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MELBOURNE COLLEGE
OF HAIR & BEAUTY

MELBOURNE COLLEGE OF HAIRDRESSING BEAUTY THERAPY & NATURAL MEDICINE PTY LTD

STUDENT HANDBOOK

Melbourne College of Hairdressing Beauty Therapy & Natural Medicine Pty Ltd
trading as Melbourne College of Hair and Beauty
Level 1, 1 Star Crescent, Docklands, VIC, Australia 3008
Tel: +61 3 9650-1056 Web: WWW.MCOHB.COM.AU
ACN: 124 869 094 — RTO No: 21943 — CRICOS: 02886G



Table of Contents

1. Welcome from Melbourne College of Hair and Beauty 6

2. Introduction 8

Campus Locations & Delivery Site 9

3. Some of the Essential Personnel Working with You Trainers and assessors 14

Training Management 14

Student Administration Team 14

Student Support Officer 14

4. Information 14

Staff Responsibilities for Access/ Equity & Equal Opportunity Issues 17

5. Fee Schedule 19

6. Refund Policy 20

Tuition Protection Services (These services apply to international students only) 24

7. Student Transfer (Only apply to international students) 26

Enrolling a transferring student 26

Induction and Orientation Program 26

8. Deferral of commencement, suspension of studies, cancellation of enrolment 27

9. Course Progress (applicable to international students only) 27

1. Change to Conditions 28

2. Your Rights and Obligations 28

Use of Your Personal Information 28

Welfare & Guidance Services 28

What You Can and Cannot Do 28

10. Student Code of Behavior 28

Discrimination and Harassment 30

11. Support & Assessment 31

Language, Literacy and Numeracy (LLN) 31

Students should in the first instance contact our designated contact officer on campus 31

Mentor Support 32

Skills Workshops 32

Equipment Requirements 32

Library 32

IT Support 33

Counselling Services 33

External Services 33

Psychologist 34
Flexible Learning Strategies & Assessment Procedures 34
Competency Based-Training and Assessment 34
Assessment 34
Trainers as Assessors 34
12. Health and Safety 35
Dress Code 35
Emergencies Dial 000 35
Table 1. Health and Safety Services Contact 36
Emergency Translation 36
Overseas Student Health Cover (OSHC) 36
How do I get OSHC? 36
OSHC Providers 36
Further information on OSHC can be found at: 37
What am I covered for? 37
How do I use my OSHC card? 37
Medical Services 37
Sun safety 38
Beach safety 39
Bites and stings 39
Weather conditions 40
Emergencies 40
13. Complaints and Appeals Procedures 40
Definitions 40
A complaint can be made to the RTO regarding the conduct of: 40
MCOHB's complaints and appeals policy: 41
14. Graduation 41
Incomplete Qualifications 42
Reissuing Qualifications 42
15. Change of personal details 42
16. Feedback 42
17. International Students under 18 years of age 42
18. Pre-Arrival 43
Department of Home Affairs (DOHA) 43
Department of Foreign Affairs and Trade (DFAT) 43
Education Agents 43
Visa Conditions 43
19. Arranging Travel 43

Documents 44
What to Bring 44
Seasonal Considerations 44
Clothing 44
Currency 45
A Guide to the cost of living in Australia 45
Getting from the Airport 48
20. Arranging Accommodation 51
Temporary Accommodation 51
Bringing my Family 51
Child Care 51
Schools 52
Permanent Accommodation 52
21. Services 53
Telephones 53
Mobile/Cell Phones 54
Computer & Internet Access 54
Australia Post 54
22. Managing My Finances 55
Setting up a Bank Account 55
Bank & ATM Locations 55
23. Working in Australia 56
A person's temporary visa will not be cancelled if they: 56
Finding Work 57
24. Earning an Income 57
Taxes 57
Getting a Tax File Number 58
Taxation Returns 58
Superannuation 58
25. Laws and Safety in Australia 58
Obeying the Law 58
Legal Services & Advice 59
Personal Safety 59
Road Rules 60
Owning a Car 60
26. Adjusting to Life in Australia 61

27. Public Holidays & Special Celebrations 62
28. Home Fire Safety 63
Smoke Alarms 63
Plan Your Escape 63
29. Completion within the Expected Duration of Study 64
Student Services Table 65
Unique Student Identifier Fact Sheet 67

1. Welcome from Melbourne College of Hair and Beauty

Melbourne College of Hairdressing Beauty Therapy & Natural Medicine Pty Ltd trading as Melbourne College of Hair and Beauty (MCOHB) a Registered Training Organisation (RTO) welcomes you. We aim to provide high quality training programs and related services to clients, staff, volunteers and members of the public.

Familiarise yourself with the contents of this Student Handbook as well as your Course Handbook. You may find it useful to refer to these documents throughout your course. Alternatively, direct any queries to your Trainer or Student Support Officer.

TERMINOLOGY

Throughout this Student Handbook the term “student” refers to a person who is enrolled in a qualification or unit of competency on MCOHB’s scope of registration. The term “client” refers to people who have received a service from MCOHB. Some clients may be students but all students are not necessarily clients.

THE ORGANISATION

MCOHB is a Registered Training Organisation (RTO) that provides training programs designed to be adapted to individuals' learning needs, abilities, and expectations, using proven training methods, motivation, and encouragement.

The trainers and management have been in their respective industries and qualifications for over thirty years.

Mission

“To be a leading provider of programs that add benefits to both the learners and the employers alike”

To provide high quality training programs to customers. Engagement with industry partners to ensure programs are relevant to the workforce in the future.

Strive to enhance the learners experience through new modes of delivery methods such as students placements, simulated working environment and ICT (Information and Communications Technology).

Providing engaging trainers who meet the required MCOHB’s standards such as; qualifications, skills, industry and vocational currency.

Values:

- Person Centred
- Accountable
- Collaborative
- Commercially focused
- Agile

Code of Practice

MCOHB shall at all times act with integrity in dealings with all students, staff, employers and members of the community.

MCOHB provides (prospective) students with clear and accurate marketing material and information to safeguard their interests. This includes the terms and conditions of student enrolment and information regarding all fees, payment details and refunds.

MCOHB maintains a learning environment that is conducive to the success of students. Vision Australia RTO ensures that the facilities, materials, resources and methods used for the provision of training are adequate and appropriate for the achievement of required outcomes.

MCOHB ensures the maintenance of relevant and up-to-date records, and security of all current and archival records. Student information is treated confidentially. Students can access their records upon request.

MCOHB ensures its training premises comply with all laws including Occupational Health and Safety and provide a comfortable environment for learning.

MCOHB has clearly documented procedures for monitoring and managing all training operations and reviewing stakeholder satisfaction.

MCOHB adheres to policies and practices which ensure quality training, assessment and related services are provided, continually improved and in accordance with:

- the VET (Vocational Education and Training) Quality Framework (VQF)
- the ESOS (Education Services for Overseas Students) Act
- State and Commonwealth legislation and regulatory requirements



GUIDELINES, POLICIES AND PROCEDURES

Any MCOHB guidelines, policies and procedures documents referred to in this handbook will be made available to enrolled students on request or are available from MCOHB's web site: www.mcohb.edu.au.

Access and Equity

MCOHB actively committed to access and equity principles in the delivery of its services and training environments in accordance with the *Disability Discrimination Act 1992* (Commonwealth), *Racial Discrimination Act 1975* (Commonwealth), *Sex Discrimination Act 1984* (Commonwealth), and *Equal Opportunity Act* 1995 (Victoria).

MCOHB aims to provide the best possible opportunities for students to access our full range of training, assessment and associated services. Students will not be denied access to services where they are deemed eligible for such a service and where the Organisation has the appropriate allocated resources to provide the service to a high quality.

Access to courses requires the prospective student to meet any prerequisite requirements as stated in the Course Flyer and Course Handbook. Selection criteria are also included in these documents and may involve applicants undertaking an interview and assessment.

MCOHB and its staff treat each prospective and enrolled student equitably and without discrimination. Staff are professional and supportive at all times in their approach.

MCOHB is committed to providing an inclusive environment where students are treated in an ethical and responsible manner. Programs are designed to enhance flexibility of delivery and assessment in order to maximise the opportunity for access, participation and support of all students. Delivery alternatives may include self-paced learning, computer-assisted learning, flexible timetabling, face-to-face tutorials and individualised learning.

MCOHB takes meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students including those with a disability.

Alcohol and Other Drugs

Students are prohibited from being in an unfit state due to the use of alcohol or other drugs while undertaking training and assessment activities.

The use, possession, purchase, sale or distribution of illegal substances on the Organisation's premises, during work placement or while undertaking training and assessment activities is not permitted and will result in the appropriate authorities being notified. Disciplinary action may also be taken by the Organisation including suspension, cancellation of enrolment or any other penalty appropriate under the circumstances.

Refer to MCOHB's Student Code of Behaviour.



As an RTO, we have the right to:

Choose to run any course or withdraw it, and where necessary hold a course at a campus other than that advertised.

Alter the fees, times or dates for the whole or any part of a course as needed.

Not necessarily guarantee that you will be able to complete your course at the campus where you first enrolled, at the times or on the days you were first offered and/or in the manner you were first offered; for example, by class attendance or external studies.

Remove a student from a course if they intentionally breach MCOHB's Training policies, procedures and/or guidelines relating to misconduct including theft, or breach of safety and welfare of oneself or others.

Remove a student who provides false or misleading information.

2. Introduction

Using This Handbook

This handbook is to be issued to all domestic and international students who are looking to enrol with MCOHB in order to develop their skills and knowledge.

History

MCOHB works within the *Standards for Registered Training Organisations (RTO's) 2015* which has brought about major changes in the vocational pathways we are able to offer to our learners.

We are registered by the Australian Skills Quality Authority to deliver a number of National Recognised Vocational Education programs students in a number of fields: Business, Hairdressing, Beauty and Makeup.

MCOHB has association with many hairdressing and beauty industry businesses and peak industry bodies.

MCOHB Responsibilities

MCOHB is responsible for providing compliant training and assessment services under all legislative standards, and issuance of AQF certification documentation.

