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# VET STUDENT HANDBOOK



EQUALS  
international



equality | diversity | unity  
[equals.edu.au](http://equals.edu.au)



# VET Student Handbook 2024

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EQUALS does not engage in the performance of any legal or other professional services. If legal or expert assistance in relation to the subject matter is required, the advice of a competent professional should be sought.

## Administration Office

EQUALS International  
81 Currie St, Adelaide  
GPO Box 2443, Adelaide SA 5001

Phone (Toll Free)	1300 889 939
International Calls	+61 8 8110 1200
24/7 Emergency Calls	+61 (0) 432 635 249

Email	hello@equals.edu.au
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### Opening hours

Monday to Friday	9.00am – 5:00pm
Saturday and Sunday	Closed
Public Holidays	Closed

## Academic Year

EQUALS' academic year consists of two (2) semesters. Each semester has two (2) study periods that lasts between nine (9) and eleven (11) weeks. Student enrolment is on a semester by semester basis with available intakes in each semester.

## 2024 Academic Dates

Semester 1	
Study period 1	29 Jan – 12 Apr 2024
Census date	14 Feb 2024
Results date	26 April 2024
Study period 2	29 April – 5 Jul 2024
Census date	13 May 2024
Results date	19 July 2024

Semester 2	
Study period 3	22 Jul – 27 Sep 2024
Census date	5 Aug 2024
Results date	11 Oct 2024
Study period 4	14 Oct – 13 Dec 2024
Census date	28 Oct 2024
Results date	27 Dec 2024

## 2024 Public Holidays

Mon 1 Jan	New Year's Day
Fri 26 Jan	Australia Day
Mon 11 Mar	Adelaide Cup Day
Fri 29 Mar	Good Friday
Sat 30 Mar	Easter Saturday
Mon 1 Apr	Easter Monday
Thu 25 Apr	Anzac Day
Thu 25 Apr	Anzac Day Holiday
Mon 10 Jun	King's Birthday
Mon 7 Oct	Labour Day
Tue 24 Dec	Christmas Eve (from 7pm to 12 midnight)
Wed 25 Dec	Christmas Day
Thu 26 Dec	Boxing Day/Proclamation Day
Tue 31 Dec	New Year's Eve (from 7pm to 12 midnight)

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## Founder's Welcome



For over 30 years, EQUALS has been providing quality and meaningful education and development opportunities to people from all walks of life.

Since our inception in 1991, our vision to develop the latent potentialities of individuals and organisations has seen us expand in Australia and various parts of the world delivering both accredited and non-accredited courses addressing the mental, physical, spiritual and emotional aspects of life.

EQUALS is committed to addressing the skills required for a sustainable future in a rapidly changing world. Our focus is on empowering and encouraging individuals and organisations to make a positive difference in their own work environment thereby creating meaningful and sustainable outcomes.

We advocate a new paradigm of work through our spiritual principles: ethical business practices, promotion of partnerships between women and men in all fields of endeavour, advocate and participate in corporate social responsibility and promote values-based leadership. Our bedrock is non-adversarial decision making through consultation.

We welcome you to have an EQUALS experience.

With warm greetings,

Katina Jones

Founder

***Regard man as a mine rich in gems of inestimable value. Education can, alone cause it to reveal its treasures, and enable humankind to benefit therefrom.***

***Bahá'u'lláh***

## How to use this handbook

This handbook provides you with relevant information regarding EQUALS' location, services, facilities and important supports for your awareness as you commence and continue your learning journey with us, through to your graduation.

Refer to the contents page for particular sections and topics throughout the handbook as a quick reference to key topics to assist you through your time with EQUALS.

International students studying on a student visa should carefully familiarize themselves with the [ESOS Obligations 2019 Addendum](#) as it provides important information regarding EQUALS' obligations under the ESOS Framework.

## About EQUALS

EQUALS is one of Australia's most well-established private learning institutions and delivers nationally recognised qualifications through values-based learning. We offer a warm, friendly environment for you to embrace your learning journey.

For 30 years, EQUALS has specialised in providing high quality, industry driven learning courses for people all over the world. Our mission is to develop human potential, and we are committed to ensuring that all students enjoy a personal, supportive and inclusive learning environment.

### **EQUALS' mission is to:**

- Empower individuals and organisations to realise your potential and maximise their capacity.
- Recognise, value and promote gender equality and cultural diversity.
- Promote education as a means to achieve universal peace and unity.

***Regard man as a mine rich in gems of inestimable value. Education can, along, cause it to reveal its treasures, and enable mankind to benefit therefrom.***

***Baha'u'llah***

EQUALS has a commitment to provide excellence in the development of human potential, to pursue all avenues of opportunity and advancements and to provide ongoing support.

### **Supported by our vision:**

EQUALS has a vision of a new world based on universal spiritual principles. A prerequisite of this is the equality of men and women.

***The world of humanity has two wings, one is women and the other men. Not until both wings are equally developed can the bird fly.***

***Abdu'l-Baha***

## **Our fundamental principles**

- Education is fundamental to human development
- All forms of prejudice are abandoned
- Women and men are equal as human beings – their diverse qualities complement each other
- Equality of women and men is conducive to balance and harmony.

## **Our spiritual principles**

EQUALS is founded upon spiritual principles – these principles guide our direction, decisions and operations. They are:

- Service
- Equality of women & men
- Decision making through consultation
- Development of human & spiritual potential
- Ethical business practice
- Promoting human rights
- Social responsibility
- Sustainable growth & development unity in diversity
- Values-based leadership

EQUALS supports the principles of the United Nations Global Compact.



## Student Partnership Agreement (SPA)

We want you to gain the most out of your experience with EQUALS. With this in mind, our Student Partnership Agreement (SPA) has been developed to help you appreciate shared responsibilities and to help ensure a meaningful and rewarding learning partnership.

As part of our SPA, EQUALS undertakes to comply with the *Vocational Education and Training (VET) Quality Framework* and the *Standards for Registered Training Organisations (RTOs) 2015*, including the quality of the training and assessment services it provides for the range of VET Courses under its current scope of operation and for the issuance of the AQF certificate documentation

### **EQUALS' Obligations - EQUALS undertakes to:**

- treat students and colleagues equally and respectfully
- demonstrate a high level of professionalism in teaching and learning, scholarship, administration and industry engagement
- assist students to pursue their educational goals in a safe, supportive environment
- maintain student privacy and confidentiality, in accordance with our policies and legal obligations
- provide a high standard of learning, support and care for our students
- provide access to learning activities that will improve graduate employability and personal growth
- encourage student participation in course development and management
- provide access to counselling and support in areas including wellbeing, health and welfare, learning and study, finance, accommodation, careers and student visas
- provide clearly defined and timely access to academic skills and learning facilities, and course and enrolment information.

### **As an EQUALS' student, you are required to:**

- treat staff and fellow students equally and respectfully
- contribute positively to the diverse culture of EQUALS, through co-operative actions, understanding, tolerance and empathy
- participate in learning and teaching activities in an honest, responsible and ethical manner
- keep EQUALS free from harassment, aggression and violence. All forms of harassment (sexual, verbal, racial, physical, intellectual) are totally unacceptable.
- attend orientation and induction activities, participate in timetabled classes, attend professional practice placement and other scheduled activities
- take responsibility for managing your own learning and actively engaging in your course
- ensure sufficient and regular time in private study, and participate fully in group learning activities
- submit your genuine work in assessment tasks by stated due dates, in accordance with academic policies and procedures
- actively participate in feedback that can enhance the quality of future teaching and learning
- support Student Representatives (where applicable)
- respect and look after the physical environment and property of EQUALS
- make timely payment of fees due to EQUALS
- comply with all reasonable directions from EQUALS and its authorised representatives, including:
  - conducting yourself in a safe and healthy manner
  - identifying and report any possible hazards from equipment, facilities and the environment
  - refrain from smoking anywhere on EQUALS' premises
  - refrain from drinking (except water) and/or eating in any study area, including the library and computer lounges
  - refrain from the use of offensive language, alcohol and other drugs
  - ensure that no students, staff, or visitors to EQUALS experience discriminatory, harassing or bullying behaviour
  - report any discriminatory behaviour, harassment or bullying to the Campus Manager, Course Coordinator or Academic Director.
- be aware of and comply with EQUALS' regulations, policies and procedures.

The Student Partnership Agreement should be read in conjunction with the [Student Partnership Agreement \(Code of Conduct\) and Disciplinary Procedures](#).

## Accreditation

EQUALS International (Aust) Pty Ltd (EQUALS, ABN 81 078 991 858, CRICOS 02804C) is a dual sector provider offering higher education and vocational education and training qualifications. We operate from our Adelaide campus, located at 54 and 81 Currie Street, Adelaide SA 5000.

Higher Education: EQUALS is registered as a Higher Education provider with the [Tertiary Education Quality and Standards Agency \(TEQSA\)](#). [Provider Registration No: PRV14279](#).

Vocational Education and Training: EQUALS is also registered with the [Australian Skills Quality Authority \(ASQA\)](#). [RTO Code: 3492](#).

### Other registrations

Further, we are an approved education provider with the [Australian Nursing and Midwifery Accreditation Council](#) and a member of [Independent Higher Education Australia \(IHEA\)](#).

Important Note about Tuition Assurance: EQUALS International (Aust) Pty Ltd and all CRICOS approved qualifications that we deliver are covered under the [Tuition Protection Scheme](#).

