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精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助．团队为学生带来高质量服务

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Educating for Excellence

Australian Ideal College

Student Handbook (ELICOS)

Australian Ideal

Australian Ideal College
Registered as Australian Ideal College Pty. Ltd.
ABN: 15 126 592 756
RTO No: 91679 CRICOS Provider Code: 03053G
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Australian Ideal College

Introduction

Australian Ideal College ("the College" or "AIC") is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed by Federal, State and Territory Governments in Australia. The Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards. It is accredited by the Australian Skills Quality Authority ("ASQA").

Non-Awarded Courses

The College offers the following Non-Awarded ELICOS courses to overseas students:

- English for Academic Purpose (1 & 2) (CRICOS Course Code: 066513G) - up to 24 weeks
- General English (Beginner to Advance) (CRICOS Course Code: 069362D) - up to 72 weeks

- **Entry requirements for Non-Awarded Courses**

- English for Academic Purposes 1: Australian Ideal College (ELICOS Division) Intermediate level or equivalent
- English for Academic Purposes 2: Australian Ideal College (ELICOS Division) Upper Intermediate level or equivalent
- General English (Beginner to Advanced)**:** There is no specific entry or minimum English language requirement for our GE program.

Awarded VET Courses and Qualifications

The College also offers the following accredited and nationally recognised qualifications programs to overseas and domestic students

BSB30120 Certificate III in Business Administration (107388H)
BSB40120 Certificate IV in Business Administration (107389G)
BSB50420 Diploma of Leadership and Management (104211B)
BSB60420 Advanced Diploma of Leadership and Management (107390C)
BSB80120 Graduate Diploma of Management (Learning) (106057B)

NATIONALLY RECOGNISED TRAINING

FNS30322 Certificate III in Accounts Administration (110036F)
FNS40222 Certificate IV in Accounting and Bookkeeping (109982G)
FNS50222 Diploma of Accounting (111457K)
FNS60222 Advanced Diploma of Accounting (111458J)

BSB40920 Certificate IV in Project Management Practice (103923M)
BSB50820 Diploma of Project Management (104042C)

BSB40820 Certificate IV in Marketing and Communication (111459H)
BSB50620 Diploma of Marketing and Communication (111460D)
BSB60520 Advanced Diploma of Marketing and Communication (111456M)

SIT50422 Diploma of Hospitality Management (111479D)
SIT60322 Advanced Diploma of Hospitality Management (111480M)

SIT50122 Diploma of Travel and Tourism Management (111461C)
SIT60122 Advanced Diploma of Travel and Tourism Management (109454J)

PSP50916 Diploma of Interpreting (LOTE-English) (095447E)
PSP60816 Advanced Diploma of Translating (095448D)

CHC33015 Certificate III in Individual Support (Ageing) (107249H)
CHC33015 Certificate III in Individual Support (Disability) (107249H)
CHC43015Certificate IV in Ageing Support (107250D)
CHC52015 Diploma of Community Services(106058A)

TERMS AND CONDITIONS OF ENROLMENT

The General Terms and Conditions of Enrolment and the Letter of Offer make up the "written agreement" referred to in standard 3 of The National Code 2018, which governs your enrolment at Australian Ideal College. The General Terms and Conditions of Enrolment may be amended at any time without prior notice. You may access the latest version of our General Terms and Conditions of Enrolment via https://aic.edu.au

COURSE COMMENCEMENT

You are expected to commence studies on the course commencement date shown on your electronic Confirmation of Enrolment (eCoE). If you do not commence your course or make arrangements for an alternative start date within

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two weeks of your eCoE start date, the College will cancel your eCoE for non-commencement of studies and you must postpone your course to the next available intake and pay $100 for reissuing each new eCoE.

STUDENT ORIENTATION

It is essential that you attend orientation, as you will get all necessary important information on academic performance and attendance requirement, distance/online delivery mode, nearby banks and post office, culture differences and age sensitivity etc. The orientation date is normally on Friday, 2 weeks prior to the course commencement date. Therefore, if you are applying for a visa from overseas, you need to ensure you are able to arrive and attend orientation at least 2 weeks prior to the course commencement date.

CHANGE OF ADDRESS AND CONTACT DETAILS

You must, while in Australia and studying with the College, advise the College as well as the Department of Home Affairs (DHA) of your own, and your emergency contact person's residential address, telephone number and email address within 7 days. It is your responsibility and in your own best interests that you ensure these contact details are always kept up to date with the College, or via our online system https://ideal.rtomanager.com.au. This is to ensure you can continue to receive important information about your course, timetable, fees, possible breaches of your student visa conditions and any other important information.

PACKAGE COURSE

Courses offered as a package are considered as one course and the commencement date is counted from the first course contained within the package. Once you enrol in a packaged course, you can not apply for a refund of the second and/or subsequent courses after the commencement date of the first course.

TRANSFER FROM ANOTHER PROVIDER

If you are transferring from another provider to AIC prior to completing six months of your principal course of study, your enrolment is subject to the provision of release from the other provider. It's your responsibility to get yourself released by the other provider.

TRANSFER TO ANOTHER PROVIDER

A release request will not be approved for transfer or withdrawal prior to at least six months having elapsed in the principal course (being the highest qualification level in a packaged courses), except after consideration of limited genuine extenuating circumstances. You must pay all outstanding fees prior to granting a release.

COMPLAINTS AND APPEALS

You are encouraged to attempt informal resolution of any complaint or appeal you may have by directly engaging the staff member(s) or student(s) to whom the complaint or appeal relates. If it is not possible to resolve the complaint or appeal informally, you are encouraged to make a formal complaint in writing using the AIC Internal Appeal Form available at the College's reception or from our website: https://aic.edu.au. If you are not satisfied with the result or conduct of the College's internal complaints and appeals process, you may access an external and independent body to lodge your complaint/appeal. For more information, please refer to the Complaints and Appeals policy available at useful downloads under Student Support Services section of our website.

CREDIT TRANSFER

If you think you have already acquired the outcomes of (a) unit/s of competency for the course you applied at AIC, you may formally apply to have these recognised. You are required to provide the original or certified copy of the full official transcript or statement of attainment relating to the credits you are seeking issued by an education provider. This is an assessment process that involves the assessment of the units studied based on TGA (training.gov.au) guidelines and directions regarding the relevant unit(s) of competency. Please refer to our RPL and Credit Transfer Policy and Procedure for more information.