We are committed to meet all ESOS Framework, CRICOS and domestic VET Quality Framework requirements at all times.

International Students

International students studying in Australia have additional protection provided under Australia law.

Further information is available to students on your rights as an international Student studying in Australia on the links below:

https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
https://www.studyinaustralia.gov.au/global/australian-education

Campus Locations & Delivery Site

Level 1

1 Star Crescent

DOCKLANDS Vic

Office hours

Monday – Friday 9:00am – 5:00pm

24 Hours Point of Contact

Student Support Officers:

Tel: 61 3 9650 1056

info@mcohb.edu.au



Qualifications being offered by MCOHB

- BSB50215 Diploma of Business
- SHB30215 Certificate III in Make-Up
- SHB30115 Certificate III in Beauty Services
- SHB30416 Certificate III in Hairdressing
- SHB40115 Certificate IV Beauty Therapy
- SHB40216 Certificate IV Hairdressing
- SHB50216 Diploma of Salon Management
- SHB50115 Diploma of Beauty Therapy
- CUA51020 Diploma of Screen and Media
- SHB60118 Advanced Diploma of Intense Pulsed Light and Laser for Hair Reduction

Please obtain Course Fact Sheets of the above courses from Student Administration Officers or from www.mcohb.edu.au for more information.

Facilities and resources available to students

- Classroom with projectors
- Whiteboards
- Student lounge
- Kitchen
- Bathrooms (including disabled toilet)
- Library
- Computer Lab
- Unlimited Wi-Fi network
- Printing services

Student acceptable use of technology policy

MCOHB provides technology resources to its students solely for educational purposes. Through technology, the college provides access for students and staff to resources from around the world. The goal in providing these resources is to promote educational excellence in the college by facilitating resource sharing, innovation, and communication with the support and supervision of parents, teachers, and support staff.

With access to computers and people all over the world comes the potential availability of material that may not be considered to be of educational value in the context of the college setting, or that may be harmful or disruptive. Because information on networks is transitory and diverse, the college cannot completely predict or control what users may or may not locate. MCOHB believes that the educational value of limited access to the information, interaction, and research capabilities that technology offers outweighs the possibility that users may obtain or encounter material that is not consistent with the educational goals of the college.

In accordance with the Enhancing Online Safety for Children Act 2015, MCOHB installs and operates filtering software to limit users' Internet access to materials that are obscene, pornographic, harmful to children, or otherwise inappropriate, or disruptive to the educational process, notwithstanding that such software may in certain cases block access to other materials as well.

At the same time, the college cannot guarantee that filtering software will in all instances successfully block access to materials deemed harmful, indecent, offensive, pornographic, or otherwise inappropriate. The use of filtering software does not negate or otherwise affect the obligations of users to abide by the terms of this policy and to refrain from accessing such inappropriate materials.

No technology is guaranteed to be error-free or totally dependable, nor is it safe when used irresponsibly. Among other matters, the college is not liable or responsible for:

- Any information that may be lost, damaged, or unavailable due to technical, or other, difficulties;
- The accuracy or suitability of any information that is retrieved through technology;
- Breaches of confidentiality;
- Defamatory material;

The college's electronic network is part of the curriculum and is not a public forum for general use. Student users may access technology for only educational purposes. The actions of student users accessing networks through the college reflect on the college; therefore, student users must conduct themselves accordingly by exercising good judgment and complying with this policy and any accompanying administrative regulations and guidelines. Students are responsible for their behaviour and communications using the college computers and networks.

- Student users of technology shall:
- Use or access college technology only for educational purposes
- Comply with copyright laws and software licensing agreements
- Understand that email and network files are not private. Network administrators may review files and communications to maintain system integrity and monitor responsible student use.
- Respect the privacy rights of others.
- Be responsible at all times for the proper use of technology, including proper use of access privileges, complying with all required system security identification codes, and not sharing any codes or passwords.
- Maintain the integrity of technological resources from potentially damaging messages, physical abuse, or viruses.
- Abide by the policies and procedures of networks and systems linked by technology.

Students may not use college technology including property issued under the 1:1 program for improper uses. These uses include, but are not limited to:

- Any and all illegal purposes;
- Any and all obscene or pornographic purposes, including, but not limited to, retrieving or viewing sexually explicit material;
- Any and all discriminatory purposes, including harassment and bullying of individuals based on race, gender, religion, sexual orientation, or disability, among others;
- Any and all purposes that would violate state, federal or international law, including
    - The college privacy policy, which governs students' rights to privacy and the confidential maintenance of certain information including, but not limited to, a student's grades and test scores;
    - Copyright Act
    - Enhancing Online Safety for Children Act 2015.
- Any use of profanity, obscenity, or language that is offensive or threatening;
- Reposting or forwarding personal communications without the author's prior consent;
- Reposting or forwarding of junk mail, chain letters, or inappropriate or offensive jokes;
- Destruction, alteration, disfigurement or unauthorized access of hardware, software, or firmware;
- Obtaining financial gain or Transacting any business or commercial activities;
- Plagiarizing (claiming another person's writings as your own);
- Political advocacy;
- Disrupting the use of others to any process, program or tool, including downloading or otherwise spreading computer viruses;
- Engaging in hacking of any kind, including, but not limited to, the illegal or unauthorized access;
- Allowing others to use Property issued under the program without authorization, including students whose access privileges have been suspended or revoked;
- Soliciting or distributing information with the intent to incite violence, cause personal harm, damage a person’s character, or to harass another individual.

The college’s electronic network is part of the curriculum and is not a public forum for general use. Users should not expect that email or files stored on MCOHB servers will be private. The college reserves the right to log technology use, to monitor fileserver space utilization by users, and to examine users’ files and materials as needed, and at its discretion. Users must recognize that there is no assurance of confidentiality with respect to access to transmissions and files by persons outside, or from persons inside the college.

Violations of this policy, or any administrative regulations and guidelines governing the use of technology, may result in disciplinary action which could include loss of network access, loss of technology use, suspension or expulsion, or other appropriate disciplinary action. Violations of state or federal acts may subject students to prosecution by appropriate law enforcement authorities.

Legislative Compliance

MCOHB must comply with the following legislation within the operations of the RTO, all of MCOHB's Policies and Procedures are underpinned and comply with the following Acts and Legislative Instruments:

- *National Vocational Education and Training Regulator Act (2011),*
- *Education Services for Overseas Students 2000,*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (CRICOS standards),*
- *Standards for Registered Training Organisations (RTOs) 2015,*
- *Disability Discrimination Act 1992,*
- *Disability Standards for Education 2005,*
- *Affirmative Action (Equal Employment Opportunity for Women) Act (1986),*
- *Anti-Discrimination Act 1977 (Commonwealth),*
- *Copyright Act 1968 - Sect 1 Short title,*
- *Copyright Act, 1879. 42 Vic No 20 (modified 2006),*
- *Equal Opportunity Acts 2010,*
- *Privacy Act 1988,*
- *Information Privacy Act 2000 (Vic),*
- *National Work Health and Safety Act and Regulations (Commonwealth),*
- *Racial Discrimination Act 1975,*
- *Sex Discrimination Act 1984,*

Specific legislation noted in course materials:

- *Workers Compensation Regulation 2016*
- *Workplace Health and Safety Act 2011*

Students will be informed of any changes to legislation and regulatory requirements relevant to the operations of the RTO.

For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au

For access to Work Health and Safety legal obligations see www.worksafe.vic.gov.au

For legislative and regulatory requirements relating to VET see the following web sites:

• VIC Department of Education and Training www.education.vic.gov.au

• Australian Skills Quality Authority www.asqa.gov.au

For access to CRICOS standards and the ESOS Framework and Legislation (applicable to international students), visit the informative hyperlinks below:

- www.internationaleducation.gov.au
- https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/nationalcodepartd/pages/esosnationalcode-partd.aspx
- https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
- https://www.studyinaustralia.gov.au/global/australian-education

3. Some of the Essential Personnel Working with You Trainers and assessors

The Trainers and Assessors at MCOHB supervise all training and assessments. In addition, trainers are responsible for day to day course administration. All trainers and assessors have related vocational qualifications and industry currency, necessary to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Training Management

The Director of Studies, Training Manager and Head trainers are responsible for ensuring quality training and delivery.

Student Administration Team

The Student Administration Team is responsible for liaising with students for general and course enquires.

Student Administration Team

Tel: 61 3 9650 1056

info@mcohb.edu.au

Student Support Officer

The Student Support Officer will act as **the** student contact point and is responsible for identifying and supporting students' learning need and other living information, and handling complaints and appeals.

Student Support Officer

Tel: 61 3 9650 1056

info@mcohb.edu.au

4. Information

Attendance

Attendance is an essential element of training programs. It is important that students attend all classes, practical sessions and work placement days. All courses have a minimum attendance requirement of 80 percent (80%).

For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA.

Students should arrive on time, including returning from breaks to all sessions regardless of type. Lateness interrupts others and valuable work is missed.

Where work placements are undertaken, students are required to be flexible as the host organisation may require attendance at times which vary from your typical class schedule.

Classes, practical sessions or work placements (including time allocated for self-paced or online studies) will not be scheduled:

- for more than eight hours in any one day OR
- outside of 8.00am and 10.00pm on any day for full time students

An Attendance List is used to record attendance and absence at each session. If you arrive late you will be marked absent for the amount of time missed.

It is the responsibility of each student to notify their trainer prior to 9am if they will be absent on a given day. A properly notified absence of up to two days due to illness will not require a medical certificate. **All absences of more than two days require a medical certificate.**

A student who is ill or medically incapacitated must obtain a medical certificate to demonstrate that they were unable to attend their scheduled class/s. This certificate is to be produced for recording, and then retained by the student. A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue.

A medical certificate does not exempt the student from undertaking work or activities for that day and additional tasks may also need to be successfully completed to compensate for the absence. The student must accept responsibility for any absence or lateness and do what is necessary to catch up.

