible refunds will be provided within four weeks of the Administrator receiving formal, written notice from the student in compliance with the ESOS Act 2000 Section 28 (3). A Refund Request Form can be obtained from the Administrator upon request.
- Any approved refund provision will be paid by DIVTEC Training and Further Education in the same currency in which the fees were paid, to the person who entered into a contract with DIVTEC Training and Further Education, unless this is impracticable and unless the person gives a written direction to pay someone else in compliance with the ESOS Act 2000, Regulations 2001, Section 7 (f).
- All applications for refunds must be made in writing (by submitting a Refund Request Form) stating the reasons and relevant details to the Academic Director. This Policy does not remove the right to take further action under Australia's Consumer Protection Laws nor does it prevent the student from pursuing other legal remedies.
- Students are bound by the conditions of their respective visas when changing their Education Provider. Students who make the decision to change Provider are regarded as students withdrawing ***after commencement of their program***.

In the event that DIVTEC Training and Further Education defaults, including such circumstances as:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on DIVTEC Training and Further Education; and
- The student has not withdrawn prior to the default day.

The student will be entitled to a full refund within ten working days after the day on which the course ceased to be provided or according to what the National Code or ESOS Acts require DIVTEC Training and Further Education to do.

Legislative Context

This Policy, the Student Agreement, and DIVTEC Training and Further Education Policies and Procedures with regard to Complaints and Appeals processes, do not remove the right of the student to take action under Australia's consumer protection laws.

All DIVTEC Training and Further Education Policies and Procedures are available on the website www.DIVTEC.edu.au or via request to training@divtec.edu.au.

6.29 APPLICATION FEE, TUITION FEES AND DEPOSITS

To secure a place in a course, the application fee and a deposit of 25% of the tuition fees is payable to DIVTEC Training and Further Education. However, students may choose to pay more than 50% of their tuition fees before they start their course and will be asked to indicate their preference on the Enrolment Application Form.

The term "Overseas Student" includes an intending overseas student.



Tuition fees are refunded in full in the following situations:

- if the applicant does not already hold a student visa (including a student bridging visa), and the application for a student visa is rejected, or
- DIVTEC Training and Further Education is unable to offer the course.

Deposit

A deposit of 25 % of the total tuition cost of the course is payable to secure a place in a course at DIVTEC Training and Further Education.

Definition

Word/Phrase	Definition
Tuition Fees	Tuition Fees are defined as course fees for the entire duration of the program.

DIVTEC Training and Further Education reserves the right to withhold granting the Award attained by the student and may suspend or cancel a student's enrolment, if tuition fees remain outstanding.

Protection of fees paid

All monies received are placed in a **separate holding account** and are not accessed until the course commences. A relevant proportion of the fees for the course will remain in that account until the course is completed to ensure pro-rata refunds are available for eligible students.

Refund Conditions

- Application Fee (\$250)	→	Non-Refundable
- Visa refusal <i>prior</i> to course commencement	→	100% Refund of paid Tuition Fees
- Withdrawal/Cancellation by student 10 weeks or more before agreed start date	→	100% Refund of paid Tuition Fees
- Withdrawal/Cancellation by student less than 10 weeks but more than 28 days before agreed start date	→	75% Refund of paid Tuition Fees
- Withdrawal/Cancellation by student less than 28 days before agreed start date	→	50% Refund of paid Tuition Fees
- Withdrawal/Cancellation by student after start date	→	No Refund payable
- Visa cancelled due to student's own actions	→	No Refund payable
- DIVTEC Training and Further Education is unable to deliver the agreed course	→	100% Refund of paid Tuition and Application Fees
- Homestay/Accommodation Booking Fees	→	DIVTEC Training and Further Education does not offer this service
- Submission of fraudulent or fake documents	→	No Refund payable



Application for refund form

If a student wishes to withdraw their enrolment, they are required to complete a formal Refund Application form and forward it to Training@divtec.edu.au. Your application will be processed within 28 days of being received.

If DIVTEC Training and Further Education is unable to offer the course, the refund will be processed within 14 days. Further, if DIVTEC Training and Further Education defaults, the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. **Please note this before making payment to DIVTEC Training and Further Education.**

Provision of refund information to students

The refund policy will be given to students in their handbook prior to enrolment (signing of contract) and made accessible on the DIVTEC Training and Further Education website. It will also be explained at orientation so that it is clearly understood by overseas students.

Recipient of refund

Any refund will be paid no later than 28 days after the application is lodged with DIVTEC Training and Further Education, except in cases of provider default which will be processed within 14 days.

DIVTEC Training and Further Education will pay the refund to the person who enters into the contract with DIVTEC Training and Further Education, unless the person gives a written direction to DIVTEC Training and Further Education to pay the refund to someone else. Please note, the legislation does not allow the refund to be paid to an agent.

The refund will be paid in the same currency in which the fees were paid unless this is impractical.