RECOGNITION OF PRIOR LEARNING (RPL)

If you think that you have already acquired the outcomes of the qualification or unit/s of competency for the course you are applying for, you may formally apply to have these skills recognised. This is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the outcomes of an individual application for RPL. Please refer to our RPL Credit Transfer Policy and Procedure for more information

DEFERMENT, SUSPENSION AND CANCELLATION

The College will only grant a deferment of commencement of studies or suspension of studies under compassionate and compelling circumstances. Where you have deferred commencement in a Course and subsequently cancel the Course, the original course start date before requesting for deferral will be used as the course start date to determine whether a refund can be made. An eCoE revision fee of $100 will be charged for each course. The College may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and/or poor academic progress in accordance with the policies. These policies also include information on your rights to access the College's appeals and grievance procedures which can be found in the Student Handbook on our website.

DISCONTINUATION OF ENROLMENT

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If you wish to discontinue your course or study, you will need to contact Student Services immediately and formally request your enrolment to be cancelled by completing the Course Variation Request Form, available at the reception desk or on our website. An administration fee of $500 will be charged for any discontinuation of enrolment or termination of studies. Applications for termination of studies must be made in writing two (2) weeks before the commencement of the next term/next intake/next payment instalment, or next course if cancelling a package courses; otherwise, the tuition fee for the following term/intake/instalment, or next course must be paid. Applications will only be processed if you have paid the administration fee ($500) and the fee for the current semester. No refunds will be given to any fees already paid. If you have not maintained a satisfactory attendance and / or course progress up to the time of transfer or cancellation, the process of reporting you to the DHA will continue, even though you will no longer be officially enrolled with AIC (as per Standard 7 of the National Code).

EXPULSION FOR DISCIPLINE AND BEHAVIOUR

AIC reserves the right to suspend or expel you for serious breaches of discipline or behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance on College premises will lead to your immediate expulsion. Vandalism and graffiti on College premises will incur minimum $200 fine and may result in expulsion, depending on the extent of damage. No refunds of tuition fee will be made in such cases. In particularly serious cases of misconduct that may have legal consequences in the eyes of the law, the College may report you to the relevant authorities for prosecution.

TEACHING HOURS

20 hours per week face to face teaching for English Courses; The courses may be offered during the day or evening, Monday to Sunday. Please note that the College closes on public holidays and there is no refund of course fees in respect of those days. Please note that the College closes on public holidays and there is no refund (pro-rated or otherwise) of course fees in respect of those days. If external circumstances prevent us from providing face to face training, then we will conduct the training using suitable online delivery methods.

FULL TIME STUDY (ATTENDANCE REQUIREMENT)

Australian law requires international students to study full-time. A full-time study is ordinarily defined as a minimum of 20 hours per week for the registered study period. AIC monitors and records the attendance of each international student for the scheduled contact hours for the length of each study period of the course. AIC is proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements as unsatisfactory attendance may lead to unsatisfactory academic progress.

SATISFACTORY ACADEMIC PROGRESS

AIC monitors and records the progress of each individual units of competency in which the student is enrolled.

If you do not have satisfactory academic progress, you will be reported to DHA which may lead to cancellation of your student visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods (20 weeks). A failure in more than 50% of units in one study period (9 weeks or 10 weeks depending on the course enrolled) will trigger a review of academic progress by the College and the implementation of an intervention strategy. For more information, please refer to the College's academic progress policy and procedure available at https://aic.edu.au under Student Support Services – Useful Downloads.

SPECIAL LEAVE REQUEST

Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Leave requests must be made in writing with supporting documents. Fees continue to be payable while on leave. You will need to extend your course at additional expense to cover all classes and assessments missed.

PRIVACY INFORMATION

Pursuant to the National Code 2018, your personal information may be made available by AIC to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) as well as debt collectors for overdue payments. This information includes your personal and emergency contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition. The authority to collect this information is also stipulated in the ESOS Act 2000.

TUITION FEES

Tuition fees refer to course fees only and do not include ancillary fees, such as application fees, RPL fees, material fees, textbook fees, stationary fees and cost of living expenses.

FEES AND WITHDRAWALS

Once you accept an offer, you are responsible for the full course fees. It is your responsibility to pay the fees on time. You may withdraw of your own volition but all fees are due and payable. If you withdraw or are dismissed or are otherwise excluded from a course, all fees are due and payable.

CHANGE OF TIMETABLE FEE

Once you have been enrolled in the timetable selected by you but wish to change it afterwards, you will be required to pay $100 administration fee.

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OVERDUE AND LATE FEES

You must pay each and every instalment on or before the due date set out in the letter of offer. The College does not have to provide reminder notices as the due date approaches. Failure to pay by the due date will attract a late payment penalty $200 and you will not be permitted to attend classes or appear for assessments, nor shall the College grant any administrative requests. Where fees remain overdue, the College reserves the right to cancel your enrolment, notify DHA and take legal action. In addition to outstanding fees, you will be charged all costs incurred by the College. Where a fee is more than 14 days overdue, your enrolment will be cancelled. To re-enrol, you must pay all outstanding payments and penalties and a re-join fee will apply.

OTHER COLLEGE POLICIES

As a condition of enrolment, you agree to abide by all College policies, which are all subject to change from time to time. Current policies are available at https://aic.edu.au

NON-REFUNDABLE FEES & CHARGES

$200-Enrolment fee; $200 re-join fee	$30 for issuing each attendance letter or transcript before course completion
$100 for reissuing an eCoE	$200 late payment penalty fee
$100 for reissuing each Certificate of Qualification	$30 for reissuing each attendance letter or transcript
$250 application fee for credit transfer	$20 for reissuing a lost student card
$250 application fee for Recognition of Prior Learning (RPL)/$150 per subject	$0.2 per page for black & white print/copy
$50 for late assessment task submitted after the due date	$1.0 per page for colour print/copy
$30 for reissuing letter of confirmation of studies	$150 for re-assessing per unit of competency within two (2) months after the course finish date; $300 for re-assessment per unit of competency two (2) months after course finish date
$150 for late re-assessment submitted after the due date	

REFUND POLICY AND PROCEDURE

1. All tuition fees and charges must be paid in full prior to course commencement if your course is less than 24 weeks, unless a payment plan is arranged with the College. 50% of the tuition fees and all charges must be paid prior to course commencement if your course duration is more than 24 weeks. Your tuition fees are safeguarded by the Tuition Protection Service (TPS).
2. You must complete a refund application form and submit it to the College with any supporting documents. Refunds will be processed within 28 days of receipt and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