At times, people experience extreme personal difficulties or illness and consequently their attendance is impacted for an extended period of time. If you find yourself in this situation, it is essential you contact your Trainer or Course Coordinator so alternative arrangements can be made.

If a student is absent for more than two consecutive days due to:

a. Illness
b. Medical incapacity
c. Family/Personal reasons
d. A Critical Incident

Students are required to complete and submit Student Notification of Non Attendance Form.



Sick Leave

Students who feel they are unable to undertake any aspect of the qualification as a result of their feeling ill are required to call and notify MCOHB and submit a sick certificate from a registered medical provider to MCOHB. Whilst missed assessments and deadlines will be entered onto the class attendance record, these must be made up for before a certificate or qualification will be issued.

If the student is going to be absent for more than two (2) days but not longer than three (3) weeks, the student is to apply for leave using MCOHB's Application for Leave form, which is available from reception or can be downloaded from MCOHB's website: www.MCOHB.edu.au.

Cheating and Plagiarism

MCOHB does not tolerate cheating or plagiarism, and a penalty may be imposed where either occurs. Cheating is to act dishonestly in any way where you present work to a Trainer or Assessor as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating.

Cheating includes but is not limited to:

- using notes or other resources without permission during formal testing,
- stealing an examination or marking guide,
- submitting someone else's work as your own (regardless of whether or not you have the person's permission),
- submitting an assignment that has been duplicated with or without modifications from another source including the internet,
- permitting another student to submit your work as their own,
- having more than one person work on a task and each student submitting a copy as individual work,
- using any part of someone else's work without proper acknowledgement.

Cheating does not include:

- discussing course content and assessment tasks to better understand the subject and what is required with your Trainer or other students
- submitting work completed independently or with the support of your Trainer
- obtaining help to correct minor errors in spelling, grammar or syntax
- submitting one assignment from a group of students where this is explicitly permitted or required
- using other people's ideas where they are acknowledged in the appropriate way by referencing (Refer to the section titled *Referencing*.)

The integrity of a group project is the responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary process.

Any RTO staff member or student who suspects an incidence of cheating or plagiarism is responsible for reporting the situation to the Course Coordinator who will complete the MCOHB Complaints Form. The Course Coordinator will investigate the matter ad determine what further action, if any, should be taken. The RTO Coordinator may be involved in this process.

The penalties for academic misconduct include:

- assigning Not Satisfactorily Completed to an assessment task
- awarding of Not Yet Competent for a unit of competency
- suspension from the course
- cancellation of enrolment

Staff Responsibilities for Access/ Equity & Equal Opportunity Issues

MCOHB has a Student Support Officer and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The Student Support Officer acts as the access and equity officer for MCOHB so if you are experiencing any harassment or discrimination, refer the matter to the Student Support Officer in writing.

MCOHB:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of learners with special needs.
- Provides facilities updated to provide reasonable access to learners of all levels of mobility, and physical and intellectual capacity.
- Conducts learner selection for training opportunities in a manner that includes and reflects the diverse learner population.
- Actively encourages the participation of learners from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists learners in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.



MCOHB provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Selection

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection.

MCOHB will only recruit international students that enter into a written agreement, that is signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees.

Entry Requirements

Please obtain Course Fact Sheets of the above courses from Student Administration Officer or website www.mcohb.edu.au for more information.

In order for an applicant to enrol, the applicant must submit an application through the RTOs website, by email or in person.

The application must be supported with sufficient documental evidence pertaining to the formal identification of the applicant, preferably supported by a photo ID, including but not limited to:

- Australian drivers licence (including NSW & SA digital drivers licence),
- Victorian or other State and/or Territory learner permit,
- Foreign drivers licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit,
- Victorian proof of age card or an equivalent from another state or territory of Australia,
- Keypass card (including digital keypass),
- Australian passport,
- Non-Australian Passport (with Australian Visa),
- Australian Birth Certificate — please note a Birth Certificate Extract or Commemorative Birth Certificate is not sufficient,
- Certificate of Registration by Descent,
- Citizenship Certificate,
- ImmiCard,
- Victorian marine licence,
- Medicare card,
- Previous academic transcripts/records,
- English language proficiency (the required IELTs score or other accepted English language proficiency score).

All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not been originally written in English, the document must be accompanied by a certified translation.

The RTO has the discretion to accept or not accept an enrolment application from an applicant with an identified disability or special needs based on the relevant training package requirements and the RTO being able to provide the required support needs to the applicant when they become a student with the RTO.

Processing of an application is to commence within **two (2) business hours** of the application being received.

Enrolment

The best way to enrol in any of the courses is to email or call us. You will have access to hard/electronic copies of a pre-enrolment pack containing:

- This Student Handbook;
- Course marketing material and information and outcomes.
- Information on Recognition of Prior Learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and appeals information

When you've been accepted into the course you must pay a course deposit to secure your position. No certificate or qualification will be issued until you have satisfied all course requirements and all course tuition fees have been settled with the Finance Officer.

You will be notified in writing on the outcome of your application.

Unique Student Identifier (USI)

All students are required to have an USI. If you already have an USI, we will request your permission to verify the USI. Information collected during the enrolment process will be used by MCOHB for the registration of USI for students. Any identification required to obtain an USI on your behalf will not be retained by MCOHB.

More information can be found at www.usi.gov.au. A copy of the USI factsheet will accompany the handbook.

5. Fee Schedule

Enrolment fee: $250 approved agent enrolment $500 direct non agent enrolment Amend or change Confirmation of Enrolment (CoE) fee $100 Re-instatement fee $150.00 RPL fee $350 per module/unit (subject to course selection) Material fees vary from course to course, see course information brochure *OSHC Single $596 / year *OSHC Family $3,091 / year *OSHC Couples $2,120 / year Deferral Fee $250 Re-assessment Fee $150 Repeat unit Fee Same as at time of enrolment Refund processing fee $300 Charges for late payment of fees $350	Excursion Fee Subject to activity Credit Transfer $80 Replace ID card $20 Replace Certificate $30 Extension of CoE $250 Logbook replacement $75 Early completion mode unit tuition fee per study period. Request postage of documents $20 (within Australia) or overseas postage is subject to location Printing and copy (B&W) $0.10/A4 sheet and $0.20/A3 sheet Printing and copy (colour) $0.50/A4 sheet and $1.00/A3 sheet Amend academic record (where an error has occurred due to a student providing incorrect information) $80

Please approach Student Administration Officer for the Fees and Charges Schedules.

6. Refund Policy

(Extracted from MCOHB's Fees and Refund Policy domestic & international students).

The Refund policy will be fair and reasonable to students and where withdrawals are concerned, it will be based on how much notice is given in advance by the student to **MCOHB** prior to the course/ study period commencement date. Refunds for international students will follow the guidelines from the Tuition Protection Service (TPS).

Students will receive full refund (less the application fee) if they change their mind within the cooling-off period.

Each student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedures upon signing the Student Acceptance Agreement.

The terms and conditions set out in this Refund Policy and Procedures apply equally to commencing and continuing students, unless otherwise specified.

MCOHB reserves the right to amend the non-refundable application fee and the terms and conditions at any time to ensure compliance with applicable State and Federal laws.

The tuition fees paid must be cleared at the time a student makes an application for a refund and or all debts owed to MCOHB must be settled prior to the application being processed.

MCOHB may, at its absolute discretion, refund to the student all or part(s) of the tuition fees paid where it determines that there are extenuating or compassionate circumstances. Students must provide supporting documental evidence to substantiate the claims.

This policy, the Student Acceptance Agreement and the availability of complaints and appeals processes, do not remove students' right to take action under Australia's consumer protection laws.

The process starts when a student withdraws or cancels his/her enrolled course(s) by submitting the cancellation form.

If the student believes he/ she is due or according to the policy is entitled for a refund, the student is advised to make a Fee Refund Application Form which is available from the student reception area or the college's website.

The completed form must then be submitted in person to the Student Recruitment Manager or by email to: enquiry@mcohb.edu.au attention: Student Recruitment Manager Refund

The submitted form is reviewed by the Student Recruitment Manager to ensure completeness. The Student Recruitment Manager then signs and enters the date of receipt.

The form is passed to the Finance Department. The Finance Manager reviews the student's current payment status and amounts owing.

The student file is checked against the Student Management System to confirm the agreed course commencement date. Refund is then calculated based on the refund tables (see below).

For an international student, in the event that an eCoE was not issued, the refund will be calculated based on the commencement date indicated in the first Letter of Offer (LOF) issued to the student.

Before the refund can be issued, it must be approved by the Managing Director (except for cases related to provider default).

The refund application will be processed within 20 working days of receipt of application. If application is successful, the refund will be paid to the student or another person nominated in writing by the student. If a credit card was used to make payment(s), MCOHB will refund the amount on to that credit card.

Refunds will be paid in Australian dollars (AUD$) and a written statement detailing how any refund amount has been calculated will be provided. All bank fees/charges in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

All chargeable fees to students and the terms and conditions of refunds are documented in the following places:

- MCOHB's website
- Student Application Form
- Written Acceptance Agreement
- Student Handbook
- MCOHB Fees and Refunds for domestic and international students Policy and Procedure

Refunds for international students will be made according to the following refund table. A refund processing fee of $300 will be deducted before calculating any refund amount.

Refund table (Domestic and International Students)

Student has been refused an Australian Student Visa and **has not** started the course (refusal letter required)	100% tuition fee refund excludes enrolment, material equipment and administration fees*
Student has been refused an Australian Student Visa and **has** started the course (refusal letter required to determine default date)	100% tuition fee refund excludes enrolment, material equipment and administration fees **
RTO fails to start course or the course ceases to be provided after it starts (provider default)	100% tuition fee refund excludes enrolment and administration fees **
Withdrawal notified in writing and received by the Institute 20 working days or more prior to course commencement (student default)	70% tuition fee refund excludes enrolment, material equipment and administration fees [1 2]
Withdrawal notified in writing and received by the Institute less than 20 working days prior to course commencement (student default)	50% tuition fee refund excludes enrolment, material equipment and administration fees [1 2]
Withdrawals notified in writing and received by the Institute on or after the course commencement date or student did not commence study at campus location identified (student default)	No refund of current study period course fees paid and material equipment fee[1]
Student's enrolment is suspended or cancelled by the Institute due to the student being in breach of the student written agreement (student default)	No refund of current study period course fees paid and material equipment fee[1]
Deceased Students: The personal legal representative of the Deceased Estate must apply for any excess payments which are to be refunded. The administrators must supply details about who the refund is payable to. RTO reserves the right to request official documentation to support any such claims.	The proportion of fees paid for the unused delivery of training and assessment services i.e. the fees are calculated on for the days that were paid for that the deceased student did not attend after deceasing.