Students can access VET Student Loans and Austudy approved programs (subject to eligibility).

### Facilities and Resources

EQUALS' learning environment is designed to ensure that students have access to sufficient and fit for purpose facilities and infrastructure allowing them to achieve the objectives of the course in which they are enrolled.

Our commitment to a student-centred environment underpins EQUALS' facilities and infrastructure for both formal and informal academic and non-academic interactions. EQUALS' well provisioned learning environment is consistent with our values, mission and seeks to assure the highest academic standards. In summary, the EQUALS learning environment is:

- Student-centred
- Values driven
- Adaptable
- Professional

- Practical and industry focused

Issues of wellbeing, health, and safety are addressed in this Handbook. In addition, learning environment arrangements are intended to ensure equal opportunities for participation and success in higher education courses of study, irrespective of student background and in line with the EQUALS' mission and values.

### Staff

Our professional educators and support staff are dedicated to supporting you through your learning experience at EQUALS. Our educators are industry experienced and academically developed individuals who share in the rich cultural diversity of our student population.

We have experienced and qualified support staff who are available to assist you with your personal and study needs.

They are totally committed to your ongoing personal development and your skills acquisition.

### Professional & Support Staff

Admissions team  
Admissions Advisors  
Business Development Manager  
Campus Manager  
International Student Support  
Librarian  
Work Integrated Learning Team  
Receptionist  
Student Service team  
Student Advisors

### Contact Us

EQUALS International (Aust) Pty Ltd  
81 Currie Street  
GPO Box 2443 Adelaide SA 5001  
P +61 8 8110 1200  
E [hello@equals.edu.au](mailto:hello@equals.edu.au)  
W [www.equals.edu.au](http://www.equals.edu.au)



## Student Services and Support

We work with sincerity and care to help our students achieve their goals. Some of the things we offer our students include:

- Free Access to Counselling
- EQUALS' Library
- Quiet Study & Group Work areas
- Assistance in organising National Police Checks and other clearances
- Computing and Internet Facilities (including WIFI)
- Student ID Cards
- Research & Academic Support
- Study Skills training
- Online Learning Portal
- Employment Support & Career Counselling

The Student Services team is located at 54 Currie Street and can be contacted by phone on +61 (08) 8210 8400 or raising [a support ticket](#).

**Opening Hours:** Monday to Friday, 9am to 4pm

**Specialist International Student Service Advisors include:**

### Business Development Manager

Khyati Gajjar [Reach Khyati here](#)

### Academic & Career Support

- Academic and career support is accessible if students need assistance with their studies. Students may be concerned about:
  - English language support
  - Academic writing
  - Personal & financial issues (student counselling & vocational guidance)
  - Maths and numeracy
  - Employability skills and workshops to help you secure meaningful employment
  - Exclusive access to Industry Skills Days

EQUALS can also offer a range of short courses and coaching for students requiring preliminary skills in the following topic areas:

- Safe Handling Practices
- Provide First Aid & Basic Emergency Life Support
- Child Safe Environments
- Study Skills

Academic support services can be requested through contacting an educator or through Student Services.

### Employment Assistance Support

EQUALS has qualified employment support staff that are committed to providing you with assistance in

securing and maintaining employment. For 30 years we have worked closely with local industry and employers and hold an excellent reputation for quality graduates.

Keep in touch with educators as they are often a source of employment referrals. Students are also advised to look at the Career Network for career opportunities. You can register on Career Network on the landing page of EQOnline.

### Buddy Course (International Students)

During orientation with EQUALS, you may be introduced to a buddy (usually an existing student or past graduate) who can provide friendship and support. A buddy can help newer students with developing good study skills, getting around Adelaide, meeting new friends and many other aspects to a student's academic and personal experience at EQUALS.

Existing students who feel that they may have the time and compassion to assist new arrivals are encouraged to express interest in being a buddy. More information can be found on EQOnline or by talking with one of our Student Advisors.

### EQUALS Interact

EQUALS encourages all students (past and present) to take advantage of Interact. Interact is our social and professional networking group which produces a regular newsletter. Interact provides useful industry and educational contacts and has a fully serviced Library (electronic and hard copy) for its members to take advantage of. Please speak with Student Services for further advice on how to become a member.

### Orientation & Induction

New students are invited to attend an induction or orientation day at EQUALS. It is an expectation that students attend these sessions as important information is shared about the qualification and studying at EQUALS. If you are not able to attend the scheduled orientation session, you must contact Student Services as soon as possible prior to the commencement of your Course.

### Student ID Cards

- All commencing EQUALS' students are issued with a Student ID card when you enrol in your first trimester.
- You are required to have these cards with you at all times whilst on campus.
- Your Student ID card is issued during Orientation week.
- Any lost Student ID card must be reported to the Student Service team as soon as practicable.
- If you lose your Student ID card, you will need to pay the replacement cost. Please refer to our fee schedule for more details.

## Value Added Workshops for Personal Growth

With a strong focus on developing skills & attitudes towards industry excellence, our Courses seek to create a holistic approach to learning within an adult learning environment. Courses at EQUALS include a number of value added workshops that you can choose to participate in during your studies. These workshops are not included in the packaging rules for our nationally recognised qualifications. As such, they are not compulsory and not assessed for you to achieve a qualification. The voluntary workshops are delivered as they align to EQUALS' values of equality, diversity and unity, and may offer additional skills, knowledge and attitudes that improve employability and resilience in the workplace.

Our value added content is offered in areas including problem solving and consultation skills, spiritual intelligence, healthy lifestyles, employability skills, and human rights. These voluntary workshops are meaningfully designed to reflect industry feedback and support your personal growth throughout your learning journey

## Looking After Yourself - Aspects of Healing

Being a busy student means that you need to be well and balanced. EQUALS students are offered special privileges and discounts on a range of natural healing services from local integrated health centre, Aspects of Healing. These include:

- Yoga Classes
- Massage
- Ayurveda & Homeopathy
- Acupuncture
- Bowen Therapy
- Skin Care

EQUALS students are eligible for a 10% discount on all services.

Get in touch with the team at Aspects of Healing on [their website](#) or call them on (08) 8110 4300

## EQUALS' Approved Education Agents

- Promote EQUALS internationally
- Are experts in international applications and are familiar with the student visa application process
- Help you apply to study at EQUALS.

Please note that although our agents are able to provide visa assistance, they are **not licensed to provide migration advice**.

## Student Representatives

Student Representatives are elected by students, for students. They are also an important communication link between the student and the management at EQUALS International. Student Representatives are:

- committed and caring individuals who are keen to support their fellow students
- able to represent their peers in a just and positive manner, and
- be able to identify innovations and improvements to courses and student services.

Student Representatives participate in regular meetings with key leadership staff and contribute to the overall operations and direction of EQUALS.

## EQUALS' Library

EQUALS has a comprehensive physical library as well as access to many online resources that can help students with their studies. Our library includes texts across course delivery areas and is available for all students. The library carries over 1500 titles, both electronic and hard copy titles.

Titles are available to search using Liberty via EQOnline.

Library staff can also support you with academic writing skills, digital literacy, search skills, assignment work and more. You are welcome to book a 1:1 appointment with us or visit us on Level 1, 54 Currie St during opening hours:

- Tue 9am-5pm
- Wed 9am-5pm
- Thu 9am-5pm
- Mon/Fri closed

## Community Library

Our library is also home to the EQUALS Community Library. This is a service available to all students, staff and educators at EQUALS. We have a growing collection of fiction and non-fiction books for children and adults that you are free to take and keep, or return as you wish. We also gladly take donations of pre-loved books. Come and visit us during Library opening hours.

## EQOnline Student Centre

The EQOnline Student Centre provides a wealth of resources that assist students to develop the skills needed for learning at EQUALS, as well as information and links to individual, family, cultural and community support services that may be of assistance.

Students can access this via your EQOnline login.

The education and Student Services teams are wholly committed to assisting students achieve their goals. If there is something we can do to further assist, please contact us!

## Study and Internet Facilities

Students are welcome to use quiet study and internet facilities. Free Wi-Fi access is also available throughout the campus. Please note that this is for Students only. Login details may be found on the Student Noticeboard and notices are placed around the campus.



Printing and photocopying accounts can be set up by visiting Student Services.

## Accessing the Student Portal & EQOnline

Students can access their EQOnline by visiting our website, or by clicking [here](#).

(or type <https://eqi-elearning.mywisenet.com.au/login/index.php>).

## Student Portal & EQOnline

The Student Portal and EQOnline are the central hub for information regarding a student's enrolment and course progress. Here students are able to log in to view their current enrolment details, course progress and related course information.

EQOnline provides students with online access to resources, training and assessment materials.

If a student is having difficulty accessing the system, students are encouraged to contact a Student Advisor or afterhours by raising a [support ticket](#).

## Insurance

EQUALS holds a variety of insurances sufficient to cover its activities and students. Insurance includes public liability, professional indemnity and insurances suitable to cover students on professional experience placement. Please contact the Business Development Manager on 08 8110 1200 for further information.

## Personal Computers and Internet Facilities

It is an expectation of EQUALS that all students have reliable and ongoing access to a personal computer, internet and printing facilities. This is an essential requirement for students in all qualifications at EQUALS.

Students must also have access to a computer that can view and edit Word and PowerPoint files.

Free Wi-Fi and a computer lounge are available at the Adelaide campus. These services are available for actively enrolled students. Students are permitted to access personal computers and media devices during training/class time for the purpose of the session/subject being delivered.