Appealing refund decisions

All students have the right to appeal a refund decision made by DIVTEC Training and Further Education. Students wishing to access the Complaints and Appeals Policy should contact the Course Coordinator.

Student Rights

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see DIVTEC Training and Further Education Complaints / Appeals Policy.

The processes in the DIVTEC Training and Further Education Complaints/Appeals policy do not circumscribe the student's right to pursue other legal remedies where they feel it necessary.

When giving a student a refund DIVTEC Training and Further Education will provide a written statement that explains how the amount has been worked out, as required in sub-regulation 3.19 of the ESOS Regulations.

Further information

Any information that the student provides to DIVTEC Training and Further Education or that DIVTEC Training and Further Education collects about the student (including payments and refunds) can be given to authorised State and Commonwealth Agencies.



6.30 PROVIDER DEFAULT.

In the event that DIVTEC Training and Further Education as a Provider, defaults, including such circumstances as:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; and the student has not withdrawn prior to the default day.

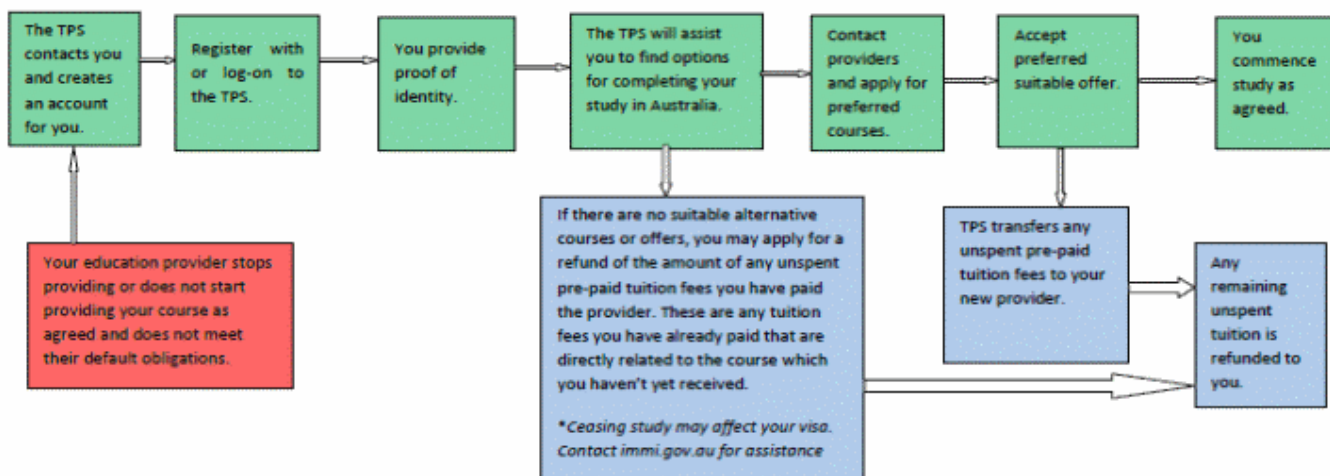
The student will be entitled to a full refund of all course monies paid to date within 14 days of the day on which the course ceased to be provided.

If DIVTEC Training and Further Education is unable to meet our obligations to pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the Tuition Protection Service (TPS) will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

The TPS overview – how does it work for international students?



Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act (the ESOS Act) 2000* the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.



6.31 COURSE DEFERMENT, SUSPENSION OF STUDIES, OR CANCELLATION

Grounds for deferment

DIVTEC Training and Further Education may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

These 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 (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports) where DIVTEC Training and Further Education was unable to offer a pre-requisite unit; or inability to begin studying on the course commencement date due to delay in receiving a student visa
- student failure to meet unit prerequisites,
- unavailability of units/subjects,
- non-payment of fees
- student behaviour

You need to complete the application for deferral form and send to the Chief Executive Officer for consideration.

6.32 UNDER 18 YEARS

Students must be 18 years old on enrolment

6.33 TRANSFER POLICY AND PROCEDURE

DIVTEC Training and Further Education provides a copy of this Policy and Procedure to all staff and students through the Staff and Student Handbooks.

DIVTEC Training and Further Education will acknowledge in writing the student's application for a request for transfer. If a student is granted approval to transfer to another Registered Training Provider, a non-refundable amount equivalent to up to 25% of the tuition fees paid may apply, depending on the circumstances

DIVTEC Training and Further Education will not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release



- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student that considers the change to be in the student's best interest and has provided written support for that change.
- DIVTEC Training and Further Education implements its documented student Transfer Policy and Procedure, which is available to staff and students. The Policy specifies:
 - The circumstances in which a transfer will be granted
 - The circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student
 - A reasonable timeframe for assessing and replying to the student's transfer request (five working days for acknowledgment of application of letter and ten working days for the decision letter)
 - Circumstances for granting of a student transfer and/or accepting a student from another provider.