* INDICATES AMOUNT MINUS 5% OF THE COURSE FEES RECEIVED (INCLUDING NON-TUITION FEE); OR $500; WHICHEVER IS LESS.

** INDICATES UNSPENT TUITION FEE OF WEEKS IN DEFAULT PERIOD (PERIOD FROM AFTER DEFAULT DAY AND THE END OF THE PERIOD TO WHICH THE UNSPENT TUITION FEE RELATES).

Refund calculation:

a) $Weekly\ tuition\ fee = 7 \times \left(\frac{total\ tuition\ fee\ for\ the\ course}{number\ of\ calendar\ days\ in\ the\ course}\right)$

b) $Weeks\ in\ default\ period = \frac{\left(\frac{number\ of\ calendar\ days\ from\ the\ default\ day\ to\ the\ end\ of\ the\ period}{to\ which\ the\ payment\ relates}\right)}{7}$

C) $Refund\ amount = weekly\ tuition\ fee \times number\ of\ weeks\ in\ default\ period$

[1] STUDENT DEFAULTS IF THE COURSE STARTS AT THE LOCATION ON THE AGREED STARTING DAY, BUT THE STUDENT DOES NOT START THE COURSE ON THAT DAY (AND HAS NOT PREVIOUSLY WITHDRAWN); OR THE STUDENT WITHDRAWS FROM THE COURSE AT THE LOCATION (EITHER BEFORE OR AFTER THE AGREED STARTING DAY); OR RTO REFUSES TO PROVIDE, OR CONTINUE PROVIDING, THE COURSE TO THE STUDENT AT THE LOCATION BECAUSE OF ONE OR MORE OF THE FOLLOWING: STUDENT FAILS TO PAY AN AMOUNT PAYABLE TO RTO FOR THE COURSE; THE STUDENT BREACHED A CONDITION OF HIS/HER STUDENT VISA; MISBEHAVIOR BY THE STUDENT.

[2] **A REFUND PROCESSING FEE OF $300 WILL BE DEDUCTED IN CASES THAT RELATE TO STUDENT DEFAULT (EXCEPT WHEN A STUDENT IS REFUSED A STUDENT VISA)**

Students may transfer on one occasion to another MCOHB course commencing within 15 working days of their original course without penalty. Refunds following cancellation of a transferred course will attract a further penalty of 20% of the total course fees in addition to the refund guidelines outlined above.

In some exceptional circumstance, students may apply to MCOHB to transfer to the next intake of the same MCOHB course. MCOHB may approve the case at its discretion without applying penalty. Refund following cancellation of the same course will attract a further penalty of 20% in addition to the refund guidelines outlined above. For the refund calculation purpose, the course commencement date will be the original course commencement date.

Fee refunds will be made 14 calendar days after demand when MCOHB defaults and within 28 calendar days after demand when the student defaults.

1.0 Students study more than one (1) course at MCOHB

Students applying to start another course with MCOHB are not allowed to commence until:

- The minimum payment related to tuition fee and material fee required as per the offer letter has been paid; and
- Any outstanding debts have been paid; and
- Has attended orientation at MCOHB**.**

2.0 Tuition Protection Service

If MCOHB is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student, the unused portion of the prepaid tuition fees.

The TPS Director may recover from the college as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service https://tps.gov.au/; https://tps.gov.au/StaticContent/Get/Faqs

3.0 Unclaimed Funds

MCOHB will pursue to contact students who have not requested a refund within 4 weeks of leaving the College in the case of provider default and keep such evidence on the student file.

4.0 Regulations governing International students

MCOHB does not require the student to pay more than fifty per cent (50%) of tuition fees before a course starts unless it is for a short course of 25 weeks or less.

MCOHB can accept more than fifty per cent (50%) of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more as indicated in the application form.

MCOHB can request any remaining fees as per the payment plan set out in the written agreement with the student.

MCOHB is obliged to inform the Department of Home Affairs (DOHA) in the events where an international student:

a. completes their course(s) early; or

b. transfers to another provider; or

c. is excluded on academic grounds and consequently fails to meet his/her visa conditions; or

d. defers or suspends their study or otherwise changes the expected duration of their study.

Should an international student, who commences the course whilst awaiting an approval for a student visa, decides to withdraw prior to receiving the visa approval, the student will not be entitled to a refund. Refer to refund table)

In the unusual circumstance where an international student has not entered into a student acceptance agreement but already paid the tuition fees, the refund specifications as detailed in the refund table still apply.

An international student may not submit an application for refund at the same time of applying for a letter of release. A refund application will be accepted once the student has been granted a letter of release; in which case, the refund calculation will be based on the date the student was granted the letter of release.

Complaints and Appeals

If a student is dissatisfied with the outcome of the refund application they may access the process outlined in the Complaints and Appeals Policy and Procedure 7.

Tuition Protection Services (These services apply to international students only)

Provider Default

What is a Provider Default?

Provider default occurs *Under section 46A of the ESOS Act* a registered provider default, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Notify the Secretary and the TPS Director – 3 days from the Provider default

Under section *46B of the ESOS Act*, MCOHB must notify the Secretary (via Prisms) and the TPS Director of the default within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section *46B of the ESOS Act*.

Notify the Students – 3 days from the Provider default

Under section 46B MCOHB must also notify each student to which the default applies within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section *46B of the ESOS Act*.

Meet Provider Obligations – 14 days from notification (Obligation Period)

Under section *46D of the ESOS Act*, MCOHB has 14 days after the day of the default (the provider obligation period) to satisfy MCOHB tuition protection obligations to the student as set out in section *46D of the ESOS Act.*

MCOHB discharges its obligations to a student if the student accepts, in writing, an offer of a place in another course arranged by MCOHB Pty Ltd; or

MCOHB provides a refund to the student of any unspent pre-paid fees in accordance with subsection (7).

Failing to discharge RTO obligations to the student under section 46D is an offence under section *46E of the ESOS Act* and serious penalties apply.

Notification of the outcome– 7 days from the end of the obligation period

Under section *46F of the ESOS Act*, MCOHB has 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the RTO obligations. This notice must comply with the requirements of section 46F.

If MCOHB has not met its Provider Obligations, affected students may be assisted by the TPS Director.

Please refer to Policy and Procedure 20 **"Refund Policy and Procedure"** for detailed information.

5.0 Recognition and Prior Learning

National Recognition

MCOHB recognises the qualifications that are presented by any student, provided that they are original (or certified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, email certified original qualifications or statement of attainment and show the originals to the reception or administration for the application of RPL.

Recognition of Prior Learning

Recognition of prior learning is offered to all students at the time of application. An RPL Kit is available for each qualification that is on the scope of registration for the RTO on the national training register.

Assessment instructions and the process outlined is listed in the front of the RPL Kit. The costs associated with Recognition of prior learning are summarised on the student acceptance agreement.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Prior to the RPL application being completed and accepted, the College will provide the RPL applicant with access to the relevant units via training.gov.au by either assisting them to access the information on this web site or printing unit of competency details for each unit being considered for RPL.

Prior to the RPL application being completed and accepted, the College will meet with the RPL applicant to:

- Explain the RPL process to the applicant;
- Review the units the applicant is considering applying for;
- Review the evidence the applicant has to support the RPL application; and
- Provide advice to the applicant on how to collect and present evidence to support their application.
- Familiarise the applicant with the RPL Assessment Toolkit

The student Recognition of Prior Learning form should be completed and forwarded to the Training Manager along with the RPL application fee.

Credit Transfer

When you have completed a unit of study at any other Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

Applicants for Credit Transfer must complete the student Credit Transfer application form, attach a copy of a certified Award or Statement of Attainment and submit the application to the Training Manager

The Training Manager will check the Award or Statement of Attainment and grant Credit Transfer for identical units that have been identified as being completed at any other Registered Training Organisation.

Certified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be placed in the student files.

The completed Credit Transfer record must be signed by the student and the Training Manager. Granting of Credit Transfer must be recorded as a unit outcome in the students file.

If applicable student individual training plans will be adjusted to reflect any Credit transfer granted.

Students may use the College appeal procedures if dissatisfied with the outcome of their credit transfer application.

For international students, if MCOHB grants the course credit which leads to a shortening of the student's course then MCOHB must:

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

7. Student Transfer (Only apply to international students)

Applying to be released from MCOHB

International Students must apply for a letter of release on the Release Application Form. In accordance with the *ESOS Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (CRICOS standards)* MCOHB is **NOT** required to approve an application to transfer to another provider.

(for further details regarding the conditions to receive approval to transfer to another provider refer to MCOHB's International Student Transfer Policy and Procedure)

Enrolling a transferring student

MCOHB will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- the original registered provider has provided a written letter of release, or an approximate letter of release; or
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

In the event that MCOHB knowingly enrols a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

MCOHB will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

Induction and Orientation Program

An Induction and Orientation Program is conducted for students who enrol in more than one unit of competency. This session helps familiarise students with the policies and procedures of the RTO and includes course information. It is also designed to orientate students to the facilities where they will be undertaking studies and provides an opportunity to ask individual questions.

Where students enrol in only one unit of competency or undertake training via flexible delivery mode, students are referred to this Student Handbook. All students are required to complete an Induction and Orientation Information.

8. Deferral of commencement, suspension of studies, cancellation of enrolment

A student may request a Deferment or Suspension to their enrolment on the grounds of compassionate or compelling circumstances. MCOHB may also initiate suspension of a student's enrolment due to misbehaviour of the student.

