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DARWIN INSTITUTE OF TECHNOLOGY

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INTERNATIONAL STUDENT HANDBOOK

Darwin Institute of Technology

Training Organisation NSW Pty Ltd, trading as

Darwin Institute of Technology

Level 6, 460 Church Street, Parramatta, NSW 2150

37 Gregory Street, Parap, NT 0820

Phone: 1300 420 156 (Australia), +61 421 196 622 (Overseas)

Email: info@dit.edu.au

Website: www.dit.edu.au

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Welcome

Welcome dear learners, we are glad to have you studying with us. Please read this International Student Handbook carefully as it provides you with some essential information that you need to know prior your enrolment and commencement of your classes with us. If you have any question or additional inquiry, please talk to the reception staff or the Student Support Manager in the campus.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Darwin Institute of Technology (DIT).

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation. This handbook also includes all necessary information and policies that you need to know as an international student prior to your enrolment in Darwin Institute of Technology.

About Darwin Institute of Technology

Darwin Institute of Technology was established in early 2015 and is located in Sydney and Darwin. Currently, our Darwin Campus is non-operational due to the COVID-19 crisis. Our Sydney campus is located in Parramatta. The campus is easy to access by public buses and public train network.

Studying through Darwin Institute of Technology

Studying with Darwin Institute of Technology offers you a great education and training/ teaching experience to prepare you for further studies or a successful career. Our well-located campuses provide a complete and inclusive learning environment.

Our Obligation as Your RTO and CRICOS Education Provider

As an RTO (*Registered Training Organisation*) and CRICOS (*Commonwealth Register of Institutions and Courses for Overseas Students*) education provider registered with and regulated by ASQA (*Australian Skills Quality Authority*), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET (*Vocational Education and Training*) Quality Framework, as well as the ESOS (*Education Services for Overseas Students*) Act 2000 and the National Code (*National Code of Practice for Providers of Education and Training to Overseas Students*) 2018.

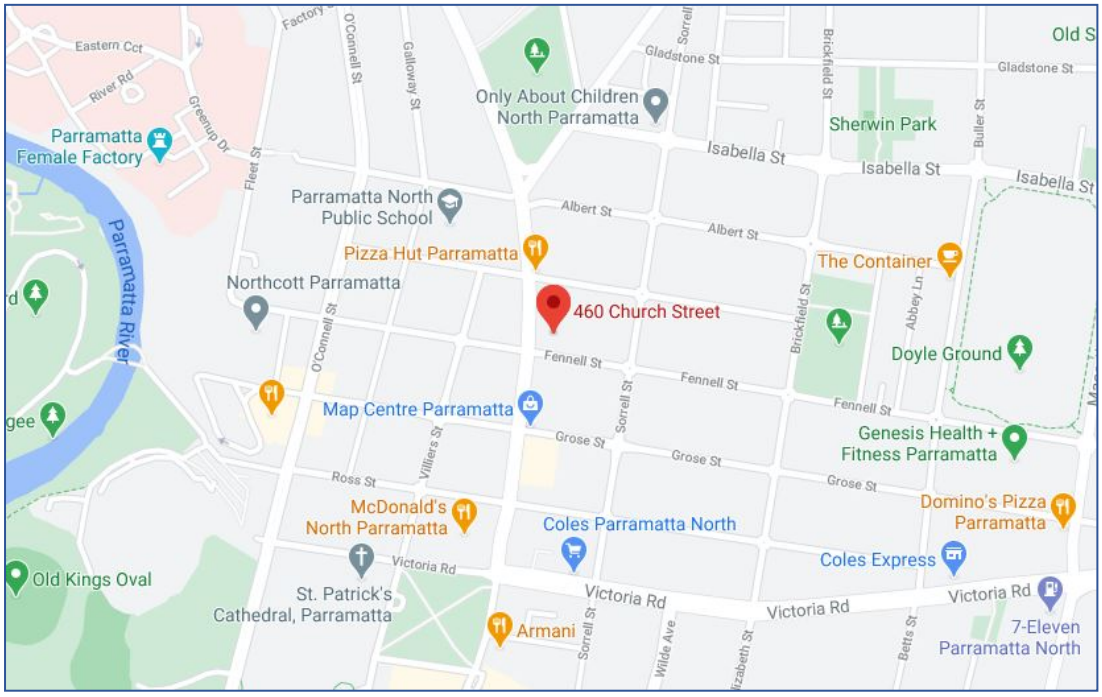
To ensure compliance, we have developed comprehensive and robust internal policies & procedures as well as systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your recruitment and/or training and assessment comply as well. This includes our training partners, marketing brokers and salespeople wherever applicable.

As an RTO, we have the responsibility to issue your AQF (*Australian Qualifications Framework*) certification documents in line with our *AQF Certification policy* as outlined in this *International Student Handbook*.

If at any time you feel we have not met our obligations as an RTO and CRICOS provider, you have the right to make a complaint following our *Complaints and Appeals Policy* outlined further in this Handbook as well.