2.1.1	Enrolment/application fee, CoE revision charge, material fee, fees charged for administration services ((e.g. late payment penalty fee, re-print transcripts or certificate, etc.), accommodation placement fee, guardian placement fee, airport transfer fee, and any non-refundable fees and charges.	Non-Refundable
2.1.2	Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	100% refund of UNUSED paid tuition fee
2.1.3	Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your actions, such as forged or fraudulent document, or failure to provide the documents required by DHA	100% refund of the UNUSED paid tuition fee
2.1.4	Withdrawal for visa refusal if the refusal is due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	No refund of any paid fee
2.1.5	Termination of enrolment/study for failure to comply with AIC's policies and procedures, Department of Home Affairs visa requirements or breaching a condition of the student visa, failing to comply with Australian Border Force or violating the *Biosecurity Act 2015* resulting in the cancellation of the student visa	No refund of any paid fee
2.1.6	Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the paid tuition fee
2.1.7	Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee paid
2.1.8	Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund of any paid fee
2.1.9	If any submitted application or enrolment document is forged or otherwise fraudulent	No refund of any paid fee
2.1.10	a) in the case of visa refusal before student commences course, refunds will attract the lesser of an administration fee of $500 or 5% of the amount of tuition fee paid; b) in all other cases rather than 2.1.10 a), all refunds will attract an administration fee of $500	

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3. In the unlikely event that AIC is unable to deliver a course, AIC will either offer you an alternative place which is acceptable to you, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to AIC. To be specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to give you all the information you need so you can understand your options and choose an alternative course that best suits you.
4. Fees not listed on 2.1 will not be refunded. Prior to enrolling, fees may be altered without notice. it is your responsibility to obtain the most up-to-date fees. Once you have completed enrolment, fees will not be subject to change for the normal duration of the course. If you extend a course length, then any fee increases will be required to be paid for the extended component of the course. If a course length is extended due to the updates of training package required by the government, then you are required to pay any fee increases for the extended component of the course.
5. If you are over 18 years old, the refund will be paid directly to you or in accordance with your written directions.
6. If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
7. You agree that the College may change the Refund Policy at any time and the latest policy applied to determine whether you are entitled for a refund will be the policy on our website www.aic.edu.au.
8. You understand and agree that the College reserves the right to vary its intakes, fees and timetables without further notice.
9. This agreement and the availability of complaints and appeals processes, do not remove your right to take action under Australia's consumer protection laws.

Student Visa Requirements

According to the Department of Home Affairs (DHA), you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Once you have your visa granted, you have to abide by the student visa conditions such as maintaining adequate attendance and satisfactory academic progress. Please refer to the requirements for attendance and academic progress on the General Terms and Conditions of Enrolment above.

Additional information on student visa issues is available on DHA's website as well as on Study in Australia: https://www.homeaffairs.gov.au/trav/stud

Attendance requirement

This is one of the conditions of your student visa requirement. Immigration law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week. At AIC, all overseas students on a student visa must attend classes for 20 hours per week and maintain at least 80% of the attendance rate. However, we expect all students to maintain an attendance level of 100%.

Please be aware that if your attendance drops below 80% over any two-week-period, the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DHA. The reporting procedure to DHA may eventually lead to the cancellation of your student visa.

AIC calculates attendance on the basis of students' actual time studying in the class. It is your responsibility to come to class every day and maintain your attendance. If a student is away from class for any reason, including medical reasons, then the time away will be deducted from the student's attendance.

If you are sick, you must provide doctor certificates with the College from the registered medical providers. The College will make a copy for record in your file and you must retain the original for further check by DHA when you are requested for clarifying your attendance for the related period.

Students on other visas – working holiday or tourist or dependant – you must also attend a minimum of 80% of your class and study 4 weeks or more if you want to receive an End-of-Course document from your teacher at the end of your course.

Please remember if you are on a student visa and you want to renew your student visa and continue your studies at AIC, or at another college or university, or change your student visa to another visa - you must have an attendance of 80% or more. It is your responsibility to come to class every day and to maintain your attendance

Academic requirement

This is another important condition of your student visa requirement. AIC expects that all students maintain a minimum level of academic performance at all times. The minimum level of academic performance AIC expects is that students pass at least 50% of the weekly review tests. All homework must be completed. All students will be assessed and monitored each week.

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If your teacher considers that you are not making satisfactory course progress, he/she will meet with you to talk about it, or refer you to the Academic Manager. You may be given the opportunity to move to an easier class or to do extra activities to help you. Some of these may be:

- Developing a learning contract with your teacher or the Academic Manager
- Having some individual sessions with a teacher (there may be an extra cost for this)\
- Having extra tasks set by your class teacher to work on a particular area of weakness, e.g. computer assisted language learning, reading tasks, grammar exercises, trial tests etc.

You will be given a letter outlining the consequences if you fail to achieve satisfactory progress.

The college will do everything it can to help you with your studies. However, if you still fail to achieve satisfactory progress after being assisted by the college, you will be sent a notice of intention to report which includes information on accessing the appeal process.

Overseas Student Health Cover

Overseas student health cover (OSHC) is an insurance that provides cover on the costs for medical and hospital care which international students may need while they are in Australia. It also pays for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation – commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from the date when you arrive. You will also need to maintain OSHC throughout your stay in Australia. Please refer to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility for details.

The College arranges visa-length OSHC with OSHC AHM and Medibank Private. You can pay the health cover premium when accepting your letter of offer. The college will inform DHA that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (CoE).

You can also buy OSHC insurance from an approved Australian health insurance provider yourself. When you accept your unconditional letter of offer, you must indicate that you have purchased OSHC for the duration of your course.

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has some special arrangements with a few education providers which offer tertiary degree courses. For details, please check the Marketing Staff via e-mail at marketing@aic.edu.au.

Student ID Cards

Each student will be issued with a Student ID card. The card records student information such as name, student number, student photo and validity period of the ID card.