## Surveys

EQUALS is a quality-driven organisation that strives to achieve a consistently high standard of training, assessment, support and administrative practices. Students will regularly have the opportunity to provide EQUALS with feedback. Participation in surveys are sincerely appreciated and contribute to our continuous improvement.

Periodically, a Quality Indicator-Student Engagement survey and/or Destination survey may be sent to students. These surveys are designed to document the impact of training on your career and personal lives, and to provide important information about the learning experience.

## Contemplation Room

A quiet contemplation room is available for students on Level 2 of the 81 Currie Street building.

## Photocopying and Printing

Photocopying and printing facilities are available on campus. While studying at EQUALS please use your Student ID card to access them. The Student Service team can also assist. Please note that funds placed on print cards is non-refundable so please take this into consideration.

## Attendance & Being Timely

Students are expected to attend all timetabled sessions. This means arriving at classes or appointments on or before the starting time and to be present throughout the duration of the class or appointment. Early departures and late attendances affect attendance statistics and may impact a student's course progress.

International students must attend a minimum of 20 contact hours per week as per International student obligations.

## Courses Conducted in English

Language is an important and beautiful part of different cultures. However, to maintain unity and shared understanding between students and staff alike — and to improve the English speaking skills of students — EQUALS expects that English is the only language spoken on campus. In addition, all courses are conducted in English.

## Change of Personal Details

Students must update their contact details via the Student Portal if they change. This includes mobile, home and/or work phone numbers, address, email address etc. Please log into the Student Portal to update contact and personal details. If students do not have access to the Portal please contact Student Services to request assistance.

## Communications

EQUALS uses electronic means to communicate information to students wherever possible. Electronic communication means email, and where appropriate text messaging and our website. Students are able to access their course and enrolment information by logging onto the Student Portal and EQOnline.

Similarly other relevant course information, procedures, policies and key forms are available from our website at [www.equals.edu.au](http://www.equals.edu.au).

Where EQUALS sends letters and notices, wherever possible, these notices are sent using email and/or published in the Student Portal, however they may also be sent by post or hand delivered.

Only emails from your student email account will be answered by your educators and the placement team as it is the best way to verifying that we are talking to

the right person. This includes when you lodge a student support ticket.

**If you lose access to this account, please call student services on 08 8210 8400 or see them at 54 Currie St.**

## **University & Higher Education Pathways**

EQUALS offers a range of articulations and pathways to higher education providers.

Prospective and current students are encouraged to speak with our Admissions Advisors if they plan to progress to a higher education pathway.

Learn more by visiting our website. Go to the Study at EQUALS menu, then [University Pathways](#).



## Emergency Information

### General Hazards

Although unlikely, unexpected incidents may be experienced from time to time. EQUALS takes seriously any workplace hazards and emergencies, which may include:

- Electrical faults
- Medical Emergency
- Fire on Campus (Emergency Plan) and steps for evacuation
- Unwanted visitors; threats; unaccounted for mail or parcels/bags
- Building flooding or collapse which may require either evacuation or containment
- Sexual abuse or harassment
- Major or minor harassment of a physical kind
- Verbal abuse.

### First Aid Facilities and Services

Please contact Reception on Level one at 81 Currie St for first aid during normal office hours (Monday to Friday 9am to 5pm).

Outside of these hours, please call emergency services on Triple Zero (000) for immediate assistance and report the incident on the online portal as soon as practicable.

### Critical Incidents

Critical incidents are extraordinary events and may be classified as natural such as floods, bushfires, earthquakes, and storms or human-caused, through deliberate attack on the people or resources of EQUALS.

EQUALS' *Critical Incident Management Policy* is designed to complement other procedures that ensure a safe environment for students and staff, regular maintenance of buildings and facilities and evacuation procedures in case of emergency. This policy is available on request.

Written records of critical incidents are maintained for a period of not less than two years and are regularly reported to the Board of Directors.

### Medical Emergency on Campus

There are a number of trained Physical First Aid and Mental Health First Aid staff on campus – if you become ill or injured, please seek assistance by responding to the First Aid Officers.

If you see a student or person who requires first aid during normal office hours (Monday to Friday 9am to 5pm), please assist them by reporting the incident to Level 1 at Reception at 81 Currie St. They will contact the first available First Aider.

If however, the incident occurs outside of these hours, please report the incident to Student Engagement team the following day.

### Campus Evacuation Plans

In the event of an emergency requiring a campus evacuation, be mindful that:

- If you notice smoke or a fire – report it to the nearest staff member and follow instructions.
- If the alarm sounds, please wait for instructions from the fire wardens – the wardens wear either red caps or hats and issue instructions on where to meet.
- Do not waste time looking for things to take with you. Leave when requested.
- The building is fitted with an automated electronic alarm system, so even if there are no wardens available, the building's public alarm system will sound. On hearing this alarm you should immediately proceed to the nearest evacuation/exit point.
- An announcement will either be made by the chief warden or an audible alarm will be raised.
- The building has multiple fire exit stairs located towards the back of the building. These are stairs that you will need to use to reach the designated assembly area.
- Remain in this location until advised by the wardens or authorities that it is safe to leave.
- Should you need to leave before being advised to, do not leave without reporting to a warden. Leaving without advising could be putting someone's life in danger as the emergency crews may be sent back into the building to look for you.

Once the emergency is declared over, you will be guided back into the building by the wardens and staff. Where possible use the stairs to return to your activities

## EQUALS Policies

We strive to maintain a healthy, supportive and effective learning environment for you.

When applying to enrol at EQUALS, you must agree to accept and abide by the expectations, policies and procedures of EQUALS. There are a number of important documents that describe your rights and responsibilities as well as those of EQUALS.

- We ask that all prospective and current students take the time to read these documents carefully as they may relate your Course of study at EQUALS. Policies and procedures cover important topics such as:
- Admissions
- Student Partnership Agreement
- Child Safe Environments
- Clinical Skills Laboratory
- Enrolment Variations
- Grievances & Appeals
- Inclusion, Diversity & Equity
- Recognition of Prior Learning
- Tuition Fees and Refunds
- Course Progress and Student Results
- Student Support
- Transferring between Providers
- Wellbeing, Health & Safety

A range of policies and procedures are available on EQUALS' website for students to view.

As policies and procedures are subject to change without notice please access the current version from the link below.

Go to the [Policies and Procedures](#) menu on our website. All students are required to agree to our Enrolment Declaration upon commencement.

### Sexual Harassment and Sexual Assault

As part of a safe EQUALS community, we all have the right to respect and the right to speak and act for our own wellbeing. EQUALS is committed to creating a healthy, safe and respectful environment; one that genuinely celebrates the rich diversity of our community of students and staff. This means we strive to ensure our learning environments are free from bullying, discrimination, harassment and sexual violence.

If you, or someone you know, has been affected by an incident of sexual assault or harassment, support is available. You can access comprehensive information on [our website](#).

Reports of sexual harassment and / or sexual misconduct should be made using this [online form](#). EQUALS Sexual Harassment Contact Officers are also available through Student Services and provide a safe and confidential environment if you wish to make a complaint

## Wellbeing, Health and Safety

Students and staff have the right to a safe environment. At EQUALS, we want to keep everyone in our community as safe as possible and ensure that everyone goes home at the end of each day as safely as they started when they arrived or interacted with us.

If you experience a near miss (or a close shave or threatening incident) and don't report it, it could lead to another person's injury.

It is really important to report any issue or hazard that might not be easily and safely rectified to ensure immediate attention before it harms anyone else.

So that EQUALS can effectively keep everyone safe and prevent any issues from recurring or escalating, we rely on your prompt and reliable reporting. If hazards, near misses and injuries are reported, it helps EQUALS to intervene at the earliest opportunity to either prevent an incident from occurring or minimise the severity of injury.

Report a hazard or incident using this [online report form](#). This form is a user-friendly and efficient web form for you to report hazards and incidents and for EQUALS to follow up with a record of investigation findings and corrective action to ensure the issue is effectively dealt with and doesn't recur.

Students and staff can access additional information on wellbeing, health and safety by logging into EQOnline.

The [Wellbeing Health & Safety Policy](#) has more information.

### Smoke, alcohol and illicit drug free

EQUALS maintains a clean and smoke-free environment. **This means that smoking is prohibited on all premises, including immediate pavements and areas surrounding the buildings.** All forms of alcohol and illicit drugs are strictly prohibited on campus.

### Mobiles

Mobile phones **must be switched off during classes and course activities**, unless directly required for class activities. It is also expected that all phones are switched off during any interviews or meetings with staff. **Unauthorised recordings are expressly forbidden.**

## Privacy and Confidentiality of Information

EQUALS has policies and procedures for the effective management of and access to student information in relation to privacy and confidentiality. Please refer to our [Privacy and Personal Information Procedures](#).

In addition, EQUALS may be required to provide information to Commonwealth and State agencies (Department of Education, Skills and Employment (DESE) and Department of Home Affairs (DoHA)) and the Fund Manager of ESOS Assurance Fund. The Australian Government may also request specific information on a periodic basis. This is most likely to be related to participating in surveys or deidentified data collection and analysis.

## Access to Information

Students should be aware that the Australian Government may request student information on a periodic basis. This is most likely to be related to participating in surveys. If a student objects to EQUALS releasing this information, they must advise EQUALS in writing within 21 days of enrolment. Students may also request to view their files, including assessment records/results unless prevented by law.