DIVTEC Training and Further Education will only enrol students who have completed another relevant course (a course provided by a registered provider and listed on CRICOS) if DIVTEC Training and Further Education is satisfied that they can provide evidence of:

- A sound prior academic record from the previous RTO (CRICOS registered) course studied – proof of commitment to studies and sound attendance record for that course
- Having paid all fees for that course
- Appropriate amount of completion of the previous course (i.e. six months of the principal course)
- A Letter of Release where a student has not completed six months of the principal course
OR
- If the student has been enrolled in but did not complete the relevant course and DIVTEC Training and Further Education is given a Letter of Release from the previous provider.

Consideration of individual circumstances for letter of release

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors include:

- If the transfer may jeopardise the student's progression through a package of courses or impact adversely on the student's career goals
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student)
- If the student is trying to avoid being reported to Department of Home Affairs for failure to meet DIVTEC Training and Further Education attendance or academic progress requirements.

Letter of Release Conditions

- DIVTEC Training and Further Education will NOT issue a Letter of Release for a student who does not have a valid Letter of Offer of enrolment from another provider
- Students under 18 years of age are not enrolled at DIVTEC Training and Further Education



- To facilitate a transfer between providers, the proposed receiving provider must issue a letter offering the student enrolment. It cannot formally enrol the student until it has seen a Letter of Release from the student's original provider (the provider whom the student is transferring from). The receiving provider should keep a copy of the Letter of Release for compliance purposes.

Refusal of Request for Transfer

DIVTEC Training and Further Education can refuse a request for transfer, but the reasons must be given to the student in writing. For example, if DIVTEC Training and Further Education considers a transfer to another provider would not be in the student's best interest and would be to the detriment of the student, DIVTEC Training and Further Education would counsel the student and explain that it must refuse a transfer at this point in time.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors include:

- If the transfer may jeopardise the student's progression through a package of courses or impact adversely on the student's career goals
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student)
- If the student is trying to avoid being reported to Department of Home Affairs for failure to meet DIVTEC Training and Further Education attendance or academic progress requirements.
- If the student has outstanding tuition fees for the course currently enrolled in within the current study period.

The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision.

If another provider refuses to release a student or DIVTEC Training and Further Education does not respond during the timeframe set out in the Policy (five working days for acknowledgment of application of letter and ten working days for the decision letter) the student can appeal through DIVTEC Training and Further Education.

The new provider must have issued a valid enrolment offer for a student's request for a Letter of Release to be considered.

Reasonable Time Frames

Students can apply to transfer before they have completed six months of their principal course.

For a student who has not completed 6 months of his previous course, enrolment will only be considered if:

- The student can produce a Letter of Release from the previous provider, or the original registered provider has ceased to be registered, or the course in which the student is enrolled has ceased to be registered
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course.



Timelines for assessing and responding to requests

DIVTEC Training and Further Education will not actively recruit a student before the student has completed six months of his or her principal course. These restrictions also apply to any courses undertaken before the principal course.

DIVTEC Training and Further Education will respond with an acknowledgement of receipt letter within 5 working days to any written request for transfer. A response regarding acceptance or refusal will be provided within ten working days of receipt of the request.

The Provider Registration and International Student Management System (PRISMS) will assist the Provider to determine if a student has not completed six months of the principal course. When DIVTEC Training and Further Education attempts to create a new Confirmation of Enrolment (CoE), PRISMS will advise if the student has not completed six months of the principal course. PRISMS will alert that the student is enrolled elsewhere, but not identify the provider.

Definition

Word/Phrase	Definition
Confirmation of Enrolment (COE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

The registered provider must grant a Letter of Release only where the student has:

- Provided a letter from another registered provider confirming that a valid enrolment offer has been made
- Where the student is under 18 (Please note that students at DIVTEC Training and Further Education are required to be 18 years old on enrolment).
- The registered provider has written confirmation that the student's parent or legal guardian supports the transfer
- Where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements

A Letter of Release, if granted, must be issued at no cost to the student and must advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required.

A Letter of Release should be provided for a student where:

- A student can provide evidence that he or she was misled by DIVTEC Training and Further Education or an education or migration agent regarding DIVTEC Training and Further Education or its course, which constitutes a breach of the ESOS Act 2000
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer, supports the student.

When DIVTEC Training and Further Education makes judgments about a student's best interest the receiving course or provider, it ensures that the reasons are adequately supported and all supporting documentation is attached.



A new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, go to <https://www.australia.gov.au/information-and-services/immigration-and-visas>.

Where DIVTEC Training and Further Education does not grant a Letter of Release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal

- The written reasons should note the decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances. The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision
- The student will also be given advice in writing that it is possible to appeal the decision if the student so chooses. The appeals mechanisms required will apply where the student wishes to lodge an appeal
- DIVTEC Training and Further Education must maintain records of all requests from students for a Letter of Release and the assessment of, and decision regarding, the request, on the student's file.