Contact Information and Emergency Contacts

Darwin Institute of Technology Parramatta Campus
Address: Level 6, 460 Church St, Parramatta, New South Wales 2150
Telephone: 1300 420 156, +61 421 196 622
Email: info@dit.edu.au, ssm@dit.edu.au



Contact Information and Emergency Contacts:
Tel: 1300 420 156, +61 421 196 622
Email: ssm@dit.edu.au

Emergency Telephone Numbers:
Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)
Dial 131 881
9 Wentworth Street, Parramatta, NSW 2150
26 Lee St. Sydney, NSW 2000
https://www.homeaffairs.gov.au/

Transport:

http://www.transportnsw.info/

Local taxi companies:

13Cabs: https://www.13cabs.com.au/
Airport Taxi: https://www.airportconnections.com.au/
Legion Cabs: https://www.legioncabs.com.au/
RSL Cabs: https://www.rslcabs.com.au/

Local Medical Centres:

Parramatta Medical Centre
Shop 2, Entrada Building
20 Victoria Rd, Parramatta NSW 2150
http://parramedicalcentre.com.au/
(02) 9762 1041

Regency Medical Centre
470 Church St, North Parramatta NSW 2151
https://www.ipn.com.au/
(02) 9630 4555

Public Facilities
ATM:

NAB ATM
BP, 435 Church St, Parramatta, NSW 2150
www.nab.com.au/
13 22 65

RediATM
435 Church St, Parramatta, NSW 2150
www.rediatm.com.au/
1300 650 501

Courses Provided by Darwin Institute of Technology

Darwin Institute of Technology is currently providing the following VET courses to international students in the location specified:

Course	Location
SIT40516 Certificate IV in Commercial Cookery	Sydney Campus: Level 6, 460 Church Street, Parramatta, NSW 2150
SIT50416 Diploma of Hospitality Management	Sydney Campus: Level 6, 460 Church Street, Parramatta, NSW 2150
BSB80120 Graduate Diploma of Management (Learning)	NT Campus: 37 Gregory Street, PARAP NT 0820

Selection and Enrolment

Darwin Institute of Technology accepts applications from all students who meet the entry requirements published in the respective course brochures. Applications are accepted on a first come first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an *Enrolment Form for International Students*, which is available through the web site or from the front desk or through your agent. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS, PTE or TOEFL.

If you are applying for credit, you should indicate this on your enrolment form and supply certified copies of your transcripts, so we can assess your application for credit. See the section on *Credits* in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to enrolment@dit.edu.au. You will be contacted to let you know the status of your enrolment application and to confirm your details.

If we require any further details from you, you may be required to attend an interview. Details of the interview will be provided at this stage. You will also be informed about your LLN (Language, Literacy and Numeracy) test process and schedule.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

Entry requirements

Entry requirements for the students may vary according to the qualification/s that students applying for enrolment. Please refer to the *Course Brochure* documents for course-specific entry requirements. However, DIT has following general entry requirements that you must meet as an international student prior to your enrolment:

- Be at least 18 years of age.
- Have completed at least the equivalent of year 12 education.
- Participate in a course entry interview to determine suitability for the course and student needs.
- Participate in an LLN (Language, Literacy and Numeracy) assessment*, if applicable, to determine and demonstrate their readiness and learning capacity to undertake their desired course.
- Have an overall IELTS** score of 5.5 with no individual band score of less than 5.0 (test results must be not more than two (2) years old). English language competence can also be demonstrated through documented evidence of any of the following:
  - the student was educated in an English-speaking country for at least two (2) years; or

- the student has completed at least six (6) months of a minimum of AQF level 4 course or higher in an Australian RTO within the last two (2) years; or
- the student has successfully completed an English Placement Test at DIT.

** For detail about LLN requirements and assessment process, please refer to the 'LLN (Language, Literacy and Numeracy) Requirements' section below.*

*** Note that other English language tests such as PTE and TOEFL can be accepted. In that case, students are required to provide their results so that it can be confirmed they are equivalent to minimum IELTS score of 5.5 or higher.*

LLN (Language, Literacy and Numeracy) Requirements

Darwin Institute of Technology (DIT) requires international applicants to complete a mandatory Language, Literacy and Numeracy (LLN) skills assessment as part of the enrolment process to determine and demonstrate their readiness and learning capacity to undertake their desired course.

This will be applicable when they are applying to enrol into an Australian RTO e.g., Darwin Institute of Technology (DIT) for the first time. LLN assessment will not be required:

- when the student transfers their course; or
- when the student completes a course and enrol into another course in DIT; or
- when the student has completed at least six (6) months of formal education in an accredited institution (school/ RTO/ university) inside Australia within the last two (2) years.

This assessment will occur by appointment after the prospective student's enrolment application has been received and assessed. Applicants will be notified and provided with the details of LLN assessment process, if applicable, as a conditional attachment to their *International Student Letter of Offer and Agreement*. In that case, only a successful completion of the LLN assessment will result in the implementation of that corresponding agreement.

Darwin Institute of Technology's LLN assessment consists of 5 (five) domains; learning, writing, reading, oral communication and numeracy. Applicants must achieve at least ACSF (Australian Core Skills Framework) level 3 in all domains to fulfill this requirement.

The assessment commences with an LLN assessment which includes learning, writing, reading and numeracy tests. This assessment will be carried out either in paper or through online form.

This assessment is followed by an oral interview, either face-to-face or through an online platform, which is designed to collect information from the learner and also to assess their communication skills. However, all collected information in this domain is included in the Course Entry Interview Form. Therefore, following test scores, if valid in the time of application assessment, will satisfy the LLN oral communication domain requirement:

- IELTS speaking 5.0 or higher
- TOEFL speaking 14 or higher
- PTE speaking 35 or higher

An applicant should have the following skills to achieve ACSF Level 3 score in LLN test.