N.B. Deferment is only granted if a student **HAS NOT COMMENCED** their enrolled qualification course.

It is important to note the meanings of the terms for this context, suspension of enrolment is not necessarily due to misbehaviour, suspension of enrolment may also be initiated by the student.

The decision to defer commencement of studies, suspend studies or cancel enrolment will be made by the Chief Executive Officer or their delegate. The Student Administration & Services Manager will be responsible for initiating any action required under this procedure including notification on PRISMS.

For further details on Deferment, Suspension Cancellation/Withdrawal download MCOHB's Defer, Suspend Withdraw or Cancel policy & procedure.

In breach of the Code of Conduct / Student written Agreement

If a student misbehaves or breaches the student code of conduct (including non-payment of fees) and this is considered to be a serious breach or there are extenuating circumstances, then MCOHB may, at its discretion, immediately suspend the student (see below). In this case the reasons for the suspension must be clearly stated and a written notice of suspension together with the reasons must be sent to the student within one working day of the decision together with a full description of the events that must occur before the suspension can be lifted and details of MCOHB's complaints and appeals process.

Complaints and Appeals

If the applicant chooses to enact the complaints and appeals process then the decision will be held over until such time as the appeal is heard. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.

If the appeal is not upheld or the student withdraws from the appeal process, then MCOHB must report the student to Department of Home Affairs via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

9. Course Progress (applicable to international students only)

For general VET courses, a study period means 10 weeks of study. This does not include holidays or term breaks.

"Unsatisfactory progress" is defined by MCOHB as not successfully completing or demonstrating competence in at least 50% of the units in a study period.

"Progress" is referring to academic course progress.

"Fail" is generally referring to students attempted assessment but received Not Yet Competent outcome, students did not come to class or students did not submit/complete assessments.

Refer to MCOHB's Course Progress & Intervention Strategy Policy and Procedure for full information.

1. Change to Conditions

MCOHB reserves the right to change fees, conditions, course times or course commencement dates. Students will be notified of these changes via email. Any legislative or regulatory requirement changes will also be notified via email.

2. Your Rights and Obligations

Use of Your Personal Information

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies and/or
- when requested by a court/tribunal.

Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/learner. In the first instance, you should speak with Student Support Officer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

What You Can and Cannot Do

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within MCOHB is not a requirement by Law, but rather is seen by MCOHB as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the college. Being involved in the MCOHB community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with Student Support Officer.

10. Student Code of Behavior

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

The student Code of Behaviour requires the following rights and expectations to be respected and adhered to:

- The right to be treated with respect by others.
- The right to be treated fairly and without discrimination regardless of religion, racial and cultural differences, sexual preference, age, disability and socio-economic status.
- The right to be free from all forms of intimidation.
- The right to study in a safe, clean, orderly and cooperative environment.

- The expectation that MCOHB's property will be protected from damage or other misuse. This includes obeying any signs that specify correct use of MCOHB's property e.g. kitchen equipment, student printers etc.
- The right to have any disputes settled in a fair and rational manner in line with the Complaints and Appeals Procedure.
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courtesy at all times.

MCOHB expects its students to:

- not engage in cheating or plagiarism.
- not be under the influence of drugs and/or alcohol on campus.
- submit work when required.
- be punctual for classes.
- treat MCOHB's staff, trainers and fellow students with respect and without discrimination.
- maintain consistent attendance at all required classes and assessments.
- pay fees by the due date.

Student attendance will be reviewed every five weeks of the total duration of the course from the commencement date.

Students are required to adhere to MCOHB's Student Code of Behaviour.

In the Event of Non-compliance with Our Rules, the following applies

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the Managing Director determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. For detailed information, refer to MCOHB's Student Code of Behaviour Policy and Procedure.

Privacy & Confidentiality Records Access

MCOHB is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it in writing with the Student Administration Officer with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

MCOHB will exercise strict control over confidential information. If a third party requires learner information we will require your prior written consent prior to the release of any information.

On your application form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

MCOHB is bound by the *Privacy Act 1988* (Privacy Act). Any personal information we collect from students will be used, disclosed and stored in accordance with the Australian Privacy Principles outlined in the Privacy Act and any applicable state or territory legislation. We will only collect personal information relevant to students' training program and the business activities that support this. In addition to students' contact information, other types of personal information we may collect may include enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for MCOHB to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes, particularly where funding supports the training.

Discrimination and Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

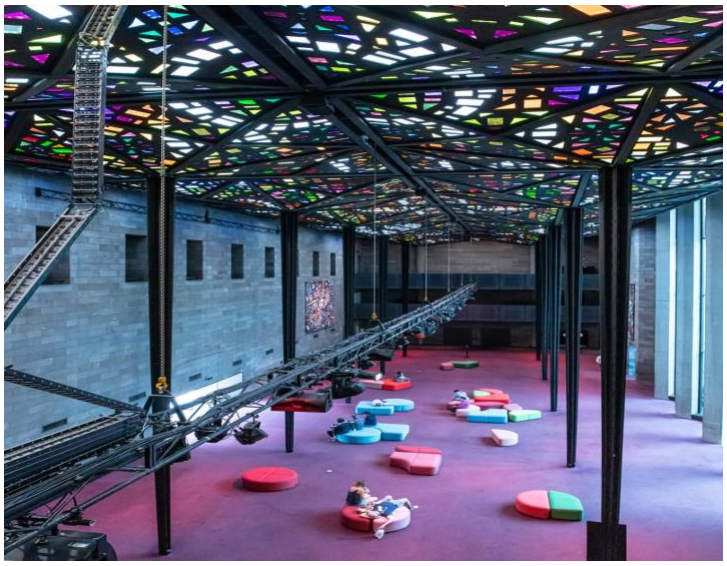
It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Student Administration Officer to get some assistance.



11. Support & Assessment

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. All applicants for MCOHB VET courses are required to complete an equivalence to Australian year 11 or above.

MCOHB may ask its VET students who do not have the academic level of year 11 or equivalent at the time of orientation to undergo an LLN test.

If you need LLN support, MCOHB will organise support systems and will make reasonable adjustments according to your LLN level.

This assessment allows us to ensure that students are adequately supported to enable them to complete their training.

For further information regarding LLN requirements and processes you can obtain a copy of MCOHB's Language Literacy and Numeracy Policy or download a copy from MCOHB's website www.mcohb.edu.au.

Support Services

Students should in the first instance contact our designated contact officer on campus

Student Support Officer

Tel: 61 3 9650 1056

info@mcohb.edu.au

Student Support Officer will provide support to students and/or refer them to support services on all matters relating to their study in Australia.

This includes but is not limited to:

- conducting a culturally appropriate Orientation program with students;
- Support services to assist students to transition into study and living in Australia;
- Emergency and health services;
- Legal services;
- Counselling services;
- Academic assistance/study support;
- Welfare related support services;
- Facilities and resources;
- Finding and understanding MCOHB policies and procedures including the complaints and appeals process;
- Visa conditions including meeting course progress;
- ESOS Legislation available to students should they require further assistance.

All support services provide by MCOHB are free of charge to students. Students requiring special or welfare assistance will be referred to an appropriate external service. MCOHB will not charge any reference fee however any cost associated with the external service will be at your own expense. The Student Support Officer will assist students if necessary when attempting to contact external services.

Learning Support

The training staff of MCOHB are available to assist students in need with their studying and homework. This support may vary depending on identified needs. Students are encouraged to talk to their trainer when assistance is required to ensure satisfying academic performance.

Students who require additional assistance can schedule appointments with their trainer. There will be support available to assist students in meeting their course requirements and maintaining attendance, such as:

- Additional individual or group tutorial/academic guidance
- Skills Workshops (see below)
- Counselling Services (see below)

The student's academic progress will be reviewed at the end of each study period. Students who are "at risk" will be contacted by the Student Administration Officer immediately, to discuss reasons for falling behind and possible solutions.

Mentor Support

Fully qualified trainers are available for additional consultation. Students are encouraged to talk to their trainer when mentor support is required. Booking is required for additional consultation.

Skills Workshops

MCOHB offers a range of workshops to improve students' soft skills, which may include but not limited to:

- Career Success Workshop
    - industry needs and demands
    - how to maximize the internship opportunity to get the most outcome
- Resume Writing Workshop
    - provide the skills to write a professional resume and cover letter to your key skills & experience
    - professional profile and career objective
- Interview Skills Workshop
    - interview preparation techniques
    - interview questions: types of questions and how to answer them
- Office Etiquette Workshop
    - expectations of workplace behaviour and social behaviour can differ
    - dos and taboos of interacting with co-workers and customers

Equipment Requirements

Students are expected to provide certain equipment for their studies including:

- stationary such as notebooks, pens, highlighters, ruler and eraser
- computer with Microsoft Word and internet access

Library

MCOHB utilises electronic library resources via the Learning Management System (LMS)

The MCOHB Library is designed to provide a comfortable learning environment that enables and supports students' and trainers' learning, training and research needs. The general collection contains all the required eLearning textbooks, along with additional references that are recommended for each course offered at the College.

Support materials for the international students' study of the English language are also provided. Course relevant magazines and daily newspapers are provided to ensure that students' and trainers' knowledge is current regarding their field of study and international events.

IT Support

MCOHB IT Support Officer will assist students with any computer related issues such as problems with connecting to the wireless network, setting up software or login.

Counselling Services

General advice is available from staff at MCOHB. If a student requires professional counselling services they will be referred to external professional support organisations. Students may be charged a fee for external professional counselling services. MCOHB does not charge a fee for referring a student to an external counselling service.