Note: If a student is granted approval to transfer to another Registered Training Provider, a non-refundable amount equivalent to up to 25% of the tuition fees paid may apply, depending on the circumstances

Action for student requesting a transfer out

1. Student is advised by DIVTEC Training and Further Education staff to read carefully DIVTEC Training and Further Education policy on Student Transfer.
2. Student completes DIVTEC Training and Further Education Application for Student Transfer Form
3. Receipt of Request is acknowledged in writing by DIVTEC Training and Further Education to student within 5 days of receipt of the form.
4. Application is considered by DIVTEC Training and Further Education staff with reference to the National Code and the DIVTEC Training and Further Education Student Transfer policy.
5. A written response to student is given to student within 10 working days of receipt of application. If the application is refused reasons are clearly identified (refer to student transfer Policy Standard 6)

Action for student requesting a transfer in (from another provider)

1. Request received by DIVTEC Training and Further Education
2. Letter of acknowledgment of receipt of application sent to student within 5 working days
3. Application assessed by DIVTEC Training and Further Education Registrar in consultation with the Chief Executive Officer with reference to the applicable National Code and DIVTEC Training and Further Education Student Transfer Policy
4. Student notified in writing within 10 working days of the outcome of the decision and reasons for the decision being made.

6.34 STUDENT CODE OF CONDUCT POLICY

DIVTEC Training and Further Education maintains a strict code of conduct for all students and requires appropriate standards of behaviour at all times. The following procedures are in place to enforce appropriate student behaviour.



Where behaviour is deemed to be improper or inappropriate as outlined below, DIVTEC Training and Further Education will act in accordance with the Student Disciplinary Policy. Improper or inappropriate behaviour includes but is not restricted to:

- Being on DIVTEC Training and Further Education premises and consuming or having consumed excessive amounts of alcohol
- Persistent disruptive behaviour
- Verbally abusive or hostile behaviour affecting fellow students or staff
- Smoking or the use of prohibited or illegal substances in classes or on DIVTEC Training and Further Education premises
- Deliberate misuse of DIVTEC Training and Further Education equipment or materials
- Behaviour of a discriminatory nature
- Carriage, use of or being in possession of a proscribed or regulated weapon or dangerous article on DIVTEC Training and Further Education premises
- Physical assault on a member of the administrative or teaching staff, other students or members of the public or behaviour which is perceived to be threatening
- Theft from staff or students at DIVTEC Training and Further Education Australia
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson of DIVTEC Training and Further Education property
- Wilful or malicious damage to DIVTEC Training and Further Education property or equipment
- Misconduct of a criminal nature will be reported to the appropriate authority.

Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18. Further, consumption of alcohol at DIVTEC Training and Further Education is not permitted by anyone, except where special permissions are granted by DIVTEC Training and Further Education management for designated functions to be held by and at DIVTEC Training and Further Education.

Attending DIVTEC Training and Further Education or work placement under the influence of alcohol is considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of DIVTEC Training and Further Education will be reported to the police.

DIVTEC Training and Further Education does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students' responsibility to inform DIVTEC Training and Further Education staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

Use of Communication and Information Devices

Use of mobile phones, iPods, MP3 players or cameras in classrooms is not permitted.

Electronic learning resources such as laptops, tablets, computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at DIVTEC Training and Further Education only, and should not be used for unlawful or irresponsible reasons.

6.35 STUDENT DISCIPLINARY POLICY

The student disciplinary policy exists for the proper management of disciplinary issues.



The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour. Please see full 'Student Discipline Policy' and related 'Academic Misconduct' and 'Student Code of Conduct' policies.

Students at DIVTEC Training and Further Education will always be dealt with in a fair and equitable manner and will have access to personnel with experience in developing needs specific educational services.

Where necessary, advice will be given regarding available literacy and numeracy support. DIVTEC Training and Further Education Pty Ltd has sound management practices to ensure effective student services. DIVTEC Training and Further Education has operational standards to ensure timely issuance of training assessments, results and qualifications. These will be appropriate to competence achieved and issued in accordance with National Guidelines.

Lecturers are empowered to take reasonable disciplinary actions against a student, for very serious offences such as very rude behaviour from students, insulting a staff member, physical abuse of a staff member OR disobeying authority, the following could occur:

- Student could be suspended from class
- Student could have his/her enrolment at the college cancelled.

In the event that a student is suspended, or enrolment cancelled, the student would not be entitled to any refund of fees, however, the Appeal process is available if the student chooses to access the opportunity. A record would be maintained of all disciplinary actions taken by the college.