Such requests are required in writing and in accordance with the [Privacy and Personal Information Policy and Procedure](#).

## Appeals, Complaints and Grievances

We encourage you to talk with your Mentor/Buddy or our Management when you encounter a problem with any aspect of your experience at EQUALS. We also encourage you to participate in regular evaluations so that we can monitor progress and help solve problems when they arise.

You can appeal academic, exclusion and other decisions by following the steps in [Grievance Handling Policy and Procedure](#).

If you wish to lodge a Formal Grievance (including Academic or Non-Academic Appeal, please access the online [Formal Grievance and Appeal Form](#).

Where a grievance cannot be resolved internally, you may contact the following organisations and as outlined in the Policy and Procedure referenced above:

Independent Higher Education Australia (IHEA)

Ph: (03) 9642 5212

W: <https://iheau.edu.au>

Overseas Student Ombudsman

W: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

## Copyright

Copyright is a form of intellectual property that protects a person's creative skills and labour. In Australia, copyright law is governed by the *Copyright Act 1968* (the Act), and the Act is amended from time to time to keep the law up to date. Material protected by copyright includes but is not limited to:

- Literary works;
- Computer programs;
- Compilations such as databases;
- Cinematograph films
- Artistic works such as photographs, maps, plans and paintings.

All students conducting their own research can rely on provisions in the *Australian Copyright Act 1968* called "Fair Dealing for the purposes of research or study" meaning that you can copy the following:

- one article from a periodical publication (e.g.: journal) or more than one article from the same issue if they relate to the "same research or course of study".

## Language Literacy & Numeracy Policy (LL&N)

During the initial induction and admission process, students may be assessed against industry and vocational literacy/numeracy needs. If a student is found to require additional assistance for LL&N, a Language Indicator Assessment and Learning Styles Indicator Tool may be completed, and a referral made to the appropriate individual/organisation for LL&N support. For more information see our [Language, Literacy & Numeracy Policy and Procedure](#), or please contact EQUALS at [admissions@equals.edu.au](mailto:admissions@equals.edu.au).

## What you need to get started

It is very important that you carefully read this Handbook (and the [International Student Prospectus](#) if an International student) before applying. To avoid delays, please ensure that you have provided all required information with your application. **Incomplete applications may not be considered.**

You must remember to complete the online application form and submit **ALL** of the following evidence with your application:

### Domestic Students:

- Proof of Residency/Visa Status (if not born in Australia)
- Copy of Photo ID (drivers license, proof of age card, passport)
- Copy of Birth Certificate, Medicare Card or other secondary evidence of identity
- Health Questionnaire (included in Application form)
- DCSI Check Application or National Police Clearance (for certain programs)

### International Students

- Filled GTE Assessment form, found [here](#)
- Certified copy of TOEFL/IELTS (or equivalent) Certificate
- Certified copy of Academic Transcripts and Qualifications
- Covering Resume (Offshore only)
- Copy of current Visa & COE (Onshore only)
- Details of Health insurance cover (Onshore only)

### Unique Student Identifier

If an applicant is studying nationally recognised training in Australia, they are required to have a Unique Student Identifier (USI).

Applicants must have a USI when enrolling at EQUALS. Learn more by visiting our website. Go to the Study at EQUALS menu, then [Unique Student Identifier](#).

### VET Student Loans

If you are intending to apply for VET Student Loan, access our [VET Student Loans Admissions Procedure](#). Further information on VET Student Loans is available at the [Study Assist](#) website.

### Required Technology Resources

It is an expectation of EQUALS that you have reliable and ongoing access to a personal computer, internet and printing facilities. This is an essential requirement for you in all qualifications at EQUALS.

You must also have access to a computer that can view and edit word and PowerPoint files.

### Required Learning Resources

You may need to acquire required texts and other resources as part of your studies at EQUALS. Individuals who are offered a place to study at EQUALS will be given more information regarding the specific resources required. It is a condition of enrolment that you purchase these resources before commencing studies. These tools and/or textbooks are there to support you through your education at EQUALS. Students who do not acquire the required resources may not be able to participate in classes.

Learn more by visiting our website. Go to the [Student menu](#).

### English Proficiency for Nursing

Prospective students of the HLT54121 Diploma of Nursing are required to demonstrate English Language Skills requirements in line with the [NMBA English Language Skills Registration Standard](#) and the [ANMAC Enrolled Nurse Accreditation Standards](#).

Prospective students must demonstrate the English Skill Requirements of the Primary Language pathway (pathway A) If the prospective student cannot demonstrate either of these requirements, evidence of testing is required as per the NMBA English Language Skills Registration Standard (pathway B).

Requirements of the three separate pathways are outlined below.

#### Pathway A:

On Course admission, a formal English language test result would not be required if:

- An applicant can demonstrate 6 years of primary and secondary education (with at least 2 years between years 7 to 12) taught and assessed in English as per the requirements in the NMBA English Language Skills Registration Standard

The NMBA English Language Skills Registration Standard highlights the following requirements:

1. English is your primary language and:
  - a. You have attended and satisfactorily completed at least six years of primary and secondary education taught and assessed in English in one of the recognized countries, including at least two years between years 7 and 12, and
  - b. Your qualification in the relevant professional discipline, which you are relying on to support your eligibility for registration under National Law was taught and assessed solely in English in one of the recognised countries\*, and
2. In the case of an enrolled nurse, you must provide evidence of at least a one year full-time equivalent

pre-registration Course of study approved by the recognised nursing and/or midwifery regulatory body in any of the recognised countries\* listed in the registration standard.

## Pathway B:

Demonstrated achievement of the required minimum scores in one of the following English language tests and meeting the requirements for test results specified in the standard:

- a) the IELTS (academic module) with a minimum overall score of 7 and a minimum score of 7 in each of the four components (listening, reading, writing and speaking).

NOTE: accept test results:

- i) from one test sitting, or
- ii) a maximum of two test sittings in a six month period only if:
  - you achieve a minimum overall score of 7 in each sitting, and
  - you achieve a minimum score of 7 in each component across the two sittings, and
  - no score in any component of the test is below 6.5

- b) the OET with a minimum score of B in each of the four components (listening, reading writing and speaking).

NOTE: accept test results:

- i) from one test sitting, or
- ii) a maximum of two test sittings in a six month period only if:
  - you are tested in all four components in each sitting, and
  - you achieve a minimum score of B in each component across the two sittings, and
  - no score in any component of the test is below C

- c) the PTE Academic with a minimum overall score of 65 and a minimum score of 65 in each of the four communicative skills (listening, reading, writing and speaking).

NOTE: accept test results:

- i) from one test sitting, or
- ii) a maximum of two test sittings in a six month period only if:
  - a minimum overall score of 65 is achieved in each sitting, and

- you achieve a minimum score of 65 in each of the communicative skills across the two sittings, and
- no score in any of the communicative skills is below 58

- d) the TOEFL iBT with a minimum total score of 94 and the following minimum score in each section of the test:

- 24 for listening,
- 24 for reading,
- 27 for writing, and
- 23 for speaking.

As per the NMBA ELS registration Standard, recognised country means one of the following:

- Australia
- Canada
- New Zealand
- Republic of Ireland
- South Africa
- United Kingdom
- United States of America

## Recognition of Prior Learning (RPL)

RPL is the recognition of individual competencies gained through other studies, training or experience at work, or from experience in everyday life. When RPL is given, it is for a whole Course of training, or unit(s) of competency.

RPL can be an integral part of the Course. Students (or candidates as they are commonly referred to during the RPL process) will have the opportunity to have their current competencies assessed at the beginning of the Course. RPL is a way of acknowledging the full range of an individual's knowledge, skills and experience through:

- formal training (conducted by industry or within the education system)
- work experience (including informal training)
- life experience

The focus of assessment is on whether the candidate possesses appropriate skills and knowledge, not where they acquired them. The RPL process not only enables candidates to gain recognition for the skills and knowledge they already possess; but also acts as a method to determine a candidate's training needs. It incorporates a diagnostic assessment model where an individual training plan will be worked out for each student. It will identify what training the participant will need to undertake to enable them to achieve competencies they do not have.

Individuals may be eligible to apply for RPL in some units but may choose not to so that they can access the training available. Individuals are encouraged to make the choice about RPL that suits their individual needs.



The impact of the RPL process means time spent at off-the-job training may vary depending on individual needs. Students will only be required to undertake training in the specific units where RPL has not been granted.

The types of evidence required under the RPL process include:

- examples of previous work
- demonstration of performance or specific tasks in a real or simulated work situation
- results in practical, written or verbal tasks
- corroborated information or previous achievement

Individuals can access the RPL Guide on the Forms and Downloads section of our website. Once you have read the RPL Guide an RPL Application can be made using this online form. To avoid processing delays, please remember to pay your RPL application fee of \$250.00 when you submit the application.

## **Credit Transfer (National Recognition)**

Credit transfer specifically recognises previous formal study or training and is based on documented evidence of achievement. Credit transfer is available automatically to those who have documented evidence of achievement in the relevant training products.

EQUALS recognises the AQF qualifications and Statements of Attainment issued by other RTOs. Eligible students must complete this [online form](#). Applications must include the required evidence otherwise the application will not be processed.

Students may apply for Credit Transfer at any time on or before the census date of the study period in which they are scheduled to commence the relevant unit(s) they are seeking national recognition for. If students apply and are granted national recognition after the census date of the study period in which they are scheduled to commence the relevant unit(s), tuition fees will be payable for the unit(s) granted national recognition. However, the student will not be required to attend timetable commitments for unit(s).