Learning Skills	Student should be able to Attend an information session and follows the enrolment process for a chosen course Work with a partner or group on a short research project Lists references to be used for independent study Interprets visual representations of information such as diagrams and illustrations and comments on the usefulness of these to own learning Approaches information professionals for assistance with information searches
Reading Skills	Student should be able to

	□ Use text organisers in books and manuals as an aid to locating information, e.g. table of contents, indexes or drop down menus □ Follows information presented in manuals, instructions and technical drawings, e.g. an equipment instruction manual □ Identifies relevant information from a range of written texts, e.g. identifies specific information in an online course handbook or locates information on an intranet □ Reads and interprets diagrams and graphs that are unambiguously presented, e.g. pathways of classes/subjects □ Interprets information from a graphic, table or chart to form an opinion, predict a trend or make recommendations □ Reads a narrative of choice and discusses the author's presentation of characters, events or ideas □ Explains key differences of presentation and layout in a range of texts presenting similar information, e.g. a website, brochure, manual or magazine article □ Reads a diagram and comments on how information supports or refutes a particular point of view, e.g. how statistics on road fatalities presented in a graph might be used to justify stricter road rules
Writing Skills	Student should be able to □ Prepare an assignment or written project report which may include graphs or diagrams for a specified purpose □ Take coherent notes from a public lecture or training session □ Uses a range of software packages to complete assignments, e.g. a word processing package, a spreadsheet, email or the internet □ Uses functions such as format, copy and paste to integrate/save/transfer information for assessment □ Uses a spell checker with an awareness of its limitations □ Uses email for routine communication with co-learners and the teacher/trainer □ Documents detail of on-the-job training in a log book □ Completes a training evaluation or feedback form
Speaking Skill	Student should be able to □ Present narrative by telling a story to a co-learner or colleague, adjusting language as appropriate to the audience □ Work with a partner to develop an oral presentation □ Listen to or views a persuasive text and discusses the main idea by identifying key features supporting the intended message, e.g. a TV advertisement, public notice, political advertisement or documentary □ Provide information on how own skills meet a criterion, e.g. for internal promotion or transfer, or prerequisites for a training course □ Express an opinion and makes a suggestion regarding an assessment procedure
Numeracy	Student should be able to □ Use a calculator and/or a spreadsheet to undertake the numerical calculations required as part of a course of study and discusses the results, e.g. the impact of percentage increases and decreases on values, profit and loss statements, and analysis of the state or national economy □ Use familiar timetables and fare information to estimate the total daily time taken and total weekly travel costs to get to and from home to a course/training venue

	□ Collect, collate and discuss data from a survey undertaken and prepares a report, e.g. makes a PowerPoint presentation on data that includes a routine chart or graph □ Measures a number of different quantities to make a product according to given specifications, e.g. to follow a recipe (hospitality course) or to build a wooden box (building and construction course

Education Agents

Darwin Institute of Technology uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

For details about education agent matters, please refer to DIT's *Education Agent Policy & Procedure*.

Unique Student Identifier (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI; or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue an AQF Qualification document or a Statement of Attainment unless we have a valid USI or a notice of exemption from the registrar.

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Darwin Institute of Technology can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for credit.

To apply, fill in the *Credit Application Form* and submit it as part of your enrolment. You can apply for credit at any time however it is best you do this as part of your enrolment so that credits are known upfront, and you are not required to do any work that you otherwise may have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your credit application may be returned to you if you don't provide the required information.

In some cases, credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your credit application.

For details about credit, please refer to DIT's *Course Credit Policy & Procedure* and *Training and Assessment Policy*.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Darwin Institute of Technology has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor and/or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with an *RPL Kit* that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an *RPL Application Form*. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress with the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us. For more information about RPL, please refer to DIT's *Training and Assessment Policy*.

Reduction of Course Duration as a result of credit or RPL (Recognition of Prior Learning)

If credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Darwin Institute of Technology will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

Visas

Once you receive your electronic *Confirmation of Enrolment* (CoE), you will need to apply for your visa. Information about applying for a visa can be found at: https: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Darwin Institute of Technology and including assistance with visas

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees except the enrolment fee that you have paid as per DIT's *Fees and Refunds Policy & Procedure*.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address, contact details and any subsequent changes of address and contact details within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months of your principal course unless you are issued with a letter of release from the education provider to attend another institution.

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

The nearest International Airport is Sydney International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Darwin Institute of Technology at the time of confirmation of enrolment.

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

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at the Customs and Immigration checkpoints. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe,

they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Biosecurity Division of Australia's Department of Agriculture, Water and the Environment: https://www.agriculture.gov.au/biosecurity/. More information can also be found here: https://info.australia.gov.au/information-and-services/business-and-industry/primary-industry/biosecurity-inspection-and-quarantine/.

Arriving in Australia

Getting from the airport to your accommodation location

This sub-section includes information about getting from the airport to accommodation e.g. public transport options, taxi or any airport pick up arrangement.

Train

Airport Link is a convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle Line, which means most city destinations are within a short walk of stations. You require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station and various convenience stores inside the terminal. Train Ticket fares and other details are available at https://www.opal.com.au/.

More details are available on: https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport/.

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on

https://www.sydneyairport.com.au/info-sheet/by-taxi-and-rideshare/.

The Sydney CBD is a short 20 minutes ride away and will cost about $50-$60 one-way.

Parramatta is 50 minutes ride away and will cost about $90 - $120 one-way.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should convert your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting: https://www.studyinaustralia.gov.au/English/Live-in-Australia/Living-costs/.

Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

https://www.hostelworld.com/hostels/Sydney

https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/

You can also stay with a family in their home. For more information, you may search online for the following organisations:

- Oz Homestay
- Aussie Families Homestay Care
- Homestay Network
- Meridian Homestay Services
- Global Experience
- Australian Homestay Network

There is a range of long-term accommodation options for international students in Sydney:

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights: https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students#Renting

Bringing Your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows

- Centre-based childcare $70-$192 per day
- Family day care $7.50-$16.80 per hour dependent on location and service
- Nannies $17-$25 per hour live in $17-$35 per hour live out (+agency fee)
- Au pairs (living in your home) $200-$300 per week (+agency fee)

Find out more at:

https://www.careforkids.com.au/

For school-age children, cost of their tuition fees will vary according the visa subclass they hold. For more details, please visit: https://www.deinternational.nsw.edu.au/how-to-apply and

https://www.deinternational.nsw.edu.au/__data/assets/pdf_file/0017/16406/16406-Process-for-Dependants-of-International-Students.pdf.