Students are encouraged to be of good behaviour while attending the college. In view of this, a list of Do's and Don'ts has been prepared. These are:

DOs

- Arrive promptly to all class sessions
- Participate in all class activities
- Speak English at all times
- Respect the culture of other nationalities
- Be well prepared for the class – ensure that you have pens, paper, uniform etc with you.
- Follow the teacher's instructions and OHS requirements
- Ensure that you complete all given assignments
- Leave your classroom tidy
- Take care of college's properties and resources

DON'Ts

- Leave your mobile phone turned on during class, it disturbs other students (if you are waiting for an urgent call, you may leave your phone at reception and the receptionist will take a message for you)
- Eat or drink in any of the classrooms
- Smoke in the College – you must go outside the building if you wish to smoke.
- Be disrespectful to your teachers OR any other staff.
- Argue with your teacher or any administration staff member.
- Disobey lawful authority.



6.36 STUDENT WELFARE, SUPPORT SERVICES AND GUIDANCE

Student Support Services

DIVTEC Training and Further Education provides a counselling service for all students, these staff members can assist students with issues and if required will refer them on as deemed appropriate. If students have psychological issues they can be referred to a psychologist by their GP, see <https://www.psychology.org.au/for-the-public/Medicare-rebates-psychological-services> for more details.

In addition, DIVTEC Training and Further Education can refer students to up to three confidential sessions of counselling with an appropriate psychologist for which DIVTEC Training and Further Education will pay.

Areas which a student may require assistance includes:

- Welfare
- Study-related Issues
- Returning to study, coping with exams, Study skills, Time management, Stress management, Motivation, Academic transcripts, Statements of attainment, Withdrawals and deferrals
- Personal Counselling

We can help with any of these areas and more:

- Adjusting to student life
- Family relationships
- Leaving home
- Confidence building
- Solving personal problems,
- Social or work relationships
- Substance Abuse
- Stress management

Aboriginal and Torres Strait Islander student support

This service provides support and advice to Indigenous and South Sea Islander students. The aim being to increase the successful participation of these students in DIVTEC Training and Further Education programs

Student Services Officer

The Student Services Officer is available to:

- offer support to all students; on-campus or off-campus, internal or external
- provide career guidance and pathways
- help you choose a course or program that's right for you
- provide representation, negotiation and support for educational concerns
- provide advice with financial worries or student payment benefits such as austudy/abstudy
- help you with health or welfare issues which may be negatively affecting your studies by referring you to the appropriate outside service
- provide information about DIVTEC Training and Further Education admission requirements
- offer support with relationships or personal hassles by referring you to the appropriate outside specialised professionals and support services
- offer time management advice with your studies and balance other priorities
- provide support with harassment and grievance issues

Disability support service

DIVTEC Training and Further Education supports the participation of people with a disability in vocational education and training.



Disability Services supports students who may have a condition which is temporary or permanent and may affect their ability to achieve competency in a DIVTEC Training and Further Education program.

These conditions could include:

- a physical impairment (e.g. using a wheelchair, spine bifida)
- an intellectual impairment
- sensory impairment (e.g. deaf, vision impaired)
- learning disability (e.g. attention deficit hyperactivity disorder (ADHD) and dyslexia)
- acquired brain injury or neurological condition
- psychiatric disability or mental illness
- autistic spectrum disorders, e.g. Asperger's Syndrome
- medical conditions, e.g. asthma, heart condition.

Requesting assistance

Students requesting assistance from Disability Services must make an appointment with the Disability Services Officer to discuss their individual support needs. This should be done as soon as possible, preferably before enrolment to ensure informed decisions on appropriate programs and to give sufficient time for support to be arranged.

Enrolment

Disability Services can assist with enrolment by providing support to complete enrolment documentation or providing information in alternative formats. ***Disclosure of disability on forms is voluntary but recommended.***

Reasonable adjustments

Disability Services is able to offer students with disabilities a range of reasonable adjustments. Reasonable Adjustments reduce the impact that a particular disability has on the student and maximise the opportunities for success. They do not provide an unfair advantage and are targeted specifically to meet an individual student's need.

Equity and diversity

DIVTEC Training and Further Education is committed to maximising opportunities for access, participation and outcomes for all Queenslanders within the vocational education and training system.

Harassment

If another person's behaviour towards you makes you feel frightened, offended, angry or humiliated, then maybe you are being harassed. The Student Services Officer can assist you by provide confidential support and advice to any student experiencing harassment.

Literacy and numeracy support

Literacy and numeracy courses are available to you if you are experiencing difficulties in these areas. Diagnostic assessment services are available for literacy, numeracy and English language skills.

Where a student has been identified as requiring assistance with language, literacy and/or numeracy, there will be an individual plan of assistance implemented to assist will review their individual situation.

Other information

For information regarding accommodation, financial assistance, card 18+, courses, rail concession card (bus concessions) and student identification you may contact administration.



Student Welfare

DIVTEC Training and Further Education has qualified Student Support Officers that have a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Welfare Support Staff and they will decide whether to handle the issue internally or not. A referral appointment will always be arranged by the DIVTEC Training and Further Education Welfare Officer unless specifically requested not to assist by the student requiring the assistance.