Please make sure to read our [National Recognition Policy and Procedure](#), or access directly from the [Policies page](#) of our website.



## Application Process

### Domestic Students

- STEP 1: Ensure you have gathered all the **required information** (as listed above)
- STEP 2: Click [here to download the](#) Domestic Application form
- STEP 3: Complete the application form and **ensure it is signed**
- STEP 4: Click the [Upload Application](#) button (to the right) to lodge your application online.

Please ensure that you submit **scanned, clear, colour certified copies** of your supporting documents. We cannot accept illegible or uncertified documents, and failure to meet these requirements may result in your application being delayed.

We will be in touch as soon as possible regarding your application.

Please note, if you would prefer not to lodge your application online, you can lodge it via one of the following methods:

Email [hello@equals.edu.au](mailto:hello@equals.edu.au).

Post: Admissions Team, GPO Box 2443 Adelaide SA 5001

In Person: Hand deliver it to us at 81 Currie Street Adelaide.

### International Students

#### Application Process

- STEP 1: Ensure you have gathered all the **required information** (as listed above)
- STEP 2: Fill out the [online application form](#).

We will be in touch as soon as possible regarding your application. It is important that your application is complete to ensure that we can process it quickly.

## After Application

### Domestic Students and International Students

Once your application has been received you can typically expect to be contacted regarding your application within 48 hours. Please read this Handbook prior to the meeting. If you are under 18 years of age then a Guardian or Parent will need to attend the meeting.

At the meeting you may be required to complete a Health & Skills Questionnaire. The content and activities of the program and any incidental expenses or fees and charges will be explained, including key policies and procedures that relate to your enrolment, as well as general suitability and eligibility for the program.

## Accepting your Offer

You must meet all conditions listed on your LoO before accepting your offer and accept all conditions listed, including: signed Payment Details and Acceptance Form, Terms and Conditions of Payment and Refund of Fees and Declaration of Acceptance.

Once your acceptance is processed, you are enrolled in your chosen course and sent a Confirmation of Enrolment (CoE) letter with details about the course and compulsory student orientation.

### Deferral – Domestic students

Students who wish to take deferral (more than two (2) weeks and up to six (6) months) from their course should read the [Enrolment Variation Policy and Procedure](#), also available on the Policies page of our website and consider the impact on their course duration. Students should complete the relevant webform available from the Student Centre on EQOnline. Students are required to submit their application for deferral for approval by EQUALS. International students should refer to the International Student Section below for more specific information. Deferral Applications will only be received electronically (no hard copies will be accepted) and must be submitted via the [dedicated webform](#).

Approvals will be granted at EQUALS' discretion.

### Withdrawal & Transfer

The [Enrolment Variation Policy and Procedure](#) should be read if you wish to withdraw from your course or transfer to another institution. Students should complete the relevant form available from the Student Centre on EQOnline.

Students are required to submit Withdrawal or Transfer applications in writing for approval by EQUALS. International students should refer to the International Student Section below for more specific information. Withdrawal and Transfer Applications will only be received electronically (no hard copies will be accepted) and must be submitted via the [approved webform](#). Approvals will be granted at EQUALS' discretion.

## Studying at EQUAL

### Modes of Delivery

#### On Campus

This allows you to learn in a traditional classroom setting. The delivery style being interactive sessions accompanied by various activities and workshops. You attend classes as set in your timetable. This is an interactive form of learning that gives you an opportunity to engage more with your classmates and education staff face-to-face by asking questions or by expressing your thoughts and ideas. Unless specified otherwise, On Campus mode also includes a professional practice placement.

#### Blended Learning

This allows you to learn both on campus and off campus. On campus allows you to learn in a classroom setting as set out above and off campus allows you to learn by attending scheduled workshops or accessing web-based resources. You are required to have access to a computer with internet connection. With off campus delivery, you will be guided with a skilled educator via e-mail and/or forums. Also, you can contact your educators at mutually agreed times to seek clarification on assessment information, instructions and tasks.

#### Work-integrated learning (WIL)

This is designed to engage and stimulate you in an industry environment. Work-integrated learning gives you an opportunity to learn and develop your skills in a workplace setting. You will be facilitated and guided with a workplace supervisor. In this type of delivery, you will be assessed based on your knowledge and performance. You will also be asked to complete a logbook and/or report on your workplace activities.

### Assessment Methods

EQUALS adopts a competency-based approach to assessment, utilising a range of assessment methods to measure your competence in a unit of competency. The delivery of assessment tasks is in accordance with the specified training package of the unit you are enrolled in. The implementation may also be influenced by the delivery mode of the course, the available resources, reasonable adjustment considerations, the level of study and so on.

Assessment of students must be fair and non-discriminatory and follow all the principles of assessment as well as the rules of evidence. How the students will be assessed and what the assessor will be looking for is made clear to the student at the beginning of each unit of competency.

The assessment methods at EQUALS are classified into three (3) categories: direct, indirect, and supplementary. These may be delivered in combination depending on the intended learning outcome of the unit.

- Direct assessments include presentations, role plays, interviews, and work samples. These are usually delivered in a classroom setting.
- Indirect assessments include projects, written assessments, verbal questioning, and self-assessment. These form part of blended learning.
- Supplementary assessments include third party (industry) report, reflective journal, personal portfolios, and historical evidence. These usually takes place in a work-based type of delivery.

EQUALS assessments comply with the four Principles of Assessment, including fairness, flexibility, validity and reliability. In addition to observing the Principles of Assessment, our assessments are conducted in accordance with the Rules of Evidence, which are validity, sufficiency, authenticity and currency.

### Assessors (Educators)

EQUALS educators and facilitators have been selected and trained to become assessors for the course. They are skilled industry practitioners who have completed assessor training and have acknowledged competence in assessment.

Educators are required to interpret assessment criteria, use their expertise to make judgments, ensure that standards have been met, and ensure that evidence of competency is sufficient to record results.

### Assignment/Assessment Submission

For units hosted on EQOnline, assessments must be submitted via EQOnline; students can upload files directly via their individual log in and unit access.

Students can expect that their educators provide regular feedback on progress and participation in the classroom environment. As a general guide students should expect that assignments may take up to 20 working days to mark however in peak periods additional delays may apply.

### Resulting Assessment Outcomes

Students who attempt a unit (defined as enrolment, undertaking training activity, and undertaking assessment) and fail to satisfactorily submit a unit assessment task on or before the agreed due date risk having this reflected on their course record for the unit and being required to re-sit all or part of that unit. A full copy of the [Student Results Policy](#) is available on the Policies page of our website.

### How Do We Provide Feedback?

After an assessment is completed the EQUALS educator, the Facilitator &/or the Workplace Assessor (where applicable) discusses and confirms aspects of the performance with you. Results of the assessment are provided to the student and, if necessary, advice is given about ways to address any shortcomings and a convenient time arranged for reassessment. Feedback

and evaluation forms are randomly distributed for completion by the student and the employer.

## Retention Requirements

EQUALS will securely retain completed assessment items for students, for a period of six months from the date on which the judgment of competence for the student was made, unless otherwise required by contractual arrangement. This retention requirement is intended to meet the ASQA General Direction: Retention Requirements for Complete Student Assessment Items. Further information is available from the [ASQA website](#).

## Facilitated Directed Learning (FDL)

Students participating in Facilitated Directed Learning (FDL) are provided with additional timetabled opportunities for learning and competency development. FDL is designed to provide eligible students with supported, supervised time on campus for the purposes of activities such as assessment preparation, participation in student tutorials, group work and simulation practice. If you have questions about your FDL or would like to access additional support, please contact the Student Services team.

## Qualification Background

A qualification under the *Australian Qualifications Framework* (AQF) system will be given to those who successfully complete a recognised training course. *The Australian Qualifications Framework* (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. To learn more, visit the website at [their website](#).

Competency based training means that the focus is always on outcomes or what a person 'can actually do'. Competencies are the specific skills, knowledge and attitudes necessary for a particular job. Each industry develops specific competencies for their workers. A competency standard is made up of:

- A unit - a group of tasks which make up the functions of a job;
- Elements - tasks performed within a particular function (unit);
- Performance criteria - what people do in completing a task properly;
- Assessment Requirements - describes the performance and knowledge evidence required for assessment and the assessment conditions.

Competence will involve:

- Knowledge - the necessary underpinning theory for the task to be successfully completed;
- Skill - the trainee's performance of the task;
- Attitude - the approach the student has towards work and performance.

Our courses aims to address all the principles of the assessment under the competency-based system:

- validity
- reliability
- fairness
- flexibility

## Cessation Of Delivery

In the event that EQUALS, or a third party delivering training and assessment on EQUALS' behalf, closes or ceases to deliver any part of the training product that a student is enrolled in, a number of options will be available to the participant including:

- Supported transfer of the participant enrolment to an alternate RTO for completion of services delivery (where applicable); or
- Refund of course fees paid.

## Fees and charges

### Course & Tuition Fees (including Refunds)

For our policy on Course & tuition fees, including refunds, please refer to the relevant Application and/or Enrolment Form which are available on our [website](#). Please visit the [Apply](#) menu to download the relevant Application and Enrolment Form.