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

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.

Fire

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

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under ‘Hospitals’ and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are currently (at the time of writing in 2020) six providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Allianz Global Assistance OSHC: https://www.oshcallianzassistance.com.au/
- Australian Health Management (AHM) OSHC: https://www.ahmoshc.com.au/
- BUPA OSHC: https://www.bupa.com.au/health-insurance/oshc
- CBHS International Health OSHC: https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
- Medibank OSHC: https://www.medibank.com.au/overseas-health-insurance/oshc/
- NIB OSHC: https://www.nib.com.au/overseas-students

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health's (DoHA) Frequently Asked Questions in their website: https://www.health.gov.au/

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

- Extra OSHC provided by some OSHC providers; or
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at https://www.privatehealth.gov.au/dynamic/insurer

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:
https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

Costs associated with living in Australia are included at: https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at: https://moneysmart.gov.au/student-life-and-money

Working in Australia

Most student visa holder can work up to 40 hours a fortnight (2 weeks) during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions: https://www.studyinaustralia.gov.au/English/Live-in-Australia/work

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Your Safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips: https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and/or psychological. If you need emergency assistance, please call 000 without any delay.

Shopping

All Australian major town centres and capital cities have shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:
https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs

Course Induction and Orientation

At the start of your course, you will be provided with an orientation. The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Student Code of Conduct

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Darwin Institute of Technology holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training/teaching, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training/teaching and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training/teaching program.
- Provide feedback to Darwin Institute of Technology on the client services, training/teaching, assessment and support services they receive.

- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training/teaching and involvement with Darwin Institute of Technology, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Darwin Institute of Technology in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training/teaching sessions.
- Notify Darwin Institute of Technology if any difficulties arise as part of their involvement in the program.
- Notify Darwin Institute of Technology if they are unable to attend a session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their course within agreed timeframes, where relevant.

Course Expectations and Requirements

VET Students

The training and assessment offered by Darwin Institute of Technology focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “Unit of Competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our *Course Brochure* includes the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Workplace Arrangements (Commercial Cookery and Hospitality students)

If you are studying a commercial cookery or hospitality qualification, you are required to do a work placement component as part of your course as outlined in the respective course brochures. In that case, you will be completing the minimum requirement of the workplace hours in an approved commercial kitchen or hospitality organisation setting as supervised professional experience. The work placement assists with developing workplace skills.

Darwin Institute of Technology will assist all students to obtain work placements. However, students may also find their own work placement. *Work placement agreement* and *Practical Placement Agreement* will be signed with participating organizations/workplace providers and a facilities (site and menu) check will take place prior to the agreement being signed.

During these allocated and mandatory work placement hours in the approved setting, students will exercise the required tasks to address all performance criteria under the units of competency in real-life setting under the supervision of authorised person. Trainers/ Assessors will visit them a number of times to observe and record learners' performance during work placement, to provide on-job training, support, suggestions as well as to conduct observations and record for assessment purposes.

Attendance and Homework Requirements

It is an expectation that you attend every class so as to not fall behind from the course progress. Please notify your trainer or teacher at least 30 minutes prior to class if you are unable to attend for some reason. As an international student, you are required to attend minimum 20 hours of training and assessment activities per week to meet your visa conditions.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning, training and assessment tasks required for completion of your course. Your trainer or teacher will guide you on what to do during this time and how much is expected. This is also outlined in your respective *Course Brochure*.

Assessment Arrangements

General assessment policy

- At the beginning of each unit or cluster or topic, the trainer or teacher will go through the arrangements for assessment with the learners and they will be given all the details about the assessment requirements.
- At this time, the learner will:
  - Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that they will be assessed against.
  - Be informed of relevant due dates or timing of assessments to be conducted
- The trainer or teacher will go through all of the arrangements with the learner and they can ask the trainer any questions they have.

Submitting the assessments

- The student must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks them to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.
- Assessments should be submitted directly to the trainer/assessor or teacher.
- The student must keep a copy of all tasks that they submit, as DIT is not able to return copies because the college must keep them as evidence in the student's file.

- Written work will be marked within the time advised to the students by their trainer or teacher. The assessor will provide the learners with written feedback and confirm the outcome of the assessment task.

Assessment outcomes

- Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). The student must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of their tasks are assessed as Not Satisfactory, they will be given an overall outcome for the unit of Not Yet Competent (NYC). They can have 1 further attempt to complete the task and achieve a satisfactory outcome. They will be given a timeframe for their resubmission and advised what they must include in their re-submission.
- If, after the second attempt, they are still assessed as Not Satisfactory for a task, the will need to complete additional training and assessment to support them in achieving a Competent outcome. This will incur an additional fee for students as identified in the fees and charges information.

Reasonable adjustment in assessment

- Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.
- Reasonable adjustment can involve:
  - Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
  - Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
  - Making changes to the assessment arrangements e.g. more time allowed for assessments.
  - Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
- Students are encouraged to speak to your assessor if they think that they may need an adjustment made. Note these adjustments are made at the discretion of their assessor based on their identified needs.

Appealing assessment decisions

- If a student does not agree with any assessment decision, they can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Assessment principles

- DIT has an assessment system that ensures assessment:
  - is conducted in accordance with the Rules of Evidence and the Principles of Assessment.
  - is conducted in line with the requirements of the relevant Training Package or VET accredited course.
  - requires the student to demonstrate all the skills and knowledge outlined in the components of the relevant unit of competency/s.
  - requires the student to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.
  - considers' the students' dimensions of competency when making all assessment decisions.
- To ensure no students are disadvantaged, where required assessors will make reasonable adjustments to assessment tasks or processes to accommodate individual needs and record these adjustments.
- DIT has a plan for, and implements, systematic validation of assessment practices and judgments.