Working in Australia

When you are granted a student visa, your work permission is automatically granted. But you and your family members can only work when you have commenced your course of study. Immigration laws allow students to work for a limited number of hours, currently 40 hours per fortnight during any fortnight during the College study time and full-time during holidays. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

You also need to get a Tax File Number (TFN). If you don't, you will pay too much tax. To know more about TFN and to apply, please go to the Australian Taxation Office (ATO) website, www.ato.gov.au, click on 'for individuals', go to the link that says 'apply for a tax file number' and follow the instructions. International students who are enrolled in a course that is longer than 6 months are considered residents for tax purposes. Organisations such as banks, financial institutions and employers are entitled to ask for your TFN.

School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

College Facilities

The college is located in the Central Business District of Sydney, Adelaide and Hobart with very convenient access to trains, buses and other major places. The College has general-purpose classrooms, Internet access, student facilities for study and computer access. The College also offers students hot water, microwave and refrigerator for students' convenience. Students will be given a minimum of 3 weeks' notice if training facilities are relocated.

Social and Recreational Activities

Australian Ideal College

The college is located in the Central Business District of Sydney, Adelaide and Hobart with very convenient access to trains, buses and other major places. The College has general-purpose classrooms, Internet access, student facilities for study and computer access. The College also offers students hot water, microwave and refrigerator for students' convenience. Students will be given a minimum of 3 weeks' notice if training facilities are relocated. Mixed nationality classes and end of block parties, enabling students to broaden their horizons and learn about other cities in other countries they may only have dreamed of.

Students can find upcoming events in,

- Sydney via the link: http://www.sydney.com/events; and,
- Hobart via https://www.discovertasmania.com.au/what-to-do/events; and,
- Adelaide via https://www.eventbrite.com.au/d/australia--adelaide/events/ ,

which provides students with the chance to see all of what Sydney, Adelaide and Hobart offer.

The College also put the fliers provided by some travel agents on the noticeboard so students may join the tour for skilling on the snow mountain or one day tour to different sightseeing spots on weekend etc.

Student Support Services

The Student Services Officer, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homestay accommodation, health, welfare, safety, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Services Manager who may refer them to external support services if required. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Services contact details are:

Sydney campus: Phone: +61 02 92622968 Emergency contact: Susan Wang 0421 484 130

Hobart campus: Phone: +61 03 6231 2141 Emergency contact: Yui Wu 0415 186 998

Adelaide campus: Phone: +61 08 8123 5780 Emergency contact: Celia Liu 0424 306 998

General Email: info@aic.edu.au

Accommodation

The following types of accommodation are available for international students:

- Homestay: A$350-500 per week. It is where an international student lives and eats together with an Australian family. Students who are under 18 years must live either with an approved homestay or a member of their immediate family.
- Shared Accommodation: $300.00 - AU$350 per week including gas and electricity. It is where an international student lives with an Australian family by renting one room but does not eat together with the Australian family.
- Leasing a Flat: AU$650.00 - A$950.00 per week. It is where an international student leases the whole flat and live on your own and normally unfurnished.

Homestay can be booked prior to arrival. A minimum of 4 weeks advance notice is required before you depart for Australia. Once you are familiar with the study and life in Australia, you can rent a room and live with a family without meals or lease a flat and live by yourself and share with other students. Further details can be obtained from the Student Services Officer.

AIC employs professional homestay companies to organise homestay for our students. Currently, we have the contract with Australian Homestay Network for the service. Our Student Services Officer is responsible for monitoring the services provided.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets (Opal cards) can be bought at train stations, on buses, trams or at newsagencies.

Tourists and students may drive in Australia on a valid overseas driver's licence but if the document is not in the English language, you must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

It is important that you pay correct fare on public transportation. Please be aware heavy fine will apply if you forget to tap on and off at the stations. Please see detailed information at https://www.transport.nsw.gov.au/; or you can

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call Online Ticketing on (02) 82022220 or go to Transport for NSW at 18 Lee Street, Chippendale NSW 2008 for detailed information. For students in Adelaide, please go to https://www.sa.gov.au/topics/driving-and-transport; and for students in Hobart, please go to https://www.transport.tas.gov.au/

Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and note learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but the College is willing to help as the College offers counselling services and assistance to develop effective study skills. Our trainers have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Course Delivery

At Australian Ideal College, we aim to make learning English enjoyable, ensuring that students understand that they are here to learn. Language teaching is in English only, with emphasis on the four skill areas of speaking, listening, reading and writing. Teachers concentrate on the practical use of all aspects of the language in everyday situations. We use materials especially designed for the individual needs of our students.

Students are tested on arrival, and placed in classes according to their level. Whenever possible, we try to organize international classes to encourage students to feel natural using English to communicate.

Course Assessment

Over the duration of the course, teachers monitor and assess evidence of student's progress observed in homework, class activities and tasks designed to achieve the target learning content. Teachers make continual observations of learners' individual performances with reference to the course's aims and to the agreed objective definitions of the assessable performance criteria relevant to the course's specified Learning outcome.

End of Course Certificate to be Issued

All students will receive an End of Course Certificate which includes the following information:

- the start and finish date of the program of study
- the duration in study weeks
- the level of the course
- the grades achieved
- a key to grades
- descriptors specific to level(s) and course(s)

This is an important document and must be kept safe because **you will need it to extend your visa or use it as evidence of your English proficiency to waive the English test for some vocational or higher educational courses.** If you lose it, a replacement copy must be ordered and a fee will be charged.

Plagiarism

Plagiarism is the copying, paraphrasing or organization of work, in any form without acknowledgement of sources, and presenting this as student's own work.

AIC will not tolerate plagiarism or cheating, and a penalty may be imposed if student is accused of either.

Examples of plagiarism could include, but are not limited to:

- using any notes or other resources without permission during formal testing
- submitting someone else's work as student's own (with or without that person's permission)
- submitting a completely duplicated assignment
- submitting materials that paraphrase or summarise another person's work or ideas without the proper acknowledgement
- failing to put a quotation in quotation marks
- stealing an examination or solution from a trainer.

In the case of group assessments, if cheating of any kind is found in a group work, all members of the group will be held responsible and will be subject to disciplinary action.

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If student is suspected of cheating, the trainer will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, the trainer will notify the Director of Studies and request a time to discuss the matter. Student will have the opportunity to counter the allegations made against him/her. Once student has provided the information, the Director of Studies will determine the seriousness of plagiarism and come to one of the following decisions:

- Resubmitting the assessments
- Issuing a warning letter to the student for academic misconduct, receiving Not Yet Competent (NYC) grade in that unit and the requirement to repeat a unit or to do reassessment.
- In very serious cases of plagiarism, student may be expelled from the college or refused re-enrolment in his/her course.