### Other Fees & Charges

There may be circumstances where a Student is required to make payment of other fees and charges. For example:

- The issuance of a replacement Qualification, Statement of Results and/or Logbook will incur an administration charge of \$70.00.
- Students requiring a Student ID Card are required to pay \$15.00 which covers the cost of card creation and administration. Students in receipt of VET Student Loans will not be required to pay the cost of the Student ID Card.
- Students who do not attend a scheduled industry visit or assessment may be charged a \$50 re-assessment fee. A 24-hour cancellation policy applies to avoid this fee.
- If a student has had multiple attempts at assessment, professional experience placement or other Course related activities, and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and/or assessment activities. Please refer to the [Student Results Policy](#) on our website. EQUALS will negotiate these fees with the individual Student and reserves the right to waive additional student fees if the student demonstrates hardship or other exemption categories which are acceptable to EQUALS.

Set out on the right is a list of other non-tuition fees that may apply. Prices are subject to change without notice.

Additional Fees for Students	
Services Provided	Fees in AUD
Overseas Student Health Cover (OSHC) for overseas student only	See <a href="#">nib OSHC pricing</a>
Police check (compulsory)	\$54
Airport Pickup (optional)	\$65 (approx.)
<sup>1</sup> Student Services Fee (compulsory)	\$250
<sup>2</sup> Certificate III Level Course Amenities Fee (if applicable)	\$295
<sup>2</sup> Certificate IV and above Level Course Amenities Fees (if applicable)	\$350
*ID card	\$15
*Uniform	\$43
*Printing credits (optional)	\$10
Late Payment Fee	\$50
Re-assessment Fee	\$50
Recognition of Prior Learning Fee (before enrolment finalised)	<sup>3</sup> \$250
<sup>4</sup> Reissue Parchment	\$70
Hard copy of Interim Statement	\$20
Additional Transcript Copies	\$35
Reissue Student I.D. Card	\$15
Additional Uniform	\$43
Domestic Postage	\$10 Registered / \$20 Express
International Postage	\$15 (approx.)
Repeat per unit (if applicable)	\$1700 (max.)
<sup>5</sup> Placement cancellation fee (if applicable)	\$1600 (max.)
Penalty for loss or damage of resources	Replacement cost
<sup>6</sup> Resources (if applicable)	\$750 (max.)

It is important for students to note that credit card transactions may incur a bank fee of 1.3%.

- <sup>1</sup> after acceptance of offer for International Students (once off payment)
- <sup>2</sup> per course; incl. ID, uniform, printing credits, etc; may depend on the course - \$650 for Dental Assisting
- <sup>3</sup> when amenities fee is not applicable
- <sup>4</sup> +70% of unit fee
- <sup>4</sup> transcript, certificate, or other completion document (A Reissue of a completion document for First Aid, Manual handling and Child Safe Environment courses is \$20).
- <sup>5</sup> placement offer accepted and cancelled
- <sup>6</sup> specific details can be found in the Required and Recommended Course Resources Guide, available from <http://equals.edu.au/students>

## Placement or Work Integrated learning (WIL)

Students preparing for Work Integrated learning (WIL) placement should be aware that this is a compulsory component of their course. Students are notified prior to enrolment that placement is not negotiable and while students may be asked for their placement preferences, EQUALS is not able to guarantee meeting those preferences or timeframes.

Each course has different requirements, but you may be required to hold several security checks in order to be placed. The following are examples of checks that may be required, with proof of attainment as well:

- [Police check.](#)
- [NDIS worker screening check](#)
- [Working with children check](#)
- Aged Care Check

Depending on your industries requirements you may be required to have certificates in one or more of the following

- Manual Handling
- First Aid certificate
- CPR Certification

If your course is in the health sector you will be [required to have the following vaccinations](#) as well as proof of vaccination:

- Hepatitis A
- Hepatitis B
- Influenza
- MMR (measles, mumps and rubella)
- dTpa (Pertussis (whooping cough). Tetanus, Diphtheria)
- Varicella (chickenpox)
- Poliomyelitis (Polio)

Some sites will also require you to have also had the COVID 19 vaccination.

**Please note that all vaccinations, certification and checks are at the expense of the student and will need to be organised out of study time.**

As a student at EQUALS, it is important you understand placement venues and locations are not guaranteed and students are expected to accept the placement offer made by EQUALS.

Timely uploading of required documentation will help in placing you as quickly as possible.

You will be able to upload your documents to EQOnline once you are eligible for placement.

Please be aware that there is a limited supply of placements for students and we therefore encourage you to accept your offer **within 24 hours of the offer being sent.**

**If you have further questions, please ask early as it may impact the wait time for your placements.**



## International Students

### Code of Practice – International/Overseas Students

Students should read and understand the National Code of Practice for Registered Authorities and Providers of Education and training to Overseas Students ("The National Code 2018"). Please access this document via the link. Students who cannot access the document via this link may ask Student Services to provide a copy of the document.

This information should be read in conjunction with our [International Students Prospectus](#) and the [ESOS Obligations 2019 Addendum](#).

### ESOS Framework

The ESOS Acts and Regulations set out the legal framework for delivery of education to overseas Students. It governs:

- Which providers may be registered
- The CRICOS registration process
- Obligations of providers
- Tuition assurance and consumer protection mechanisms
- Enforcement and compliance powers
- Charges providers pay to enrol overseas Students.

Further information on the [ESOS Framework may be accessed here](#).

### Student Visas

You will need to obtain and maintain a student visa until the completion of your course. You can obtain visa information from the nearest Australian Embassy or Australian High Commission or Department of Home Affairs (DoHA) offices or visit [their website](#).

### Eligibility for Student Visa Holders

Have you checked your country's Assessment Level? Full fee paying prospective students of Assessment Level 3 are encouraged to undergo pre-visa assessment before lodging an application for a visa to study in Australia. Self-assessment information can be obtained from your nearest Australian Embassy or visit the DoHA website contacts found at their [website](#).

### Electronic Confirmation of Enrolment (eCoE)

Once you have accepted your LoO, we will send you an electronic Confirmation of Enrolment (eCoE) by email as proof that you have been enrolled in a course at EQUALS. Once you have this, you can apply for your student visa.

### Applying for Visas

- A student visa is required when studying in Australia.

- Some visa holders are also eligible to study as international students in Australia. Visit the [DoHA website](#) for more information.
- The visa application process can be complex and you may need to ask for assistance from an accredited agent who can provide his/her expertise in the process.

### Department of Home Affairs (DoHA)

- Provides comprehensive information about student visa requirements including:
  - Application process
  - Application document checklist

Visit the [DoHA website](#) for the latest information.

### Department of Foreign Affairs and Trade (DFAT)

- DFAT's purpose is to help make Australia stronger, safer and more prosperous by promoting and protecting our interests internationally and contributing to global stability and economic growth.

Visit [DFAT's website](#) for the latest information.

### International Student Visa Conditions

You will need to obtain and maintain a student visa until the completion of your course. To check your visa conditions, please visit DoHA's website

### Changes Affecting your Visa

EQUALS is required by law to notify the DoHA of 'EQUALS Default' or 'Student Default' as stated within your Student Agreement found within your LoO. For example, including but not limited to whenever you

- fail to commence the nominated course as expected
- have enrolment cancelled for failure to meet course requirements, or any other reason
- cease to occupy the place for which the course enrolment was confirmed, either through completion of, or withdrawal from the course
- change course and/or provider during your period of stay in Australia.

### Overseas Student Health Cover (OSHC)

DoHA requires mandatory, visa length health insurance for all student visa holders. EQUALS' preferred OSHC provider is NIB. Where requested, EQUALS will assist you to purchase OSHC for the duration of your course. OSHC must be purchased for the entire duration of your course or enrolment with EQUALS. To not have up to date health insurance is a breach of your student visa.



## Refund of OSHC cover

A student may apply directly to the OSHC provider for refund of monies paid if any of the following occur:

- if they do not arrive in Australia
- if their student visa is not extended
- if they have been granted resident status in Australia
- if they are required to return home for reasons beyond their control.

## Bringing Your Family

Student visas allow you to bring your family members to Australia as your dependents. Note that before bringing your spouse or children to Australia, you will have to prove that you can support them financially. Please visit [Department of Home Affairs \(DoHA\) website](#) to check your individual circumstances.

You can access the Australian Trade and Investment Commission's Guidelines on Cost of Living and Financial Requirements for Student Visa Applicants [here](#).

## Dependents

If holders of a student visa have dependents who will be coming with them to Australia, they are required to make arrangements for the education of school age dependents. If you are accompanied by school aged dependents you will be required to enrol them in either a government or non-government school during their stay in Australia and you must meet any education/ tuition costs. Students should contact DoHA for more information about the status of dependents when intending to study in Australia. Please note that International students are not eligible for travel concessions on public transport in Australia.

## Working Legally in Australia

Please see your [VISA information](#) on how many hours a week you can legally work while studying.

## Orientation and Induction

Orientation and course Induction typically occurs in the week prior to scheduled course commencement. EQUALS looks forward to:

- Greet you at the airport (where requested);
- Escort you to your accommodation and help you settle in;
- Introduce you to your support team at EQUALS ;
- Provide you with a tour of Adelaide city (including sites of interest);
- Invite you to attend a range of social and networking events;
- Provide you with the necessary support to understand the local culture and environment;
- To provide a friendly, family-oriented environment.

## Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees. EQUALS is actively covered by the TPS. Further information can be found at the [TPS website](#).

## Student Course Progress Policy

In line with Department of Home Affairs (DoHA) Course Progress Policy and Procedures for CRICOS Providers of VET Courses, EQUALS monitors, records and assesses the course progress of each Student for the course in which the Student has enrolled. Please read the [Student Course Progress Policy and Procedure](#) for more information.