DIVTEC Training and Further Education has an up to date list of medical professionals who are within easy access to the campus. Any student with medical concerns should see a Student Support Officer who will assist them in finding appropriate medical assistance. For immediate assistance ask at reception. On campus there are a number of qualified personnel to assist in first aid.

There are no charges for internal welfare and support service referrals. ***Please note: some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.***

- First Point of Contact– Any staff member can act as a first point of contact although it is preferred that students approach the Support/Welfare officers. Other staff members will provide comfort support only until the Support/Welfare officers can take control of the situation.
- Emergency Contact –Telephone –This number will be advised at your Induction.

6.37 DIRECTORY OF IMPORTANT PHONE NUMBERS

Name	Address	Phone Number
DIVTEC Training and Further Education	<ul style="list-style-type: none"> - Strathpine Campus: Unit 2, 401 Gympie Rd, Strathpine, Queensland 4500, Australia. - Auxiliary Campuses: <ol style="list-style-type: none"> 1. 662 Samford Road, Mitchelton, QLD 4053, Australia 2. 121 Scanlan Road, Mitchelton, QLD 4053, Australia - Email: Training@DIVTEC.edu.au - Website: www.divtec.edu.au - CEO Name: Ms Natalie Hennessy - CEO Email: natalie.hennessy@ablecare.org 	1300 147 583
Emergency Services (Ambulance/Fire/Police)	Emergency -	000
	Non-emergency -	131 444
Lifeline	- Website: https://www.lifeline.org.au	13 11 14
National Suicide Prevention Lifeline	- Website: https://suicidepreventionlifeline.org/	18002738255
Poisons Information Centre Qld	- Website: https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre	13 11 26
Pregnancy HELPLINE Qld	- Website: http://abortionadvice.org.au/	1800090777



Advocate for Survivors of Child Abuse	- Website: https://www.blueknot.org.au/Helpline	1300 657 380
Asthma	- Website: https://www.asthmaaustralia.org.au/qld/home	1800 278 462
Crime Stoppers Qld	- To report crime anonymously - Website: https://www.crimestoppersqld.com.au/home.jsp	1800 333 000
Depression (National Initiative)	- Website: http://www.beyondblue.org.au/	1300 22 4636
Disabilities	- Website: www.ideas.org.au/	1800 029 904
Domestic violence	- Website: http://www.dvconnect.org	1800 811811
Drug addiction: Narcotics Anonymous	- Website: www.na.org.au	1300 652 820
Drugs and mental health	- Website: http://www.mentalhealth.org.au	1300 729 686
Eating Disorders Association Inc (Qld)	- Website: http://eda.org.au/	(07) 3077 7320
Eczema	- Website: www.eczema.org.au	1300 300 182
Epilepsy	- Website: http://www.epilepsyqueensland.com.au	(07)3435 5000
Family Drug Support	- Website: http://www.fds.org.au	1300 368 186
Family planning information	- Website: https://www.true.org.au/clinic	(07) 3250 0200
Mater Hospital	- Website: http://www.mater.org.au/Home/Hospitals/Mater-Hospital-Brisbane	(07) 3163 8111
The Prince Charles Hospital	- Website: https://metronorth.health.qld.gov.au/tpch/	(07) 3139 4000
Gambling Counselling	- Website: http://www.gamblinghelpservices.com.au	1800 858 858
LGBTI counselling line	- Website: http://diversevoices.org.au/	1800 184 527
Hepatitis C	- Website: http://www.hepqld.asn.au	1800 437 222
Telephone Interpreter Service	- Website: https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National	131 450
Legal information and advice	- Website: www.legalaid.qld.gov.au	1300 65 11 88
Men's Help Line	- Website: http://www.mensline.org.au	1300 78 99 78
Men's Referral Service	- Website: http://www.ntv.org.au	1300 766 491
Rape Crisis Centre	- Website: http://www.brissc.org.au	1800 737732
Relationship counselling	- Website: http://www.relationships.org.au	1300 364 277
SANE Helpline	- Website: http://www.sane.org/information/helpline	1800 187263
Smoking Quitline	- Website: https://www.qld.gov.au/health/staying-healthy/atods/smoking	13 78 48
Victims of crime support	- Website: http://www.qhvsq.org.au/	1800 774 7441
Women's refuge referral service	- Website: http://www.ncsmc.org.au/wsas/resources/res_qld.htm	1800 811 811



After-hours Emergency help

Student support is available at all times on the 1800 phone number that is provided to students at orientation. Please find below telephone counselling and referral services may be of assistance in an emergency. Emergency (Police, Ambulance, Fire Brigade)

- Ph.: 000
- TTY: 106
- Speech to Speech Relay Service Ph.: 1800 555 727
- From Mobile with no network coverage Ph.: 112
- Kids Helpline: Ph.: 1800 551 800 (24hr)
- Lifeline: Ph.: 131 114 (24hr)

6.38 LEGISLATIVE REQUIREMENTS

Vocational education and training legislative requirements of the state and federal government, including but not limited to the following Acts, as well as DIVTEC Training and Further Education rules and regulations, must be met by DIVTEC Training and Further Education staff and students. DIVTEC Training and Further Education staff is conversant with these Acts, a full text of which can be accessed at DIVTEC Training and Further Education or online at DIVTEC Training and Further Education website.