Student will be advised of all penalties in writing.

If student is accused of and organisation for cheating and believe that the accusation is unjust, student has the right to appeal against the charge. This appeal must be lodged in writing with the Director of Studies within one week of the penalty being imposed.

The appeal will be investigated and a decision will be advised to student within a week of the appeal.

Use of Personal Information

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. We audit and review data to make sure personal information is accurate, complete and up to date. Apply in writing to the Director of Studies if you wish to view your own records.

Except as required under the Standards for Registered Training Organisations or by law, personal information about students including photographs is not disclosed to third parties or for any promotional purposes without written consent of the student.

Complaints and Appeals

You are encouraged to attempt informal resolution of any complaint or appeal you may have by directly engaging the staff member or student to whom the complaint or appeal relates. If it is not possible to resolve complaints informally, you are encouraged to make a formal complaint in writing using the AIC Internal Appeal Form available at the reception or on the College website: www.aic.edu.au. If you are not satisfied with the result or conduct of the College's internal complaints and appeals, you may access an external and independent body to hear the complaint and appeal.

Dispute Resolution Procedure

If a student is dissatisfied with the outcome of grievance resolution procedure (internal appeal) student can access external appeal through the Commonwealth Ombudsman.

The Commonwealth Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman.

Please visit the website to access external appeal process. https://www.ombudsman.gov.au/.

Note: If the complainant decides to proceed with external appeal, they should notify the College of this, so the time is allowed for this process. Student MUST provide (within 5 working days) the evidence of where a student has accessed an external appeal process.

What to do if you have a problem or grievance?

If you have a problem with the College, you have a grievance. We understand that problems, differences and grievances sometimes happen and we try to solve them. If we can't solve the problem, you can ask people outside

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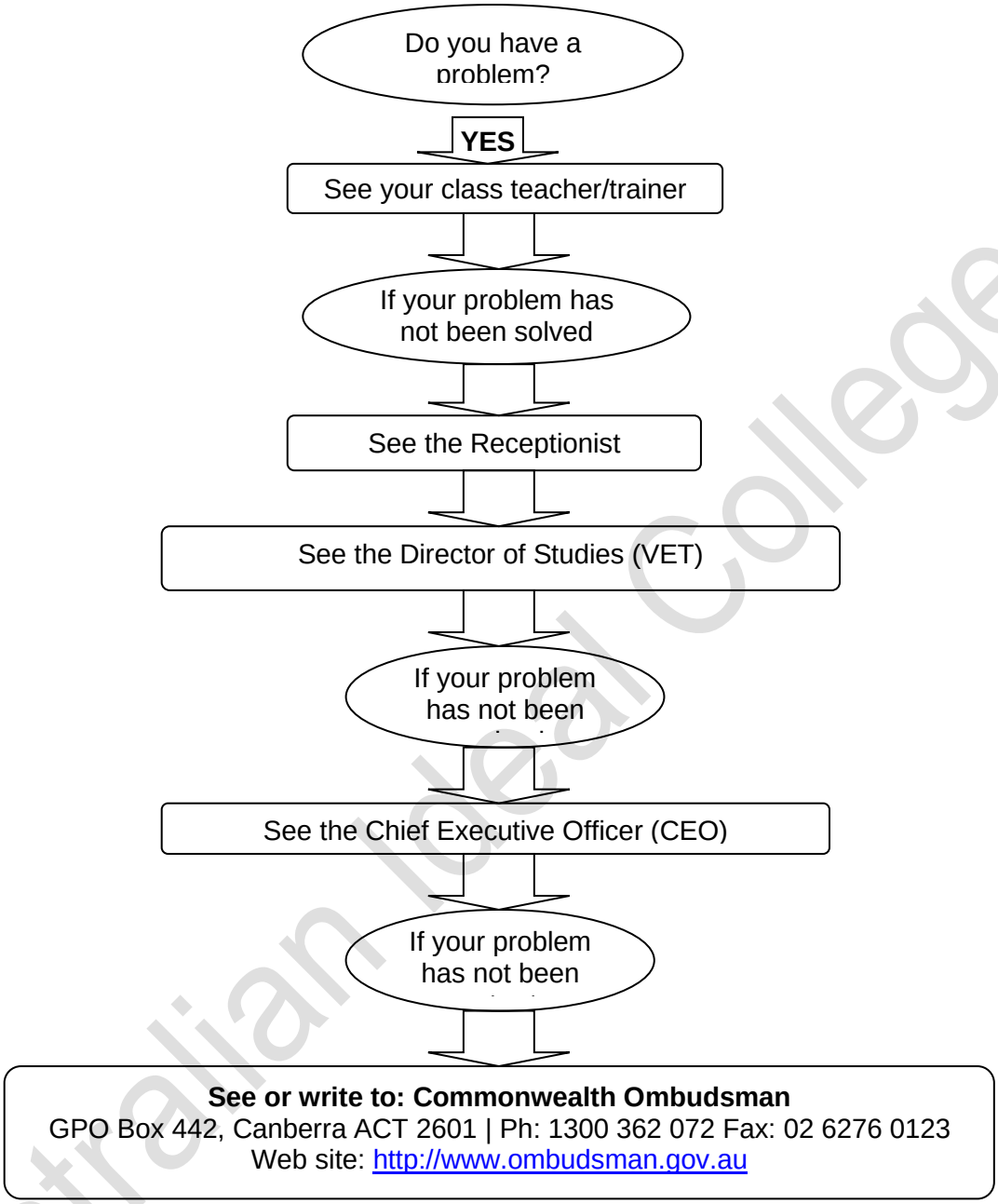
to help. The student will be asked to formally present his or her case. Each party may be accompanied and assisted by a support person at any relevant meetings



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Social and Recreational Activities

- Mixed nationality classes and end of block parties, enabling students to broaden their horizons and learn about other cities in other countries they may only have dreamed of.
- Students in Sydney can find upcoming events via the link: http://www.sydney.com/events, and in Adelaide via https://www.eventbrite.com.au/d/australia--adelaide/events/ providing students with the chance to see all of what Sydney and Adelaide have to offer.
- The College also put the flyers provided by some travel agents on the noticeboard so students may join the tour for skiing on the snow mountain or one day tour to different sightseeing spots on weekend etc.
- The Excursions organized by the teachers or students themselves, providing a great time to practise social English and a fun way for students to get to know Sydney from the world-famous Opera House and Harbor Bridge to the sensational Taronga Zoo, Art Gallery and Darling Harbor attractions and Adelaide from Adelaide Central Market (CBD), Victoria Square Tarntanyangga (CBD), Glenelg Beach and Hahndorf etc.