Students will be enrolled in study periods for the duration of their course. A study period is defined as one term (minimum of 10 weeks) (or mid-term where relevant). Each term consists of a range of Units of Competency which are made available to the Student at the beginning of the study period via the Student's/course timetable. Students are assessed regularly throughout a study period and the progress of each Student is calculated and discussed at the end of each study period during the Student's progress interview.

Attendance will also be considered as part of the course progress. International Students are expected to undertake a fulltime course and to attend a minimum of 80% of the scheduled course contact hours. If classes are not attended, a medical certificate or other supporting evidence may be required. Where a student is assessed as not meeting course progress during an end of term interview, students may be required to make up classes that they have not attended and/or to meet the additional study requirements requested of them as a result of their absence.

Failure to do so may result in a Competency Not Achieved unit outcome and/or course suspension or termination. Students will not receive reimbursement for fees if they are absent for a qualification or part thereof. Students may be required to pay the cost associated with extra classes or assessment as a result of their absence. Students are encouraged to consult with Student Services if they have any concerns regarding their course progress.

## Deferral for International Students

Requests for the deferral of studies are required in writing using the [approved webform](#) in the Student Centre of EQOnline. Deferral may be granted by EQUALS for up to six (6) months (subject to ongoing compliance with visa conditions for example., for ongoing full-time study and the ASQA General Direction: qualification transition and teach out requirements and our *Training Package Transition and*

*Teach-out policy*) provided advice is given in writing at least twenty (20) working days prior to the commencement of a given term. Deferments will only be granted between terms for all subjects or subject components successfully completed in the previous term. EQUALS must notify Department of Home Affairs (DoHA) of your decision to defer your studies in Australia. **DoHA will defer the student visa up to six (6) months.** Over six (6) months your visa will be cancelled, therefore you will need to reapply for another student visa prior to recommencing your studies.

Please note that the final decision about your eligibility for a second student visa will be made by DoHA and will be based on your reasons for deferring your studies. Therefore, we strongly advise you contact DoHA to ensure that you will be able to resume your student visa status, prior to making your final decision to defer. Please note that EQUALS is required to notify DoHA of your deferment and you may therefore forfeit your current student visa.

There is no monetary action on deferments, however, please note that courses may be subject to change and you are required to check with Student Administration at the beginning of the year in which you intend to re-enrol to ensure that re-enrolment is possible. A Student is

only allowed to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate or extenuating circumstances. For more information, please read our [Enrolment Variation Policy and Procedure](#), also in the [Policies section](#) of our website.

## Withdrawal from Course

Students are required to provide written notification of withdrawal from any course or course component, prior to the commencement of term, in order to obtain a refund for that term in the [approved webform](#). Notification of withdrawal, given after the commencement of term, may not guarantee a refund for that term. Please read the relevant sections of the [Student Fees and Refund Policy and Procedure](#). Please also check with Student Services before withdrawing to ensure that it complies with your student visa requirements.

Please note that information about overseas Students may be made available to relevant Commonwealth & State Government agencies

## Pre-departure checklist

Have you:

- ☐ Organised all travel arrangements and packed your documents into folders in your hand luggage?
- ☐ Checked Customs and Quarantine regulations and packed any items you need to declare separately (refer to Customs and Quarantine regulations)
- ☐ Organised to have some cash available on you on arrival in Adelaide?
- ☐ Purchased padlocks for your luggage, and secured your luggage for travel?
- ☐ Have you clearly labelled your luggage (name and contact details) and marked your cases to easily identify them?
- ☐ Written down your accommodation address and kept it in your hand luggage?
- ☐ Have you arranged for someone to pick you up from the airport?
- ☐ Saved a copy of this Handbook for reference?

## Can you bring it in?

Australian Customs and Quarantine can be very strict. To avoid a fine, make sure to declare any goods that you are carrying on the Incoming Passenger Card which you will receive on the plane. When you're travelling overseas or importing items, you need to know that some items can't be brought back with you and for others you need to get permission

For more information, visit  
<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/list-of-items>

## Preparing to Depart for Australia

Making a checklist before you depart ensures that you have all the items you need, and that arrangements are finalised.

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

- ☐ A valid passport and a current Student Visa
- ☐ Any details of accommodation or airport pick-up that have been pre-arranged
- ☐ Letter of Offer from EQUALS
- ☐ Copy of your eCoE or CoE from EQUALS
- ☐ Receipts for any payments already made to EQUALS
- ☐ Certified copies of Academic and English Proficiency Transcripts and Certificates
- ☐ Identification papers and official documentation such as birth certificate, driver's licence, proof of citizenship etc.
- ☐ Credit cards if available
- ☐ Some Australian currency for the first few days

(AUS\$1000 - \$1500)

- ☐ Your medical records, immunisation records and prescriptions
- ☐ Marriage certificate if your spouse is coming with you
- ☐ Receipts of goods you may bring with you to Australia to assist with assessing customs duty/sales tax
- ☐ Photos of your family and friends as well as any items to make your new surroundings feel more comfortable and familiar
- ☐ Unit outlines and curriculum details of any previous studies in order to apply for credit for recognition of prior learning.

If you are travelling with your family, you will need to include their documents as well.

Tip: Keep your documents in a re-sealable folder in your carry-on luggage for easy access while travelling and to keep them safe from damage. Remember to scan these documents and save an electronic copy or leave another set of documents with your friends/family in case you lose any copies.

## On Your Flight

- Wear comfortable and layered clothing so you can adjust according to the weather.
- Fill in the Incoming Passenger Card which is given to passengers before landing in Australia.
  - This is a legal document and 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.
  - If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal.
  - Ask airline staff if you have any questions.
  - Do not carry large sums of money. If you are carrying more than AUS\$10,000 in cash, you must also declare this on your Incoming Passenger Card.

### Student Arrival and Enrolment Information

- Arrive at least one to two weeks before the start of the compulsory International Student Orientation week to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Effective 1 July 2012, legislation under the Education Services for Overseas Students Act 2000 (ESOS) states that students who fail to enrol within five business days of course commencement will be reported and have your Confirmation of Enrolment (CoE) cancelled.

### Cost of Living

The estimated cost of living in Australia as of October 2019 is \$30,050 per year per person. For more information, please visit [Study Australia](http://StudyAustralia.gov.au).

### Mobile Phones and Laptops

- Visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) when considering bringing a mobile phone, laptop, or any communication devices to avoid problems in your access.

### Accommodation

There are a variety of accommodation options for international students in Australia.

**Short Term Hostel** Accommodation is a popular option for students in their first few weeks of being in Adelaide. Accommodation can be single or shared and offers convenient, safe and friendly service for a low cost starting from \$200 per week per person.

Student Residence is available throughout Adelaide. They are typically close to public transport and shopping facilities. The main advantage of staying in an International Student Residence is that you will meet and make friends with people of your own age who are also studying. Standard accommodation in an International Student Residence includes:

- a single room with a bed, desk and cupboard
- access to a shared television lounge room
- a shared kitchen and dining area
- laundry facilities
- shared bathroom facilities

Full-Board accommodation typically includes 3 meals per day in addition to the above. Typically, costs for student residences are often between AUS \$300 to \$500 per week for full board.

**Homestay accommodation** provide students with excellent opportunities to learn about Australia and Australian culture and customs. This accommodation includes:

- single room with bed, desk and wardrobe

- up to 3 meals per day depending on the individual homestay family
- the opportunity to live and learn in an Australian family environment
- use of facilities within the residence

You need to remember that the price you are paying for homestay accommodation may **not** include:

- telephone calls
- Internet (if available)
- personal items such as toiletries

The price for homestay varies from \$300 AUD to \$500 AUD per week depending on the different facilities and options provided. Please note that these prices are approximate and subject to change without prior notice. The length of stay is arranged between the homestay provider and the student.

**Shared Accommodation** offers students the opportunity to share an apartment, house or flat with one or more other people. This is often a preferred accommodation option that offers affordable living in and around the city. The price varies dramatically but averages between AUS\$200 to AUS\$350 depending on the different facilities and locations.

Our Student Services team can assist you in locating suitable shared accommodation.

More information about accommodation options is available through the [StudyAdelaide](http://StudyAdelaide.gov.au) website or talk with our Student Services Advisors for personal assistance.

## Introduction to Australia

Australia is well-known for its open, friendly, and multicultural society that practices various events celebrated across the globe. It is also known for its world-famous natural wonders and diverse landscapes.

Adelaide is the capital city the festival state of Australia, South Australia. Adelaide hosts a diverse range of festivals each year, suiting everyone's taste in food, music, dance and arts. According to [StudyAdelaide](#) (2018), the city is constantly voted as the most livable and happiest place in the world.

## Living in Adelaide

Adelaide is arguably Australia's best learning environment. Adelaide is home to increasing numbers of international visitors from all over the world. The capital city of South Australia, Adelaide has been recognised as one of the most liveable cities in the world and is a great study destination. Adelaide is known as the education city of Australia, which provides a quiet, safe and secure environment for international students. It is one of Australia's most affordable, safe, culturally diverse and friendly places to live, work and learn.

## Lifestyle

[StudyAdelaide.com](#) says that Adelaide has "a strong sense of heritage and traditional values combined with a vibrant international and cosmopolitan character. All of this, together with the highest quality in education services, makes the choice for where to study in Australia a whole lot easier."