External Services

(Students will be responsible for charges in engaging external services)

Academic

Study Melbourne Student Centre

W: https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre

P: 1800 056 449

International Student Alliance (Guardian & Welfare Service)

W: http://www.studentguardians.com/

P: +61 3 9663 2887

E: info@studentguardians.com

Non-academic/Welfare

Launch Housing- Housing Support

W: https://www.launchhousing.org.au/contact-us/

P: 1800 825 955

E: info@launchhousing.org.au

Connections: Child, youth and family services

W: http://www.connections.org.au/

P: 8792 8999

E: enquiries@connections.org.au

Department of Human Services

W: http://www.dhs.vic.gov.au/home

P: 1300 650 172 (Victoria)

P: (61 3) 9096 0000 (Interstate and International)

Angloinfo: Living in Melbourne

W: https://www.angloinfo.com/melbourne/contact-us

E: melbourne@angloinfo.com

Crisis Help Network: Melbourne

W: http://www.melbourne.homeless.org.au/

P: 1800 627 727

Life Supports

W: http://lifesupportscounselling.com.au

P: 1300 735 030

Psychologist

Organisation	Address	Contact number
Psychology Melbourne	LVL 2/50 Queen St, Melbourne VIC 3000, Australia	(03) 9629 1001
Collins Place Psychology & Hypnotherapy	Suite 1/45 Collins St, Melbourne VIC 3000	(03) 9654 8330
Focus Psychology & Hypnotherapy	13/200 Queen St, Melbourne VIC 3000	(03) 8648 6425
City-Melbourne Counselling & Psychology Centre	3/178 Collins St, Melbourne VIC 3000	(03) 9650 5511

Comprehensive list of external support services could be found on Appendix 3.

Flexible Learning Strategies & Assessment Procedures

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

Competency Based-Training and Assessment

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and the course details listed on http://training.gov.au/.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group, and you must be always aware that your learning is being assessed even if it is a group activity.

Assessment

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Please ensure all assessments are dated and signed off correctly as evidence of assessment is very important.

Trainers as Assessors

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace.

12. Health and Safety

The Work Health and Safety Act / Occupational Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by MCOHB. Your trainers and assessors have been specially trained in MCOHB's safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is MCOHB's responsibility to keep you in a safe learning and working environment and you must not be allowed any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

Dress Code

MCOHB requires students to dress in a manner which is neat, does not offend others and meets OHS requirements.

When attending work placement or practical training and assessment in a simulated workplace environment the dress code and culture of the workplace will be observed.

Emergencies Dial 000

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

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police on 131 444.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 and then notify the nearest MCOHB staff member no matter how small or large the fire may be. Fire evacuation plans are displayed clearly throughout the campus.

Ambulance

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

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Poisons Information Line

For appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Table 1. Health and Safety Services Contact

Service	Contact Number
Emergency (police, fire, ambulance)	000
State Emergency Service	132 500
Poison Information Line	131 126
Drug Information Hotline	1300 85 85 84

More services could be found at the end of this handbook.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010

Overseas Student Health Cover (OSHC)

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

How do I get OSHC?

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider if they have a preferred provider agreement and don't need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

OSHC Providers

Medibank Private: www.medibank.com.au

OSHC Worldcare: www.oshcworldcare.com.au

BUPA OSHC: www.overseasstudenthealth.com

Australian Health Management: www.ahm.com.au

OHSC Australia: https://oshcaustralia.com.au/en

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

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

How do I use my OSHC card?

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

Medical Services

What do I do if I'm sick?

Use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

Seeing a Doctor/Medical Certificate

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication. If you have had or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times

If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies (Chemists)

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Websites:

www.mychemist.com.au

www.melbournecentralpharmacy.com.au

www.priceline.com.au

Over-the-Counter Medication

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

Dental and Optical

Dental and optical health services are not covered by your OSHC unless you take out extra cover.

If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow

Pages) and pay the full fee of this service.

Interpreter Services

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service

(TIS) can be used. For more information visit https://www.tisnational.gov.au/en/Agencies/Help-using-TIS-National-services

Sun safety

In Australia, 15 minutes in the sun is sometimes all it takes for your skin to burn.

Protect yourself from Australia's strong sun in a few easy steps:

- Slip on sun protective clothing
- Slop on SPF 30+ broad spectrum sunscreen, at least 20 minutes before sun exposure, and reapply every two hours outdoors
- Slap on a wide-brimmed hat that shades your face, neck and ears
- Seek shade
- Slide on sunglasses

Wear sunscreen, a hat, and goggles or sunglasses to block UV light and sun reflected off snow.

Beach safety

The beach is one of Australia's most recognisable and enjoyable features. Here is how can we enjoy a day at the beach safely and help prevent accidents or injury.

To make sure you are safe when swimming at the beach remember the acronym **FLAGS**:

- **Find** the red and yellow flags and swim between them.
- **Look** at, understand and obey the safety signs.
- **Ask** a lifeguard or lifesaver for advice before you enter the water.
- **Get** a friend to swim with you.
- **Stick** your hand up, stay calm, and call for help if you get into trouble.

You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

Rip currents: Every year almost 50% of beach rescues and at least 21% of drowning deaths are due to rip currents (sometimes called a 'rip'). These are strong currents beginning around the shore that run away from the beach. Being caught in one may feel like you are in a flowing/moving river. Not all rip currents flow directly out to sea. Some may run parallel to the beach before ultimately heading out to sea.

If you find yourself in a rip current, follow these steps:

- Do not panic.
- Do not try and swim against the rip current.
- If you are confident, SWIM PARALLEL TO THE BEACH – often this is towards the breaking waves which can then assist you back to shore.
- If at any time you feel you will be unable to reach the beach, raise your arm and call for assistance while floating to conserve your energy.
- Always stay calm.

More information can be found on https://www.healthdirect.gov.au/beach-safety



Bites and stings

For advice on bites and stings, based on your symptoms, visit the Symptom Checker at healthdirect.gov.au. In an emergency, phone triple zero (000) and ask for an ambulance. An emergency involves any of these symptoms: central/crushing chest pain, unconsciousness, a seizure (fit), difficulty breathing or turning blue, badly bleeding, victim of a severe accident.

Weather conditions

Watch out for natural hazards such as changeable weather conditions in Victoria's alpine regions or remote national parks. Plan your activities and let someone know where you are going and what time you expect to return. Check Victoria's weather and current warnings on the Australian Bureau of Meteorology website.



Emergencies

In an emergency, phone triple zero (000) and ask for a fire, police or ambulance help.

13. Complaints and Appeals Procedures

Extracted from MCOHB UTP 35 Complaints and Appeals policy & procedure. For full policy, please refer to MCOHB's website www.mcohb.edu.au

Definitions

Complaint: Complaint means a statement or expression that something is unsatisfactory or unacceptable. A formal Complaint takes place if a Grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.

Appeal: An Appeal is a request to have a decision reviewed. The decision to be reviewed may be as a result of an academic result (e.g. grading), an Administrative Decision, or as a result of a formal review of a complaint (based on policy).

MCOHB implements a complaints and appeals policy and procedure in accordance with Standard 6 of the ***Standards for RTO's 2015*** and Standard 10 of the ***National Code of Practice for Providers of Education and Training to Overseas Students 2018*** (CRICOS standards)

MCOHB implements a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the RTO's responsibilities under the Standards.

A complaint can be made to the RTO regarding the conduct of:

- the RTO, its trainers, assessors or other RTO staff
- students of the RTO
- any third parties providing services on behalf of the RTO (if relevant).
- Complaints may be made to any member of staff.

MCOHB's complaints and appeals policy:

- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- are publicly available; MCOHB's Complaints and Appeals Policy and Procedure is available on MCOHB's website or from reception.
- set out the procedure for making a complaint or requesting an appeal;
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

An appeal can be made to the RTO to request a review of a decision, including assessment decisions.

Appeals regarding an assessment decision should be made to the trainer and assessor in the first instance but can also be made to Heads of Department or any Manager of MCOHB.

14. Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your application for graduation form. MCOHB is responsible for the issuance of Australian Qualifications Framework certification documentation.

The Certificate you receive lists the qualification gained and all of the individual units that make up the subjects within the course. The Certificate will be provided to students within 30 days of satisfactory assessed as competent in all required units.

It is the student's responsibility to update any changes to their contact details, so that this documentation can be safely forwarded to you.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.



Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment. You will be issued with a statement within 30 days of MCOHB being advised of your withdrawal or completion of your enrolment.

Reissuing Qualifications

If you need additional copies of your qualification, then application must be made to the Student Administration Officer in writing with proof of identity provided. The application form is available from Student Administration Officer and website www.MCOHB.edu.au

Ideally you should attend MCOHB to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

15. Change of personal details

It is the student's responsibility to ensure that contact details are up to date with MCOHB. Should there be a change, please fill in the Change of Contact Details form and return it to MCOHB. The form is available from Student Administration Officer and website www.MCOHB.edu.au

16. Feedback

MCOHB actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from Student Administration Officer and website www.MCOHB.edu.au

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

17. International Students under 18 years of age

MCOHB does not enrol applicants who are under eighteen (18) years of age

18. Pre-Arrival

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of

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

Department of Home Affairs (DOHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit http://www.border.gov.au/ for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DOHA website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Education Agents

An education agent can assist you in submitting your visa application and communicate with DOHA on your behalf, but please note that you do not need to use an education agent to lodge any kind of visa application.

Visa Conditions

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

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

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

https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

19. Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents

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

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

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

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the

Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1-2 x checked luggage (total 20-35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination.

Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to

August, and spring from September to November. For most of the country the hottest months are

January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

The weather in Melbourne is unique, it can go from hot to cold even in summer. You should bring a jumper and prepare for changing weather.

Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

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

Currency

The basic unit of Australian currency is the dollar. There are 100 cents in one dollar ($1). Notes come in $5, $10, $20, $50 and $100 denominations. Coins are issued in 5c, 10c, 20c, 50c, $1 and $2 denominations. There are no 1 cent or 2 cent coins. Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay $1.95 for an item priced $1.97, but $2 for an item priced $1.99.
https://www.studyinaustralia.gov.au/english/live-in-australia/banking

A Guide to the cost of living in Australia

Some prices for common items are listed here. Compare supermarkets and local markets, as quality and price can vary. Prices are in Australian dollars, are approximate only and can vary significantly. For more detailed information on the cost of living and other expenses in Melbourne, visit http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living#.WadC_MgjGUk

Average living cost in Australia for an individual student is $21,041 per year. Living costs for a partner or spouse is $7,362 per year. Living costs for a child is $ 3,152 per year. Where school aged children are accompanying a student visa holder, there is an additional schooling costs of at least $8,296 per year for each child. (information correct as of 25th Oct 2019 and provided by DOHA)

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no frills brands can reduce food costs for students, as can shopping at markets.