Expulsion for Discipline and Behaviour

AIC reserves the right to suspend or expel students for serious breaches of discipline and behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance by the student on College premises will lead to immediate expulsion. Vandalism and graffiti on College premises will incur minimum $200 fine and may get expulsion depending on the damage. No refund of tuition fee will be made in such cases.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

- EO https://onlineregistry.lawlink.nsw.gov.au/content/
- ASQA https://www.asqa.gov.au/
- WHS http://www.workcover.nsw.gov.au
- ESOS https://www.education.gov.au/esos-framework
- DHA https://www.homeaffairs.gov.au/
- Privacy https://www.oaic.gov.au/privacy
- TPS https://tps.gov.au/Home/NotLoggedIn
- Work Health and Safety: https://www.dewr.gov.au/work-health-and-safety
- Accident Compensation (WorkCover Insurance): https://www.safework.nsw.gov.au/safety-starts-here/safety-overview/workers-compensation-insurance
- Equal Opportunity: https://employsure.com.au/guides/employment-contracts-and-legislation/equal-employment-opportunity-and-diversity/
- National Code of Practice for Providers of Education and Training to Overseas Students 2018: https://www.legislation.gov.au/Details/F2017L01182
- AQF 2013: https://www.aqf.edu.au/
- NEAS Standard & Criteria: https://neas.org.au/
- Child Protection Act 1998: https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-157

Any other legislation or regulations identified as relevant to the Registered Training Organisation (RTO)

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times.

Use the web sites indicated, or contact the CEO if you require further information.

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

Helpful Contacts

- Fire, ambulance and police emergency number- dial 000
- Local doctors-contact 9268 0133 at 242 Castlereagh St, Sydney, NSW 2000
- Local dentists-contact 9267 7777 at Suite 403, Level 4 307 Pitt St, Sydney, NSW 2000
- Local community health centre:

  -Sydney: https://slhd.health.nsw.gov.au/community-health

  -Adelaide:
  https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/health+services+for/seniors+health+services/older+people+services/supporting+older+peoples+independence/gp+plus+and+community+health+services+for+older+people/metropolitan+adelaide+community+health+services

  -Hobart: https://www.yellowpages.com.au/tas/hobart/impact-communities-15549990-listing.html

- Local physiotherapists:

  -**Sydney:** https://www.sydneyphysiotherapist.com.au/general-physiotherapy/?gad=1&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagBb_4GHbgdSuDBkhDWqXQyv5OSE4GRqnIf844z7m021m_IlREXM5n0aAvDZEALw_wcB

  -Adelaide: https://www.physioinq.com.au/home/sa/adelaide/mobile-physiotherapy?cid=sem:adw:prs::17496915997:142999282292:::&ps_term=home%20visit%20physio&utm_term=home%20visit%20physio&utm_campaign=Adelaide+-

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+Physiotherapy&utm_source=adwords&utm_medium=ppc&hsa_acc=2544759378&hsa_cam=17496915997&hsa_grp=142999282292&hsa_ad=671783855701&hsa_src=g&hsa_tgt=kwd-488382179432&hsa_kw=home%20visit%20physio&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagDBba1dhNKFTtBasf1xFlib0OrASmp0aWnvZIL48bw9Bmmeep1bK6UaAk0TEALw_wcB

-Hobart: https://www.backinmotion.com.au/hobart-on-murray/physio?gad=1&gclid=Cj0KCQjwx5qoBhDyARIsAPbMagDXfeTEJGnovFTmGiuBCh8OMVRievW4-RgOBMSA9HLt1AMbe_sE0MYaAs_YEALw_wcB

- Local lawyers:

  -Sydney: https://www.gotocourt.com.au/nsw/sydney-lawyers/

  -Adelaide: https://www.gotocourt.com.au/sa/adelaide-lawyers/

  -Hobart: https://www.gotocourt.com.au/tas/hobart-lawyers/

- Local religious institutions (places of worship):

  -Sydney: https://www.tripadvisor.com.au/Attractions-g255060-Activities-c47-t10-Sydney_New_South_Wales.html

  -Adelaide: https://www.tripadvisor.com.au/Attractions-g255093-Activities-c47-t10-Adelaide_Greater_Adelaide_South_Australia.html

  -Hobart: https://www.tripadvisor.com.au/Attractions-g255097-Activities-c47-t10-Hobart_Greater_Hobart_Tasmania.html

- Local immigration agent: https://www.mara.gov.au/get-help-with-a-visa/help-from-registered-agents/steps-to-choose
- Study in Australia: https://www.studyaustralia.gov.au/
- Counseling services:

  -Sydney: https://lifesupportscounselling.com.au/locations/new-south-wales/sydney/

  -Adelaide: https://centraladelaide.health.sa.gov.au/community-mental-health-consultation/

  -Hobart: https://lifesupportscounselling.com.au/locations/tasmania/hobart/?gclid=CjwKCAjw6p-oBhAYEiwAgg2PgqoRP20T-GnwZhPEyfq-_DdOMwAZ4MtgYOWm2QJ3-IX5MXWtsAYwBRoCPgcQAvD_BwE

- Self-help resources and information are available at www.lifeline.org.au.
- Translating and Interpreting Services: https://www.health.gov.au/contacts/translating-and-interpreting-service-tis-national or call 131 450
- Public transport timetable:

  -Sydney: http://www.131500.info/realtime/default.asp;

  -Adelaide: https://www.adelaidemetro.com.au/

  -Hobart: https://www.transport.tas.gov.au/

- Medical Centres

  -Sydney: Medi Central at Level 11, 501 George Street Sydney NSW 2000 / Tel: (02) 8378 6666 /Website: https://www.taslyhealthpac.com/list-127-1.html

  -Adelaide: Gawler Place Medical Practice at 49-51 Gawler Place Adelaide SA 5000 / Tel: (08) 8212 7175 / Website: https://www.rundlemall.com/stores-and-services/gawler-place-medical-practice

  -Hobart: City Doctors & Travel Clinic at 188 Collins St Hobart TAS 7000 / Tel: (03) 6231 3003 Website: https://citydoctors.com.au/