Assessment documentation

- Assessment documentation has been developed for all units of competency in each course. These documents are available in the internal resource depository and include:

- Detailed instructions to the student about the tasks they must complete
- Marking guide: benchmark answers and decision-making rules for the assessor
- Learner guide: detailed plan for the student's training and assessment activities
- Recording tools for the assessor
- Mapping documents showing how the assessment tasks relate to the requirements of the Unit of Competency.

- In some cases, DIT may group units of competency together to form a module or cluster of integrated assessments. In this case, assessment requirements may relate to a group of units rather than one unit, however this will be made clear in the *Training and Assessment Strategy* and *Course Brochure*.

Record keeping

- DIT will comply with the requirements of ASQA's General Direction: Retention requirements for completed assessment requirements available at https://www.asqa.gov.au/resources/generaldirections/retention-requirements-completed-student-assessment-items
- This means that assessments and all corresponding evidence will be kept on file for at least 6 months from the date on which the judgement of competence for the student was made.

Assessment appeals

- Students have the right to make an appeal against an assessment decision in accordance wit Darwin Institute of Technology's *Complaints and Appeals Policy and Procedure*.

Academic Misconduct: plagiarism, cheating, contract cheating and collusion

- Students are expected to complete all assessments ethically: without plagiarism, collusion or cheating
- Any students suspected of unethical behaviour will be managed through the disciplinary procedures which may require the student to attend disciplinary meetings, submit their assessment again (reassessment fees may apply), or for repeated acts may be asked to withdraw from the course.
- Refer to DIT's *Deferral, Suspension and Cancellation Policy and Procedure* and *International Student Handbook* for disciplinary procedures.

Possible types of academic misconduct

- Plagiarism
  - Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of another person as though it is your own work.
  - Plagiarism includes, but is not limited to any of the following, when presented as original material and without full and appropriate acknowledgement of the source(s):
    - The whole or part of a written work from any source such as books, journals, newspaper articles, lecture notes, current or past student work, another person's work, information from a website or database;
    - The close paraphrasing of another person's work;
    - The use of audio, visual, graphic and photographic work, animations, code.
  - Plagiarism also includes the preparation, production, submission or presentation of assignments or other work in conjunction with another person or other people when that work should be the student's own independent work.
  - Plagiarism also includes the reuse of a student's assessment that has been used in other assessments.
- Cheating
  - Cheating is the attempt to deliberately circumvent examination or assessment rules or regulations.
  - Examples may include, but are not limited to:
    - Bringing of unauthorised material into an examination or assessment task;

- Accessing material illicitly during examinations or assessment task;
- Disguising work in a deliberate attempt to conceal its origins;
- Fabricating information.

- Contract cheating
  - Contract cheating occurs when a student requests, commissions or offers for another party to procure or complete on their behalf, academic work that is likely to result in their use for the purpose of cheating, misrepresentation and/or plagiarism.
  - Contract cheating occurs when a student seeks help with their academic work:
    - through another party that produces academic work for a fee to the student; and/or
    - through another party who has offered to help.
- Collusion
  - Collusion (unauthorised collaboration) involves working with others without permission to produce work which is then presented as work completed independently by the student.
  - Collusion is a form of plagiarism. Students should not knowingly allow their work to be copied.

Work placements

- Where a student is required to attend practical placement, DIT will:
  - Provide support to the student as per the relevant qualifications *Training and Assessment Strategy*
  - Monitor the placement to ensure that both the host workplace and the student are meeting their oobligations under the *Work Placement Agreement* & *Practical Placement Agreement*.
  - Monitor progress and attendance of students in accordance with DIT's *Course Progress and Attendance Monitoring Policy and Procedure*.
  - Ensure the host workplace is engaged in the process of training and assessment for the students attending their placement and have an opportunity to provide feedback on the student's performance, the course and DIT to the assessor.
  - Ensure that the assessor records their feedback in the *Assessment Record Tool* and the Admin team collect it at the end of the term for student evidence.

Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies.

Services that we can offer to you include:

- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Head of Administration relating to any student concerns.
- Referral to relevant external services such as English language support and counselling.

If you ever feel any need of support during your enrolment in Darwin Institute of Technology, please contact the Administrative Student Support Officer, Academic Student Support Officer or Head of Administration in the following details:

Darwin Institute of Technology
Address: Level 6, 460 Church Street
Parramatta, NSW 2150
Telephone: 1300 420 156, +61 421 196 622
Email: ssm@dit.edu.au or info@dit.edu.au

Welfare Services

We can also offer you a range of welfare services.

These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. Darwin Institute of Technology does not charge for such referrals to the provider

Darwin Institute of Technology has a memorandum of understanding with a counsellor and English language provider to whom we can refer you.

Contact us for further details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work or life, Darwin Institute of Technology provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: https://readingwritinghotline.edu.au/

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Beyond Blue

Anyone can call Beyond Blue for immediate support with any problems or concerns.

Call 1300 224 636 24 hours a day 7 days a week, also visit the web site at www.beyondblue.com.au

Redfern Legal Centre

http://rlc.org.au/our-services/international-students

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

Fair Work Australia

Telephone: 1300 799 675

Website: https://www.fairwork.gov.au/

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: https://au.reachout.com/

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

IMPORTANT: Maintaining Your Enrolment and Course Progress

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program, as well as throughout your course. Moreover, to maintain satisfactory attendance, you must attend at least 80% of your classes.