Student Studio Apartment (weekly): $180-250

Share House rental (weekly): $120 – 160

Overseas Student Health Cover (OHSC) single cover per year: $ 480 per year

Public transport (PTV): (28 days) $176

Movie ticket: $12 – 16

Food bread (700grs): $3.5 – 5

Milk (2 litters): $2.5 – $4

Cheese (500 grams): $4.5

Rice (1kg): $2

Meat beef, lamb: $8 - $12 Kg

Meat Chicken: $5 - $ 10 Kg

Fish $ 5 - $12 Kg depending on the type of fish, there are cheaper varieties available when in season.

Big Mac meal (medium): $12

Mobile: (pre-paid monthly): $ 15 - $50

For further information on Living in Australia including planning your departure, arriving in Australia, accessing support services, remaining visa compliant, working while you study, living costs and finding accommodation, health and safety, visit the following links provided by the Australian Government sites.

Study in Australia - http://www.studyinaustralia.gov.au/

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

Study Melbourne (government site) This includes information on Study options, before you arrive, where to live, work, money, transport (including flights and airports), entertainment, help and advice for students. The law and your rights, visas, accidents and emergencies, safety, health service, consulates and embassies and support services. http://www.studymelbourne.vic.gov.au/

We recommend both of these sites as they are owned and updated by the Australian Government.

Melbourne's public transport

Three forms of public transport operate in Melbourne:

- train
- tram
- bus



Myki is Victoria's ticket system. It is used on all trains, trams and buses in metropolitan Melbourne. Myki is also in use on most V/Line services (regional Victoria's trains and coaches) and regional town bus systems. It can be topped up at the stations or online at http://ptv.vic.gov.au/application/MYKIcvm/topup/index.html. You can also use digital myki on your Android phone on the Google Pay app.

With Mobile Myki, you can:

- top up on the go
- Touch on and off with your phone
- Know your balance in real time

Visit https://www.ptv.vic.gov.au/tickets/myki/mobile-myki/ for more information

Regional Victoria's public transport

V/Line is the largest provider of train and coach services in regional Victoria for travel around and between regional towns and for travel to Melbourne and regional centres. V/Line also operates coach services that connect with the rail network and serve regional Victorian communities where trains do not operate.

Visit http://ptv.vic.gov.au/ for maps, timetables, fares and other information about travelling in regional Victoria



Taxis

Taxis (cabs) are readily available in metropolitan and regional areas. To hire a taxi in Victoria you can make a phone or online booking, wait at a taxi-cab rank or hail a taxi from the side of the road. Fares are metered. Extra charges can apply e.g. toll charges. All taxis must be registered and the driver must display his/her identification in the car. You can find a listing of Victoria's taxi services under 'Taxi' on the Yellow Pages website. Taxi fares can be found on http://www.taxi.vic.gov.au/passengers/taxi-passengers/taxi-fares

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian

Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration

Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. ***You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.***

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

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

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.



Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared

Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting from the Airport

Melbourne Airport, also known as Tullamarine Airport, is the primary airport serving the city of Melbourne, and the second busiest airport in Australia. International students will arrive at Terminal 2. You may choose either taxi, skybus, or buses or other services to get to your destination. A list of maps the most commonly requested areas of Melbourne Airport could be found on the website:

http://melbourneairport.com.au/flight-passenger-info/airport-facilities/overview.html

Taxi

Melbourne's taxis are a convenient way to get from the airport to your destination. You can catch a taxi from designated taxi ranks unless you have pre-booked one. Taxi ranks are located on the ground floor outside Terminals 1 and between Terminal 2 and 3. Terminal 4 will operate a taxi rank once construction of the new terminal is complete.

Fares and surcharges

Taxi fares vary based on distance, location and time of travel. Additional charges apply on some public holidays, when booking in advance, making an electronic payment, using toll roads, or when your taxi has five or more passengers. For more information, visit taxi.vic.gov.au/fares.

Using a taxi from the airport taxi rank incurs an additional $2.70 fee that will be passed on to you.

Receipts and lost property

Remember to always get a receipt. The information that it contains (such as Taxi Company, taxi ID number and time of travel) is vital should you accidentally leave any items behind or wish to provide feedback.

Prepaid fares

If you travel between 10pm and 5am you may be asked to pre-pay the estimated fare as a deposit. At the end of your trip, the meter will show the actual fare. You will then either need to pay the driver more, or will receive change for your trip. Cash, credit/debit or EFTPOS methods of payment are accepted.

Hire Cars (VHA Cars)

An alternative to using Victoria's taxis is pre-booking a hire car service. All hire cars in Victoria must be accredited and booked in advance. Drivers will collect you from an agreed or designated point, which may be at the chauffer meeting points inside the airport. You can book a hire car by consulting your local phone directory, online or through a smartphone app. The fee is agreed to in advance, as there is no meter in the vehicle.

Skybus Express Bus Service from the Airport to The City Centre

Skybus offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day.

One way:

$18 Adult

$18 Family 1- (1 adults and 1-4 children)

$36 Family 2- (2 adult and 1-4 children)

$9 Child –one way (4-16 years)

$160 - Saver 10 trip ticket， 12 months, non-transferable



Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au.
On arrival at Southern Cross Station in the city, SkyBus provides a complimentary hotel transfer service, subject to availability, during the following hours:

0600-2230 Monday to Friday; 0600-1900 Saturday and Sunday, (excluding Christmas day).

For more information, visit www.skybus.com.au.

Rent a Car Companies at Melbourne Airport

Melbourne Airport has six car rental companies located on site. All have offices on the ground floor of the short term car park, and information desks in the Melbourne Airport domestic terminals. Contact the companies direct for current rates.

Car Rental Company	Contact Phone Number	Website
AVIS	Within Australia: 13 63 33 Outside Australia: +61 3 8855 5333	https://www.avis.com.au/en/home
Budget	Within Australia: 1300 362 848 Outside Australia: +61 2 9353 9399	http://www.budget.com.au
Europcar	Within Australia: 1300 13 13 90	https://www.europcar.com.au/
Hertz	Within Australia: 13 30 39	http://www.hertz.com.au
Thrifty	Within Australia: 1300 36 72 27	http://www.thrifty.com.au

Public Buses & Other Buses Stopping At Melbourne Airport

The following public bus services arrive and depart from Melbourne Airport:

SmartBus Route 901 Melbourne Airport to Frankston – connects to Craigieburn line at Broadmeadows Station

Route 478 Airport West SC - Melbourne Airport via Melrose Drive

Route 479 Airport West SC - Sunbury Station via Melbourne Airport

Route 482 Airport West SC - Melbourne Airport via South Centre Rd

The public bus stop at Melbourne Airport is located at Terminal 1, allowing passengers to disembark closer to the centre of the airport.

Passengers travelling to and from the city can take the train to Broadmeadows Station and board the high-frequency SmartBus Route 901, a short journey from the Airport.

First time myki users arriving at the Airport can purchase a myki Visitor Pack from the SkyBus counter outside terminals 1 or 3. Alternatively you can purchase and top up a myki on board the bus.

You can catch a local bus to the Airport from Broadmeadows, Essendon and Sunbury stations.

For more information, visit www.ptv.vic.gov.au/getting-around/airport-buses/
or Phone: 1800 800 007

20. Arranging Accommodation

Student Support Officers assist with accommodation or general welfare issues by providing appropriate advice and direction.

MCOHB is **NOT** an accommodation agency and will not undertake this role but refer students to external agencies.

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing my Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children.

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am to 8:45am and 3:30pm to 6:00pm). Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 30th April of that calendar year are eligible to start school in Victoria.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
    - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
    - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.
8. Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Permanent Accommodation

Choosing Where to Live

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

Homestay

Homestay is an arrangement where students live with a local family or resident host in a private home. Homestays are an affordable way for international students to improve their English and experience Australian culture and lifestyle up close.

Lease and Shared Accommodation

It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from $150 –$250 per week unfurnished or $200 – $300 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price. Students can look for lease or share accommodation on the following websites:

- https://www.realestate.com.au/rent/
- https://www.domain.com.au/?mode=rent
- https://flatmates.com.au/
- https://ozflatmates.com

21. Services

Telephones

Calling Emergency Services DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say,

“Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Public Telephones

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

Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost $5, $10, $20 and$50 and may be purchased at most newsagencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled. See the example under Calling Australia from Overseas.)

To make domestic phone calls:

Dial – the area code + phone number

(02) ACT, NSW

(03) VIC, TAS

(07) QLD

(08) SA, WA, NT

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

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media

Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: http://www.mobiles.com.au/mobile-phone-plans/

Computer & Internet Access

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

Australia Post

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

Small Letters

The cost of posting a small letter for distribution in Australia is an AU$1.00 postage stamp which you affix to the envelope.

A small letter has the following characteristics:

- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.





22. Managing My Finances

Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia.

Do your research to get the best deal.

To open a bank account, you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts.

You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see: www.banks.com.au/personal/accounts

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank & ATM Locations

Bank of Melbourne www.bankofmelbourne.com.au

National Australia Bank www.nab.com.au

ANZ www.anz.com.au

Commonwealth Bank www.commbank.com.au

Westpac Bank www.westpac.com.au







23. Working in Australia

Permission to Work

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**. Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. (https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/)

Workers in Australia – including visa holders with permission to work have rights under Australian workplace law. The Fair Work Ombudsman Pay and Conditions Tool (PACT) (https://calculate.fairwork.gov.au/) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements. All workers in Australia have rights and protections at work.

This includes foreign nationals, whether they are working lawfully, are working in breach of their visa conditions, or have overstayed their visa. Your employer must comply with Australian workplace and immigration laws.