Fundamental to the VET system are Australian laws including:

- [National Vocational Education and Training Regulator Act 2011](#) is the Act that established the National Vocational Education and Training Regulator, called the [Australian Skills Quality Authority](#)
- [The Standards for NVR Registered Training Organisations 2011](#) were made under subsection 185(1) of the National Vocational Education and Training Regulator Act 2011 on 26 June for commencement from 1 July 2011.
- [Skills Australia Act 2008](#) that established [Skills Australia](#), an independent statutory body, providing advice to the Minister for Tertiary Education, Skills, Jobs and Workplace Relations on Australia's current, emerging and future workforce skills needs and workforce development needs.
- [Skillling Australia's Workforce Act 2005 \(amended 11/3/2010\)](#) which links funding for the States and Territories to a range of conditions and targets for training outcomes.

DIVTEC Training and Further Education is bound by these acts to provide and support the continued development of high quality, relevant, vocational education and training to meet the immediate and future needs of industry and community, and which encourages the generation of employment opportunities. All courses offered by DIVTEC Training and Further Education will endeavour to meet these legislative requirements.

Duty of Care

A duty of care has always existed under Common Law and forms the basis for Common Law claims of negligence. Students have a responsibility as reasonable adults of a duty of care towards others in the workplace and towards their clients in particular.

Once students obtain their qualification, the level of responsibility attached to this duty of care is higher in response to the level of knowledge and expertise they should have in their field of work. In the light of this it is advisable for students to develop and maintain a good standard of practice.



Pursuant to the above, students are to familiarise themselves with the information on, and/or ramifications of, the different Acts/Codes which relate to their workplace, duties and conduct while they are on Industry Placement.

This is also a preparation for the responsibility attached to being an autonomous worker. Students should take this opportunity to put into practice a system/standard of personal accountability.

Workplace Health and Safety

http://www.austlii.edu.au/au/legis/qld/consol_act/whasa1995250/

"The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in New South Wales. It seeks to protect your health and safety and the health and safety of everyone at workplace, while undertaking work activities or using specified high risk plant."

Students are required to observe any lawful directions given by DIVTEC Training and Further Education staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace Health and Safety Act.

- The wearing of appropriate personal protective clothing or equipment in relation to practical or field work, as well as when necessary, the wearing of vocationally appropriate clothing is required.
- The wearing of clothing designed to place yourself or others at risk is unacceptable in all circumstances.
- The wearing of motorcycle helmets is not permitted inside any DIVTEC Training and Further Education facilities.

Evacuation Procedures - During an emergency evacuation, authority rests with the evacuation personnel whose directions must be followed. They are identifiable as wearing coloured safety helmets and/or reflection vests.

Tobacco and Other Smoking Products

In accordance with Queensland's Tobacco and Other Smoking Products Act 1998 (Current as 1 January 2015) **smoking is prohibited inside an enclosed place.**

A summary of the current smoking laws:

- no-smoking anywhere inside pubs, clubs, restaurants and workplaces
- no-smoking in commercial outdoor eating or drinking areas
- no-smoking in outdoor public places such as patrolled beaches, children's playground equipment and major sports stadiums
- no-smoking within 4 metres of non-residential building entrances
- no-smoking in cars where children under the age of 16 years are present
- no sales of tobacco products to children under 18 years of age
- bans on the display of tobacco products at retail outlets
- mandatory training of employees who sell tobacco
- mandatory no-smoking and quit smoking signs
- no tobacco advertising or competitions
- tobacco vending machines must be located in bar or poker machine areas only
- allows local governments to ban smoking at pedestrian malls and public transport waiting points such as bus stops, taxi ranks and ferry wharves.



- electronic cigarettes cannot be used in existing non-smoking indoor and outdoor areas, sold to children under 18 years of age, or advertised, promoted or displayed at retail outlets
- no smoking at public and private hospitals and health facilities, and for 5 metres beyond their boundaries
- no smoking at state and non-state schools, and for 5 metres beyond their boundaries.

More information can be found online at:

<https://www.qld.gov.au/health/staying-healthy/atods/smoking/laws>.

Weapons, Firearm License

Under the act a person must not unlawfully possess a weapon nor be in possession of a weapon in a public place or educational facility except where the weapon is used for legitimate educational purposes such as a knife in a cooking class. Unlawful possession or use of a weapon by students or staff will be reported to police.