Darwin Institute of Technology will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Darwin Institute of Technology uses a range of methods to monitor course progress including review of participation in tuition activities and satisfactory completion of assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. Agreed actions will be documented in an *Intervention Plan* that both you and the respective administrative/ academic staff member will sign.

If your progress still continues to be unsatisfactory, you will be sent a second warning letter inviting you to another meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised actions to assist you in meeting requirements.

Following this and where you continue not to meet course progress requirements, we will send you a notice of intention to report you to the Department of Home Affairs (DHA) which will include the reasons for the intention to report. You will have 28 days to appeal this decision. Please note that DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Darwin Institute of Technology's decision to report you to DHA by following our Complaints and Appeals Policy and Procedure. We will report you to the DHA if the complaints and appeals process upholds the original decision or if you do not access the complaints and appeals process within 28 calendar days.

Understanding Your Course Progress

According to the national regulatory body, satisfactory course progress means the student has:

- participated in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessment up to that point of time.

Please refer to: https://www.asqa.gov.au/resources/fact-sheets/overseas-student-attendance

Therefore, a combination of more than 80% attendance and more than 50% assessment competency will demonstrate regular course progress and anything less than that will trigger intervention by DIT. If a student fails to achieve competency in all units of the term, they will require to recover through late submission in the following term. Failing to do so will also

result in the intervention process in the subsequent term. Course progress, combined with attendance and assessment competency, is formally monitored at the end of each term. However, satisfactory attendance ratio in particular is additionally monitored during the mid-term as well.

Failure to maintain course progress may result in the cancellation of enrolment. For details of this process, please refer to DIT's *Course Progress and Attendance Monitoring Policy and Procedure*.

Understanding Your Attendance Requirement

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

For details about course progress requirements, please refer to DIT's *Course Progress and Attendance Monitoring Policy & Procedure*.

Course Transfer

All decisions made by Darwin Institute of Technology with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and taken into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- Darwin Institute of Technology will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
  - the releasing registered provider or the course in which the student is enrolled has ceased to be registered; or
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider; or
  - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS; 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.

2. Transferring to another registered provider

- For Darwin Institute of Technology students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:

  - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Darwin Institute of Technology's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
  - there is evidence of compassionate or compelling circumstances.
  - Darwin Institute of Technology fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by Darwin Institute of Technology or an education or migration agent regarding Organisation and/or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will communicated plus the right to access the complaints and appeals process as outlined below.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Darwin Institute of Technology's *Fees and Refunds Policy and Procedure*.

3. Transferring to another course offered by Darwin Institute of Technology

- Students may transfer to another course offered by Darwin Institute of Technology in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to:
    - better meets the study capabilities of the student; and/or
    - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
    - where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Darwin Institute of Technology will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.

- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
  - Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Darwin Institute of Technology's *Fees and Refunds Policy and Procedure.*

4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131 881 or visit the following website: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Darwin Institute of Technology does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Darwin Institute of Technology's complaints and appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 28-day period for complaints and appeal process or the student withdraws from the course.

6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Deferral, suspension and cancellation

1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
  - a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
  - where Darwin Institute of Technology is unable to offer a pre-requisite unit
  - inability to begin studying on the course commencement date due to delay in receiving a student visa
- These circumstances are an example of what may be considered compassionate or compelling circumstances, however each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Darwin Institute of Technology considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Darwin Institute of Technology because of a circumstance such as being involved in a car accident.

- Where a student initiated deferral or suspension of enrolment is granted, Darwin Institute of Technology will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- Darwin Institute of Technology may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - misbehaviour by the student (including plagiarism, collusion and cheating)
  - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Darwin Institute of Technology's *Course Progress Policy and Procedure*.
- Standards of behaviour required are outlined in the *International Student Handbook*.
- Where Darwin Institute of Technology suspends or cancels a student's enrolment, before imposing a suspension or cancellation Darwin Institute of Technology will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 28 days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Darwin Institute of Technology's *Course Transfer Policy and Procedure*.

4. Visa Status

- When there is any deferral, suspension or cancellation action taken under this standard, Darwin Institute of Technology will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at https://www.homeaffairs.gov.au or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

5. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Darwin Institute of Technology will not notify DESE via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DESE will still be notified via PRISMS.

6. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

Change in visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Darwin Institute of Technology will notify the Department of Education, Skills and Employment (DESE) and Department of Home Affairs (DHA) via the *Provider Registration and International Student Management System* (PRISMS) of the change in enrolment status.

Students will be referred to the DHA web site at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Darwin Institute of Technology, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Darwin Institute of Technology will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Darwin Institute of Technology will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better.

All VET students will be provided with a *Quality Indicator Survey* issued by the *National Centre for Vocational Education and Research* (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

Access to your records

You may access or obtain a copy of the records that Darwin Institute of Technology holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that Darwin Institute of Technology holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Darwin Institute of Technology will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

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 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Darwin Institute of Technology must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Darwin Institute of Technology has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.

- Ensure you are familiar with Darwin Institute of Technology emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

DIT is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Darwin Institute of Technology will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Darwin Institute of Technology's *Complaints and Appeals Policy and Procedure* and relevant section in this Handbook.