Serious Medical Issues

- Sydney Children's Hospital: (02) 9382 1111
- Westmead Hospital: (02) 8890 5555
- Royal Hospital for Women: (02) 9382 6111
- Sydney Eye Hospital: (02) 9382 7111
- St Vincent's Hospital: (02) 8382 1111
- Royal Adelaide Hospital: (08) 7074 0000
- Royal Hobart Hospital: (03) 6166 8308

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Consulates in Australia

For information and assistance from your country's representative in Australia,

- visit https://protocol.dfat.gov.au/Public/MissionsInAustralia or,
- Call 24-hour consular emergency helpline:

  -Within Australia: 1300 555 135

  -Outside Australia: +61 2 6261 3305

Safety

- To report crime, call Crime Stoppers on 1800 333 000 (You do not have to give personal information)
- For police assistance on non-emergency matters, call 131 444

Police Force

The role of Police Force is to reduce crime and improve community safety. For more detailed information about the Police Force,

For NSW Police Force, please visit www.police.nsw.gov.au.

For SA Police Force, please visit https://www.police.sa.gov.au/

For TAS Police Force, please visit https://www.police.tas.gov.au/

Personal Safety Tips

Download some fact sheets on how to protect yourself, your property and your vehicle at:

-Sydney: www.crimeprevention.nsw.gov.au;

-Adelaide: https://www.police.sa.gov.au/your-safety/crime-prevention-and-security;

-Hobart: https://www.police.tas.gov.au/

Victims of Crime

The Victims Access Line provides 24 hour information, referral and support to victims of crime on 1800 633 063. More information can be found at:

-Sydney: www.lawlink.nsw.gov.au/vs;

-Adelaide: https://www.voc.sa.gov.au/

-Hobart: https://www.justice.tas.gov.au/victims

Support and counselling for victims of sexual assault. Please visit:

-Sydney: https://www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims.aspx

-Adelaide: https://www.voc.sa.gov.au/help-and-resources/support-services/sexual-assault-support-services

-Hobart: https://www.police.tas.gov.au/useful-links/sexual-assault-support-services/

If you need urgent help call the Victims Access Line on 1800 633 063.

Street Maps

If you need directions or maps, please visit www.whereis.com or https://www.google.com/maps/ and type in a location.

Compulsory Car Insurance

Students looking for the best price for compulsory personal injury car insurance, can visit:

-Sydney: https://www.greenslips.nsw.gov.au/price-check;

-Adelaide: https://www.sa.gov.au/topics/about-sa/directories/customer-service-centres/locations-and-opening-hours

-Hobart: https://www.service.tas.gov.au/services/transport/vehicle-registration/renew-vehicle-registration

Open a Bank Account

For students wishing to open a bank account, visit a local branch in person the popular banks in Australia are Commonwealth Bank, NAB Bank, ANZ Bank and Westpac Bank.

Employment

Employment opportunities are widely organised through newspapers and websites such as www.seek.com.au or www.careerone.com.au. Interested in volunteering? Then visit https://www.volunteering.com.au/

Tax File Number

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To work in Australia, you need a Tax File Number. For more information on how to obtain one, please visit www.ato.gov.au for details.

Accommodation

Each state in Australia has well defined tenancy laws that support the rights of landlords and tenants.

If you have a problem with your landlord, please call:

-Sydney: NSW Fair Trading on 13 32 20 or visit https://www.fairtrading.nsw.gov.au/ or Call 13 14 50 for language assistance.
-Adelaide: Call South Australian Civil and Administrative Tribunal (SACAT) on 1800 723 767 or visit https://www.sa.gov.au/topics/housing-and-property/renting-and-letting/dispute-resolution.

-Hobart: visit https://www.ombudsman.tas.gov.au/complaints/referrals-to-other-organisations/real-estate-or-tenancy-issues

For home stay options, please visit www.ozhomestay.com.au or www.auzziefamilies.com or www.homestaynetwork.com.au.

For youth hostels, please visit www.yha.com.au or www.getaroom.com.au.

For student accommodation postings, visit https://www.unilodge.com.au/

If you want assistance in finding a roommate, please visit https://flatmates.com.au/

For a listing of real estate agents, please visit: www.realestate.com.au or www.domain.com.au

Goods and Services

A competitive environment exists in almost all capital cities such as Sydney, Adelaide and Hobart for the provision of goods and services. It is advantageous to compare prices and shop around before you buy.

NSW Ombudsman

If you think that you have not received fair treatment from NSW Government agencies or their employees, you can complain to the Ombudsman. Visit www.ombo.nsw.gov.au and click 'Students and young people' under quick links. You can also call (02) 9286 1000 and ask to speak to an inquiry officer.

Fair Work Ombudsman

If you have issues with your workplace, visit www.fairwork.gov.au or call the Fair Work Info Line on 1300 724 200.

Anti-Discrimination Board (ADB)

If you have been discriminated against or vilified, contact the ADB on:

-Sydney: https://antidiscrimination.nsw.gov.au/ or call 1800 670 812

-Adelaide: https://www.safework.sa.gov.au/workers/health-and-wellbeing/discrimination or call 1300 365 255

-Hobart: https://equalopportunity.tas.gov.au/discrimination or call 1300 305 062

Legal Matters

If you need legal support, visit https://www.fedcourt.gov.au/going-to-court/i-am-a-party/help-with-legal-problem/list-of-organisations or call the Law Access hotline on 1300 888 529.

Health

There are five popular providers of Overseas Student Health Cover in Australia. They are:

Australian Health Management: https://www.ahmoshc.com.au/

BUPA Australia: https://www.bupa.com.au/health-insurance/oshc

Medibank Private: https://www.medibank.com.au/overseas-health-insurance/oshc/?&&gclid=CjwKCAjw6p-oBhAYEiwAgg2PgvqXZwwMSxKG-P9IpnhYpfdyqHKJEYLm9-KoLvQXjGvajkULKxhwwhoCP9wQAvD_BwE&gclsrc=aw.ds

Allianzcare: https://www.allianzcare.com.au/en.html

NIB OSHC; https://www.nib.com.au/overseas-students/

If you want to find information on general treatment cover with any Australian private health insurer, please visit www.privatehealth.gov.au

Private Health Insurance Ombudsman (PHIO)

PHIO deals with complaints from the private health sector. Call 1800 640 695 or visit https://www.ombudsman.gov.au to find out more.