Australia's anti-discrimination laws

<https://www.humanrights.gov.au/guide-australias-anti-discrimination-laws>

DIVTEC Training and Further Education takes very seriously the right of all people to be treated fairly which is enshrined in these laws.

It is illegal to treat people unfairly because of their sex, relationship or parental status, race, age, impairment, religious or political beliefs, union activities, gender identity, sexuality, lawful sex work, pregnancy, and breastfeeding or family responsibilities.

It is also illegal to sexually harass another person or to publicly show hatred for another person because of their race, religion, sexuality or gender identity and a person who perceives they have been treated unfairly because they have been treated illegally.

A person who perceives they have been treated unfairly because they were involved in a complaint has been treated illegally. DIVTEC Training and Further Education will support any students through its Complaints and Appeals process who believes themselves victim to any discriminatory behaviour.

Disability Services

http://www.austlii.edu.au/au/legis/qld/consol_act/dsa2006213/

All students and staff, in particular those working with people with a disability, should understand the Disability Services Act which protects the rights of people with a disability. In brief, this act states that people with a disability should have the same human rights as other members of society and should be empowered to exercise those rights.

Commonwealth Privacy Act 1988

http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

The privacy act regulates the use of confidential material and as such DIVTEC Training and Further Education has developed a privacy policy based on the Government's Information Privacy Principles.

These principles allow for the collection of personal information by fair means only, directly related to the activities of an agency, as well as storage and security and use and disclosure of this information. Full details of the policy can be accessed at DIVTEC Training and Further Education or online at DIVTEC Training and Further Education website.



Child Protection Act 1999

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010>

The purpose of this act is to provide for the protection of children.

In the event that some work placements may involve dealing with children under the age of 18 it is necessary to be aware of the Child Protection Act and students should be aware they may also require a Clearance Check. Further information can be found at <http://www.bluecard.qld.gov.au>.

Commonwealth Copyright Act 1968

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133

Students should be aware of their responsibilities in relation to copyright and should note in particular that the Copyright Act applies to all published materials including those obtained electronically, on the internet for example.

It is permissible to make **limited copies of materials for educational purposes**, for example to make one copy for personal use of 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. Check with DIVTEC Training and Further Education staff for a more detailed guide to what is allowable and certainly the full details of the Copyright Act are published at the above web address.

7 PROMOTION AND MARKETING

DIVTEC Training and Further Education Pty Ltd will undertake all the promotion and marketing of its services in an ethical and responsible manner at all times. In doing so the College will:

- Market courses within its Scope of Registration' with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course
- Not state or imply that courses other than those within the Scope of Registration are recognized by the Registering Authority.
- Be responsible under this code for the actions of our appointed agents in relation to the marketing of services
- Make every reasonable effort to ensure that at all times agents act in the best interests of the applicant and the college
- Encourage applicants who are dissatisfied with any agent to refer the matter to the college for investigation and possible action
- Agents found to engage in any misleading or misinterpretation of the College guidelines or providing false promises or engaged in any dishonest practices or misuse the PRISMS will have their Agreement promptly terminated
- All Agents agreement will be reviewed annually and updated with relevant information
- Comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code).



8 INDUCTION / ORIENTATION DECLARATION

This declaration must be signed to indicate understanding of DIVTEC Training and Further Education rules.

I, _____
(full name of student)

acknowledge that I have read and understood all of the information included in this pre-enrolment Student Handbook. This includes the DIVTEC Training and Further Education Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions DIVTEC Training and Further Education will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs with a recommendation for the cancellation of (Temporary) visa;
- That while I am on a (Temporary) Visa in Australia, I am obligated to attend DIVTEC Training and Further Education for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain, as DIVTEC Training and Further Education defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions
- That I will notify DIVTEC Training and Further Education of any change of contact details
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time
- That I will maintain my Health Insurance at all times
- That I have read and understood all DIVTEC Training and Further Education rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled

Student Name:

Witness Name:

Student Signature:

Witness Signature:

Date:

___ / ___ / ___

Date:

___ / ___ / ___



9 APPENDIX A - STUDENT CHANGE OF DETAILS FORM

This form must be signed and returned to DIVTEC Training and Further Education within seven days if any of your details change during your enrolment with us.

Full Name:	
Student ID Number:	
New Street Address:	
New Postal Address:	
New Phone Number/s:	Home:
	Work:
	Mobile:
New Email Address:	
Date of Change:	___ / ___ / ___

Student Name:

Student Signature:

Date Submitted:

___ / ___ / ___

DIVTEC Representative Name:

DIVTEC Representative Signature:

Date Actioned:

___ / ___ / ___



DIVTEC

Training and Further Education



DISCLAIMER

This handbook is provided for guidance and while every effort is made to provide accurate, legal and complete information any State or Federal legislation will prevail should there be any conflicts. DIVTEC Training and Further Education is a registered trading name for Ablecare Pty Ltd.

For clarification in relation to any part of this document, please contact 1300 147 583 or email on Training@divtec.edu.au.