The Fair Work Ombudsman (https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

Your employer cannot cancel your visa

Your employer can't cancel your visa, even if it's been breached. Only the Department of Home Affairs can grant, refuse or cancel visas. We've set up an arrangement with the Department of Home Affairs to support and encourage migrant workers to come forward to request our assistance and provide us with any evidence or information about exploitation. This will help us to better understand the issues faced by visa holders and migrant workers so that we can educate employers and employees about entitlements and obligations.

Your employer cannot hold your passport

Employers are not allowed to take or hold another persons passport. If an employer demands that you hand over your passport to secure a job you can refuse to do so and you are required to report the employer to the Department of Home Affairs.

A person's temporary visa will not be cancelled if they:

- had an entitlement to work as part of their visa
- believe they have been exploited at work
- have reported their circumstances to us
- are actively assisting us in an investigation.

This applies as long as:

- they commit to abiding by visa conditions in the future
- there is no other basis for visa cancellation (such as on national security, character, health or fraud grounds).

For temporary visa holders who don't have work entitlements attached to their visa, the Department of Home Affairs will consider the case on its merits.

Remember for student visa holders you are only permitted to work for no longer twenty (20) hours a week forty (40) hours a fortnight whilst you are studying, you are allowed to work longer hours when you are on semester holiday breaks.

Helpful recordkeeping hints when you start working in Australia

- keep a diary of days and hours worked
- keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

More information can be found at:

https://www.homeaffairs.gov.au/trav/work/work/workplace-rights

https://calculate.fairwork.gov.au/

https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants

Finding Work

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

There are many different ways to find a job in Australia:

- Newspapers
- Job Boards Online
- Seek: www.seek.com.au/
- Career one: www.careerone.com.au/
- My career: www.mycareer.com.au

24. Earning an Income

Taxes

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

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm

Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit:

www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

Australian Government
Australian Taxation Office

25. Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement

Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at:

www.australia.gov.au.

Legal Services & Advice

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

http://www.australia.gov.au/content/legal-aid

Personal Safety

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

If you are going out at night remember:

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

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, **YOU MUST KNOW THE ROAD RULES** before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk. If you come from a country where you drive on the opposite side of the road too.

Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the "white line" (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration

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

Insurance

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

Speed

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

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

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

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

Licence Requirements

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

- You remain a temporary overseas visitor
- Your overseas licence remains current
- You have not been disqualified from driving in that State or elsewhere and
- You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

If you will be living Victoria for 6 months or more you'll need to convert your overseas licence or permit to a Victorian licence.

The type of licence or permit you'll get as well as the tests and appointments you'll need to take depend on:

- Which country your licence or permit was issued
- How old you are
- How long you've had your licence for (this doesn't include your learner permit)

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

There are severe penalties for driving without an approved licence in Australia, penalties can be a jail sentence for considerable time. It is a condition of a student visa to not break any Australian Commonwealth or State and/or Territory laws. If you break Australian Commonwealth or State and/or Territory laws you will breach your visa and the Department of Home Affairs may cancel your visa.

If your visa is cancelled you have 28 days to leave Australia.

26. Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

Listen, observe and ask questions

Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved

Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective

When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times.

Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country.

This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends or finding a cultural group related to your home country for support.

Keep lines of communication open with those at home.

Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour

Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help

Don't be afraid to ask for assistance or support if you need it. In addition to Student Support Services there are many organisations that are available to you in having a successful and enjoyable time in Australia.

Finally, relax and enjoy the journey!

27. Public Holidays & Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

National Public Holidays

Christmas Day 25 December

Boxing Day 26 December

New Year

Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

Australia Day

Australia Day, January 26, is the day we as a people and place celebrate Australia's nationhood. The day is a public holiday.

Easter Holiday period

Good Friday

Easter Sunday

Easter Monday

Anzac Day

Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War One. This day is set apart to hold dear the memory of those who fought for Australia and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial.

There are also many other public holidays and special celebrations in Australia for you to explore.

Victorian State Public Holidays

Labour Day: 1st or 2nd Monday of March

Queen's Birthday: 2nd Monday of June

Friday before the AFL Grand Final typically falls on the last Friday in September.

Melbourne Cup Day 1st Tuesday in November

28. Home Fire Safety

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

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You MUST have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties.

Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.

Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.

Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call 000.

29. Completion within the Expected Duration of Study

At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

After the completion of each study period student results will be entered on the student database and a progress report generated for each student whose progress has fallen behind the training program schedule.

Each student identified as falling behind the training program schedule will be interviewed, an intervention strategy implemented, and have their program reviewed by the Training Manager and modified in order to ensure they will complete within the expected duration. Strategies to be considered for achieving the outcome will include:

- Resitting assessments
- Undertaking additional units in subsequent study periods to “catch up” with their training program schedule.
- Optional holiday programmes

A copy of the modified program and a written explanation of the need for the modified program will be provided to the student and placed on the student’s file.

If a student’s program cannot be modified so that they will complete within the expected duration of study as recorded on their Confirmation of Enrolment, they will be deemed to be at “at risk” of not meeting satisfactory course progress requirements and placed on an intervention strategy as documented elsewhere in the Course Progress and Intervention Strategy.

MCOHB may implement an intervention strategy at any time it is identified a student is ‘at risk’ of not completing their course in the duration of their Confirmation of Enrolment (COE). Refer to MCOHB’s Course Progress & intervention policy and procedure for detailed information.



Student Services Table

ABORIGINAL SERVICES

Victorian Aboriginal Health Service

(03) 9403 3300

Victorian Aboriginal Community Services Association Ltd (03) 9416 4266

Victorian Aboriginal Legal Service 1800 064 865

ACCOMMODATION SERVICES

Tenants Union of VIC tenants helpline (03) 9416 2577

Student Accommodations:

www.flatmates.com.au/melbourne-cbd

www.urbanest.com.au/locations/melbourne

www.lestudent8.com

Homestay:

www.homestaynetwork.org

www.familyhomestay.com.au

www.melbournehomestay.org

Rental:

www.domain.com.au

www.realestate.com.au/rent

Hotel:

www.hotelscombined.com.au/Place/Melbourne.htm

www.booking.com

AGED & DISABILITY SERVICES

Aged and Disability Home Care Support 1300 589 880

My Aged Care 1800 200 422

Victorian Disability Advisory Council (VDAC) 1300 880 043 or (03) 9096 7616

Commonwealth Respite & Carelink Centre 1800 052 222

Disability Services Australia (DSA) 1300 372 121

Combined Pensioners and Superannuants Assoc. 1800 451 488

CALD SERVICES

Adult Migrant Education Service (AMES) 132 637

Centrelink (Multilingual Call) 131 202

Translating & Interpreting Service Telephone (24 hr) 131 450

CONSULAR EMERGENCY HELPLINE

1300 555 135 within Australia or +61 2 6261 3305 from outside Australia or

SMS +61 421 269 080

DRUG & ALCOHOL SUPPORT

Direct line (Alcohol & Drug counseling and referral) 1800 888 236

Family Drug Help & Helpline 1300 368 186

Drug Information Hotline1300 85 85 84

EMERGENCY CONTACT

Ambulance/Fire/Police 000

Lifeline 13 11 14

Men's line Australia 1300 78 99 78

Salvo Care Line 13 72 58

Kids Help line 1800 55 1800

EMPLOYMENT

www.seek.com.au

www.jobsearch.gov.au

http://au.indeed.com/

www.careerone.com.au

FAMILY SUPPORT SERVICES

Parent line Victoria 132 289

Family Relationships Advice Line 1800 050 321

Anglicare Vic 1800 809 722

St Vincent de Paul Family Assistance Line 1800 606 724

HEALTH SERVICES

Victorian AIDS Council (03) 9865 6700

Arthritis and Osteoporosis Victoria

1800 263 265

Victorian Healthcare Association (03) 9094 7777

Royal Melbourne Hospital (03) 9342 7000

Royal Victorian Eye and Ear Hospital (03) 9929 8666

Australian Red Cross (03) 9345 1800

The Royal Women's Hospital (03) 8345 2000

The Royal Children's Hospital (03) 9345 5522

LANGUAGE, LITERACY AND NUMERACY SERVICES

Mission Australia – Skills for Education Program 1800 8888 68

Australian Government Department of Human Services :

www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment

LEGAL SERVICES

Victoria Legal Aid 1300 792 387

Women's Legal Service Victoria (03) 8622 0600

MENTAL HEALTH

Department of Human Services-Mental Health

www.health.vic.gov.au/mentalhealth

Mental Health Foundation of Australia (Victoria) 1300 650 172

SANE Australia 1800 18 7263

SEXUAL ASSAULT

Sexual Assault Crisis Line 1800 806 292

Victorian Centre Against Sexual Assault (CASA) Forum

www.casa.org.au

TRANSPORT

Public Transport Victoria 1800 800 007

Taxi Cab Service 132 227

Silver Top Taxi 131 008

Aged Care Quality Agency 1800 288 025 Aged Care Complaints Scheme 1800 550 552	Child abuse Prevention Services 1800 688 009 Suicide Call back Service 1300 659 467	Find a GP: www.mydr.com.au	

Unique Student Identifier Fact Sheet

Australian Government

USI Unique Student Identifier

RTO–Student Information for the Unique Student Identifier

USI...bringing your skills together

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time your USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

For international, overseas or offshore students please visit **usi.gov.au** for more information.

usi.gov.au

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How to get a USI

It is free and easy for students to create their own USIs online.

While students may create their own USI, training organisations are also able to create USIs for students. Training organisations should do this as part of the enrolment process when students begin studying. Where this service is provided, training organisations will let students know.

Steps to create a USI

The following steps show how students can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all a student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: **usi.gov.au**.

Step 4 Select 'Student Entry' and then Select 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

Step 7 The student should then write down the USI and keep it somewhere handy and safe.

More information

For more information please visit: **usi.gov.au**

Or contact us at Email: **usi@education.gov.au**

Phone: **1300 857 536**

To view this document online please visit: **usi.gov.au**

usi.gov.au