Equal opportunity

The principles and practices adopted by Darwin Institute of Technology aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Darwin Institute of Technology.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Darwin Institute of Technology provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to: https://www.usi.gov.au/about

Privacy Policy

1. Privacy information

- In collecting students' personal information Darwin Institute of Technology will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.
- This means that DIT will:
  - Inform the students of the purpose for which the information is collected.
  - Only use the personal information that the students provide to DIT in relation to their study with DIT.
  - Ensure that students' personal information is securely handled and stored.
  - DIT will inform the student of any organisation and the type of organisation to which DIT discloses personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
  - DIT will not disclose the students' personal information to another person or organisation unless:
    - DIT has made the student aware that information of that kind is usually passed to that person or organisation.
    - The student has given written consent.
    - DIT believes that the disclosure is necessary to prevent or lessen a serious and imminent threat to the student's life or health or that of another person.
    - The disclosure is required or authorised by or under law; or
    - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

2. Privacy Principles

- In collecting personal information, Darwin Institute of Technology complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which Darwin Institute of Technology operates.
- Personal information, including sensitive information, is collected from individuals in order that Darwin Institute of Technology can carry out its business functions. Darwin Institute of Technology only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

- Sensitive information is only collected by Darwin Institute of Technology if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
  - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
  - It genuinely and reasonably believes that:
    - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
    - Unlawful activity, or misconduct of a serious nature, that relates to Darwin Institute of Technology's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
    - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
    - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Darwin Institute of Technology ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is made aware of any legal requirement for Darwin Institute of Technology to collect the information.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about Darwin Institute of Technology if they consider that their personal information has been mishandled.
  - Is made aware of any consequences for not providing the information requested.
  - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
  - Darwin Institute of Technology retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: https://www.employment.gov.au/privacy-notice

3. Collection of information

- Under the Data Provision Requirements 2012, Darwin Institute of Technology is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at: www.ncver.edu.au.
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - training, participation and assessment information
  - fees and payment information
  - information required for the issuance of a USI

- for international students:
  - current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
  - Information about any terminations for change to identity and duration of the course
  - English language proficiency including the name of the test and the score received
  - visa information, including the DHA office where the visa application was made and current local DHA office
  - passport information including whether the student was in Australia when they became an accepted student

4. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Darwin Institute of Technology upon enrolment. Alternatively, Darwin Institute of Technology can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Darwin Institute of Technology applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Darwin Institute of Technology will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI
    - resolving problems with a USI
    - creating authenticated vocational education and training (VET) transcripts
  - may be disclosed to:
    - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
      - ✓ the purposes of administering and auditing VET, VET providers and VET programs
      - ✓ education related policy and research purposes
      - ✓ to assist in determining eligibility for training subsidies
    - VET Regulators to enable them to perform their VET regulatory functions
    - VET Admission Bodies for the purposes of administering VET and VET programs

- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- schools for the purposes of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

– The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Darwin Institute of Technology will be unable to issue a qualification or statement of attainment.

5. Storage and use of information

- Darwin Institute of Technology will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Darwin Institute of Technology to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Darwin Institute of Technology may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

6. Disclosure of information

- Darwin Institute of Technology will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - Darwin Institute of Technology believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Darwin Institute of Technology for statistical, regulatory and research purposes. Darwin Institute of Technology may disclose personal information for these purposes to third parties, including:

  - Commonwealth and State or Territory government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education, Skills and Employment (DESE), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
  - NCVER
  - Organisations conducting student surveys
  - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

7. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Darwin Institute of Technology holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Darwin Institute of Technology holds about them, Arrangements will be made within 10 days for the individual to access their records.

8. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Darwin Institute of Technology can do so by following Darwin Institute of Technology's *Complaints and Appeals Policy and Procedure*.

Fees and Refunds

7. Protection of fees paid in advance

- Darwin Institute of Technology (DIT) protects the fees that are paid in advance by both domestic and international students.
- For domestic students, fee protection is ensured through:
  - DIT does not require a domestic student to ever pay more than $1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
  - If DIT is unable to provide services for which a student has prepaid, the student will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with DIT and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered.
- For international student fee protection is ensured as follows:
  - Darwin Institute of Technology does not require international students to pay more than 50% of course fees prior to course commencement. However, Darwin Institute of Technology provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Darwin Institute of Technology will require students to pay the full cost of the course prior to course commencement.
  - Darwin Institute of Technology pays into the Tuition Protection Service (TPS) provided by the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

8. Fees and refund information

- Fee information relevant to a course is outlined in detail on the respective student's *Letter of Offer and Agreement* and summarised on the Course Brochure. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3.
- Fee information provided to all students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
  - Any additional charges that may apply and the circumstances in which they apply
  - The potential for changes to fees over the duration of the course
  - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences).
- The *Letter of Offer and Agreement* and the *International Student Handbook* which are provided prior to enrolment, includes policy information from this *Fees and Refunds Policy and Procedure* and informs the student of their consumer rights. Students are required to sign the agreement (*International Student Letter of Offer and Agreement*) in acknowledgement of the terms and conditions of the enrolment and this policy.
- Darwin Institute of Technology does not use direct approach marketing or tele-sales and therefore no cooling-off period applies to its courses.

9. Course fee inclusions

- The *Letter of Offer and Agreement* will clearly itemise all course fees, which mean both tuition and non-tuition fees including material fees and additional charges.
- Course fees include a one-off non-refundable enrolment fee of A$300.
- Tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - One copy of the learning materials for each student unless otherwise stated on the *Course Brochure*. Note a material fee applies as part of non-tuition fees.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees include:
  - Material fees (for course-specific material fee, please refer to DIT's *Prospectus* and *Letter of Offer and Agreement*).
  - Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task.
  - Re-issuance or additional copies of certification documents.
  - Late payment of tuition fees.
  - Fee for late submission of assessment.
- Non-tuition fees are clearly itemised in the '*Schedule of Additional Charges (including non-tuition fees)*' included in the *International Student Handbook* and *Letter of Offer and Agreement*.
- Otherwise course fees (tuition or non-tuition) do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Stationery such as paper and pens.
  - Uniform (if required for placement).
  - Overseas Student Health Cover
  - Airport pick ups
  - Accommodation
  - Direct debit setup, transaction and dishonour fees (where applicable).
  - Credit card payment surcharges.
- Darwin Institute of Technology cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

10. Payments

- Payments must be made either by bank transfer or in person by credit card or by EFTPOS.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Darwin Institute of Technology reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DESE via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

11. Refunds for International students

- All course fees include a non-refundable enrolment fee which is detailed on the *Course Brochure* and *Letter of Offer and Agreement*.