Alcohol and Drug Information Service

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This service provides information, referral and crisis counseling. If you seek for this service, please call the National Hotline:**1800 250 015**

Quitline

For support to stop smoking, please visit www.icanquit.com.au/ or call Quitline:137 848 or call 1800 670 812

Gambling Problems

If gambling is a problem for you, call Gamblers Anonymous for assistance and support on 1800 856 800.

Phone Directory

To locate a person's residence, or phone number, or to find a business, call 12456. You can also visit www.whitepages.com.au

Entertainment

To get a listing of upcoming events, visit www.destinationnsw.com.au for NSW; https://southaustralia.com/whats-on for SA; and https://www.discovertasmania.com.au/things-to-do/festivals-and-events/?gad=1&gclid=CjwKCAjw6p-oBhAYEiwAgg2PguMOKf1Uig0nuKJE0F9URKTGbhQrtIGWiTLqCfTJS_NcuSR-HEKoyxoCzt8QAvD_BwE&gclsrc=aw.ds for TAS

Weather Forecast

Go to http://www.bom.gov.au/ or call 1196 if you are enquiring about the weather in the area. You can also find out about current weather warnings at 1300 659 218.

Community Directory

To contact a community services near you, please go to: https://www.mycommunitydirectory.com.au/

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Transferring to another education provider to study

Have you completed six months of your principal course of study?
(Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors programme, the Bachelor degree is your principal course.)

Yes

You can transfer to another education or training provider without seeking permission from your current provider.

If you decide to transfer:
1) check your provider's refund policy to determine if you are entitled to any refund for monies paid, and
2) contact the Department of Immigration and Citizenship to check if you need a new student visa.

No

Government regulations prevent other education and training providers from enrolling you in one of their courses unless:
1. you have a letter of release from your current provider,
2. you are sponsored by a government and they consider that it is in your best interests to change provider,
3. your current provider or course is no longer registered, or
4. your current provider has been sanctioned for breaching its regulatory obligations.

If you haven't completed six months of your principal course and you need a letter of release, you need to...

1. Approach the other provider/s that you want to transfer to and request a letter of offer. Without a letter of offer, your current provider (the provider you are studying with now) is not able to release you.

2. Request a letter of release from your current provider and show that you have a letter of offer from another provider.

Your current provider will assess your request according to its transfer policy and procedure. Your provider is entitled to make a decision in accordance with its policy. However, your provider can not charge you for a letter of release and its assessment must be made in a reasonable timeframe.

The provider's transfer policy and procedure must be made available to you and will specify the circumstances in which a transfer will and will not be granted. If the policy is unreasonable, you can make a complaint to the Department of Education, Science and Training.

If your request is **granted**:
1) contact the Department of Immigration and Citizenship to check if you need a new student visa
2) check your current provider's policy to determine if you are entitled to a refund, and
3) show the letter of release to the provider you want to transfer to so they can enrol you.

If your request is **declined**, your current provider must:
1) give you written reasons for refusing your request, and
2) inform you that you can appeal the decision using the provider's complaints and appeals processes.

Australian Government
Australian Education International

The ESOS framework—providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas* (ESOS) *Act* 2000 and the National Code.

Protection for overseas students

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
    - how to use your provider's student support services;
    - who the contact officer or officers are for overseas students;
    - if you can apply for course credit;
    - when your enrolment can be deferred, suspended or cancelled;
    - what your provider's requirements are for satisfactory progress in the courses you study;
    - if attendance will be monitored for those courses;
    - what will happen if you want to change providers; and

Student Acknowledgement

Date:

Declaration:

I hereby declare that I have read and understood all the pages in AIC Student Handbook which is made available to me through the AIC website or by emails.

Student ID:

Print Name:

Signature:

(This page must be signed and returned to AIC before commencing any course.)

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Revision Record

Versions	Date	Description of modifications	Updated by
1	18.8.2010	Initial Draft	Jack Shen
2	20.10.2010	Useful contacts updated	Jack Shen
3	06.2.2011	P3: Change of Terms & Conditions www.idealcollege.com.au has been updated as www.aic.edu.au	Jack Shen
4	26.4.2012	P8: Change 20 hours per week into 40 hours per fortnightly for work permit	Jack Shen
5	30.7.2012	P11: Student Complaints & Appeals with detailed information updated	Jack Shen
6.	11.01.2014	P:3: Add Accounting qualifications CRICOS Course Code updated for some courses	Susan Wang
7.1	10.01.18	P3:Update "Terms and Conditions of Enrolment" P9: Update "Accommodation" P3: Update new CRICOS code for DI and ADT	Jack Shen
7.2	10.03.18	P3: Update new NAATI accreditation procedure and National Code 2018, Department of Home Affairs Cover page: Update Contact Details of the College; P3 Update "General Terms and Conditions of Enrolments" P8 Update "Accommodation" contents	Vivian Chen
7.3	18.6. 2020	P3: The following new courses are added: • BSB51515 Certificate IV in Project Management Practice (102435B) • Diploma and Advanced Diploma of Project Management • Diploma and Advanced Diploma of Travel and Tourism Management • Diploma and Advanced Diploma of Hospitality and Management	Susan Wang
7.4	8 August 2021	P3: New qualification: Diploma of Community Services approved and added under "VET Course Information"	Jack Shen

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Versions	Date	Description of modifications	Updated by
8.0	28.9.2023	G: Font and font size has been changed into our designated "Arial 10"; Format of the Student Handbook is completely changed by removing the boarders of the book; P3: The following new courses are added under "VET Course Information": -Certificate III in Individual Support (Ageing) -Certificate IV in Ageing Support P3: Add "and domestic" between "overseas" and "students" under **QUALIFICATIONS** P6: Change "re-enrolment fee" into "re-join fee" under **OVERDUE AND LATE FEES** P13: Updated the Link **"https://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students " into "https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility" under Overseas Student Health Cover** P9: fee for **Accommodation** is updated according to current rental market; P11: Delete **"**To apply for External Review, a student must complete an application form (available on https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form) under **Dispute Resolution Procedure** P13: Updated the link "https://www.lawlink.nsw.gov.au/ with "https://onlineregistry.lawlink.nsw.gov.au/content/" P13: ESOS website link updated; P13: DHA website link updated; P13: Privacy website link updated; P9: Campus contact details under "Student Support Service" updated;	Jack Shen

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