In Adelaide, you'll find:

- quality education institutions and learning pathways
- affordability
- safety and accessibility
- a strong community spirit
- cultural diversity
- excellent career opportunities.

## Adelaide Weather

Summer in Australia is from December to February (16.7 - 28.6°C), autumn from March to May (12.7 - 22.7°C), winter from June to August (8 - 16°C), and spring from September to November (11.8 - 22°C). The hottest months are January and February and the coldest months of the year are June and July.

## Beach and swimming safety

Adelaide summers can be very hot, and many students love to cool off at Adelaide's beautiful white sand swimming beaches. It's important to take care when choosing where and how long to swim.

There are dangers that you need to be aware of, because not everyone returns safely from the beach unless they've careful to consider the following potential dangers:

- Prepare before you go: check out the weather and the time and pick the right spot for your safety
- Can I swim and how well? Do I need some swimming lessons before I swim at the beach?
- How strong and big are the waves and local currents or rips?
- Are there other people swimming?
- Is it safe to swim here? What do the signs say?
- Is there a patrolled, flagged safe zone to swim in with lifesavers? The red and yellow flags show the safe patrolled space to swim.
- Should I just walk or sit in the very shallow water to cool off?
- Ask the locals about dangers and where to swim safely
- Protect yourself from the sun, which causes more damage than sharks or drowning
- Never swim alone.

EQUALS undertakes collaborative initiatives with Unley Swimming Centre and Royal Life Saving SA to provide funded Swim to Survive classes for our international students. Check EQUALS noticeboards, emails and EQOnline for the next series of scheduled classes.

- [Adelaide City Council](#)
- [Department of Home Affairs](#)
- [Australian Health Practitioners Regulatory Authority](#)
- [Australian Skills Quality Authority](#)
- [Education Services for Overseas Students Act 2000](#) (ESOS Act)
- Health Insurance Cover for International Students
- [NIB Insurance](#)
- [International English Language Testing System](#)
- [Nursing and Midwifery Board of Australia](#)
- [Study Adelaide](#)

The following links may also provide useful information:

- <https://www.homestaynetwork.org/beach-safe/>
- <https://college.adelaide.edu.au/blog/10-beach-safety-tips-and-facts-for-the-australian-summer/>

## Transport

Adelaide's public transport system is known as Metro and you can change from tram to train to bus all on one MetroCard or ticket.

### Metro Card

It is your ticket for trains, trams and buses. It is your



reusable travel card for trains, trams and buses in the greater metropolitan area (Adelaide Metro) and regional bus services (Connect SA).

Where you can use MetroCard:

- Adelaide's trains, trams and buses
- Buses within Adelaide Metropolitan area

To help you understand which, where to buy and how to manage your MetroCard, please visit

<https://www.adelaidemetro.com.au/>

Source: Government of South Australia, Adelaide Metro

## Taxis

- In Adelaide, there are plenty of taxis available, particularly in the city's key entertainment districts, it's worth booking a taxi for the busiest periods, such as Friday and Saturday nights.
- Most taxi companies have smartphone apps that you can download, making booking a taxi even easier.

For information on the location and hours of operation of City taxi ranks in Adelaide CBD visit:

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

## Driving

Driving is one of the most enjoyable modes of transport in South Australia and our driving laws are strictly enforced by police so that you and your family can get to your destination safely. Wherever you drive in Australia, you must drive on the left-hand side of the road.

You can find all the information you need about South Australia's road and driving laws on the South Australia's Roads website

<https://www.sa.gov.au/topics/driving-and-transport/roads-and-traffic/australian-road-rules>

## Bicycles

Cyclists are required to obey the same road rules as drivers, plus some additional bicycle-specific rules. Like all road users, cyclists can be fined for failing to follow these rules. Cyclists and bicycle passengers need to wear a securely fitted and fastened helmet showing:

- a mark of compliance with the Australian Standard, AS/ NZS2063
- the symbol of a JAS-ANZ accredited company (for helmets manufactured or imported after 1 July 2012)

## Shopping

Shopping in Adelaide provides a haven for lovers of all things fashion, food and everything in between. In the city and surrounding suburbs, you'll find department stores, unique boutiques, sprawling shopping malls and gorgeous heritage arcades, some of which include:

- Rundle Mall
- Jetty Roads: Glenelg or Brighton
- Westfield Marion, Tea Tree Plaza or West Lakes
- Harbour Town Adelaide
- North Adelaide Village Shopping Centre
- Burnside Village Shopping Centre
- Churchill shopping centre
- Elizabeth City Centre
- Colonnades Shopping Centre
- Arndale Shopping Centre

For more information on different locations for shopping refer to the ultimate Adelaide shopping guide

<https://southaustralia.com/travel-blog/the-ultimate-adelaide-shopping-guide>

## Business Hours

City shops generally open from 9am to 5pm but some have hours of 10am till 6pm, Monday to Friday.

On Friday, many shops in the CBD and suburban shopping centres remain open until 9pm.

On Saturday and Sunday, the hours in the CBD and shopping centres are generally 9am to 5pm and 10am to 4pm respectively.

Shopping hours change close to Christmas, when shops remain open in evenings and open on Sundays.

Shops are generally not open on Good Friday and Christmas Day.

## Social and Cultural events and Organisations in Adelaide

### Sports and Entertainment

- Adelaide is well known for its sporting culture.
  - A variety of sports are played all year round, with the most popular being cricket and Australian Rules Football.
  - Joining a local sporting team is a great way to meet people and engage yourself in the community.
- Adelaide also has a diverse cultural scene and festivities. Some highlights include:
  - Fringe festival, held in February and March
  - OZAsia festival, held in September and October
  - State Library of South Australia
  - South Australian Museum
  - Migration Museum
  - Art Gallery of South Australia

### Clubs and Organisations

You may wish to join a club or organisation relating to your field of study. These organisations may be useful in gaining knowledge about your future career and



making contacts in the profession. Here is a list of various organisations related to some of the fields of study taught here at EQUALS:

- [Australian Nursing and Midwifery Federation \(SA Branch\)](#)
- [Early Childhood Organisation Inc](#)
- [Association of Massage Therapists](#)

### Eating Out

Adelaide has a wide variety of food on offer. There is an eclectic mix of food from many cultures and diets, across Adelaide and the suburbs.

You can find restaurants or takeaway places near you by accessing the following website:

<https://www.zomato.com/Adelaide>

### Support Groups

There are numerous religious, cultural, ethnic and lifestyle-based communities located in Adelaide. For a full list of community organisations, please see the following link:

<https://www.sa.gov.au/topics/family-and-community/community-organisations/join-a-community-organisation>

## 24/7 Emergency Contact for International students

Emergency EQUALS Contact  
T: +61 (0) 432 635 249

### Emergency Telephone Numbers

Emergency 000 or 112 from your mobile (to override key locks)

### Study Adelaide

[StudyAdelaide](#) advises international students on all matters regarding your education. It goes above and beyond to help students enjoy a full lifestyle experience in our amazing city.

### Safety

Police/Fire/Ambulance	:	
Emergency	:	000
Police Assistance	:	131 444

### Health & Medical

Health Direct	:	1800 022 222
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(for free health advice from trained clinicians)

Mental health emergencies:	13 14 65
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Poisons information	:	13 11 26
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*For more information on emergency contact numbers. Please visit the SA Governments' website [Emergency contact numbers](#) page.*

### Community Legal Services

Uniting Communities Lawyers:	08 8202 5960
WestSide Lawyers:	08 8340 9009

### Hospitals

In a of emergency, you may present yourself at an emergency ward of a public hospital. The nearest public hospital to EQUALS is The Royal Adelaide Hospital (Port Rd, Adelaide SA 5000).

For a complete list of hospitals in Adelaide, please visit SA Health's website page on [hospitals](#).

### General Practitioners

For non-urgent medical issues, you should make an appointment to see a General Practitioner at a nearby medical centre. Some local medical centres close to EQUALS include:

Adelaide City General Practice  
29 King William Street, Adelaide SA 5000  
T: (08) 8410 1322

City Medical Centre  
1/80 Grote St, Adelaide SA 5000  
T: (08) 8120 1888

UniSA Medical Clinic  
T: 1300 172 996 - Click [here](#) to book an appointment  
City West Campus: 27-29 North Tce, Adelaide SA 5000  
City East Clinic: Lvl 2, Centenary Building, North Tce, Adelaide SA 5000

### Medical Specialists

For referral to a medical specialist, you will need a referral letter from a General Practitioner.

### Counselling Support

#### [Lifeline Australia](#)

Crisis Support and Suicide Prevention:  
T: 13 11 14

Lifeline Adelaide is committed to preventing suicide, supporting people in crisis, and promoting good mental health and emotional wellbeing.

#### [Headspace Adelaide](#)

T: 1800 063 267

Headspace Adelaide is a free and confidential service where young people aged between 12 and 25 can access qualified youth mental health professionals.

#### [Aspects of Healing](#)

25 Leigh Street, Adelaide SA 5000  
T: (08) 8110 4300

Holistic medicine, affiliated with EQUALS.

### Transport

Public transport: [Adelaide Metro website](#)

Long national distance transport:

- [Stateliner Premier coach services](#)
- [Greyhound Australia buses](#)
- [Great Southern Railway](#)

Taxis:

[Adelaide Independent Taxis](#)

T: 132 211  
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*For more information on driving and transport. Please visit the SA Government's website page [Driving and Transport](#)*