Full refunds

- A full refund (including Application Processing Fee) of any course fees paid will be provided to students in any of the following circumstances:
- If DIT is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where a course does not start on the starting date outlined in the Letter of Offer (Provider Default)
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of DIT's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by DIT and this is not due to incorrect or incomplete information being provided by the student.

Claiming a full refund

- In any of the above situations, DIT will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Partial Refunds

- Provider default
  - Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - Partial refunds will also be provided in the same manner as for provider default (as above) where DIT fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
- Student default
  - If an international student is refused a visa (student default) before commencing their course, DIT will refund the total amount of all course fees (tuition and any non-tuition fees e.g., material fee) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of $500. However, the Application Processing Fee will not be refunded.
  - If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location, or the student did not pay the fees due; there will be no refund.

- If a student has supplied incorrect or incomplete information and as a result DIT withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and/or withdraws 28 (or more) days before class commencement, the deposit paid, will be refunded less a 20% administration fee.
- Where a student withdraws from a course less than 28 days before the course commencement, except for the reasons set out circumstances for full refunds, 50% of the deposit paid, will be refunded.
- Withdrawals notified in writing by the student and received by Canterbury Skills and Language Academy on the commencement date or after the class commences of a unit/cluster, no refund of course fee for that unit/cluster. In this case, if the student has also paid for units/clusters that have not been commenced yet, the refund will be calculated based on a per unit or cluster cost. Tuition Fee of those units/modules will be refunded after deducting 20% administration fee and unutilized materials fees of those units/modules (total materials fees divided by the total number of units or clusters or modules in the course minus utilized portion).

Claiming a partial refund

- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by DIT to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Circumstances in which a refund will not be paid

- A student is not entitled to a refund in the following circumstances:
  - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location, or the student did not pay the fees due.
  - Where DIT terminates the student's enrolment because of a failure to comply with DIT policies, misbehaviour or unsatisfactory course progress.

12. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system. Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system for a minimum duration of 2 years after the student ceases to be an enrolled student.

13. Schedule of Additional Charges (including non-tuition fees)

Enrolment fee *All applicants need to pay a non-refundable enrolment fee as part of their application process.*	$300
Re-assessment *All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per unit for additional assessment.*	$300
Re-issuing of testamur and statements of results *All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.*	$80
Replacement course materials *The first copy of required textbooks and/or learning materials are as per the Material Fee advised.*	$200
Library books *Borrowed library books not returned.*	Replacement cost
Recognition of Prior Learning *Application* *Charge Per Unit*	 $200 $300
Fine for late payment of Tuition Fees *A late payment fine will be charged if the student fails to pay the fees by due date.*	$100
Fine for late submission of assessment *A fine will be charged if the student fails to submit the assessment by due date.*	$100
Changes in CoE *A fee is payable where changes are required to a CoE already issued.*	$50
Deferral / suspension fee *A fee is payable when the student defers the start date of their course to a later date or applies for leave from studies (student-initiated suspension).*	$200
Administration fee *A fee is payable when an onshore student applies for refund.*	$200
Reference letter *A fee is payable for any reference letter (e.g. to an employer) that a student requires.*	$10
Airport pick up/drop fee *Pick up and drop off from the airport. Fees will depend on the location from which the student is taken to or picked up from.*	Available on request
Temporary accommodation *Fees for organising temporary accommodation.*	Available on request
Replacement of student ID Card	$20
Material fee *For course-specific material fee, please refer to DIT's Prospectus for International Students and International Student Letter of Offer and Agreement.*	Course fees overview in the prospectus and student agreement

Complaints and Appeals

1. Nature of complaints and appeals

- Darwin Institute of Technology responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of Darwin Institute of Technology and including education agents.
  - Any student or client of Darwin Institute of Technology.
- Complaints may be made in relation to any of Darwin Institute of Technology's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by Darwin Institute of Technology to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Darwin Institute of Technology

2. Principles of resolution

- Darwin Institute of Technology is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Darwin Institute of Technology ensures that complaints and appeals:
  - are responded to in a professional, consistent and transparent manner.
  - are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - are able to be made at no cost to the individual.
  - are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Darwin Institute of Technology will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit a complaint or appeal to Darwin Institute of Technology, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within twenty-eight (28) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Darwin Institute of Technology's head office at attention to the Chief Executive Officer.

- When making a complaint or appeal, provide as much information as possible to enable Darwin Institute of Technology to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

4. Timeframe for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- Some or all members of the management team of Darwin Institute of Technology will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the DIT is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
  - For international students, Darwin Institute of Technology will maintain a student's enrolment throughout the internal appeals processes without notifying DESE via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Darwin Institute of Technology maintains the student's enrolment as follows:
  - If the appeal is against Darwin Institute of Technology's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Darwin Institute of Technology's decision to report.
  - If the appeal is against Darwin Institute of Technology's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Darwin Institute of Technology will notify DESE via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

6. Independent parties

- Darwin Institute of Technology acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Darwin Institute of Technology.

- For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
- Darwin Institute of Technology will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Darwin Institute of Technology.

7. External complaint avenues

- Complaints can also be made via the following avenues:
  - National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: ntch@education.gov.au

  - Australian Skills Quality Authority (ASQA):

Complainants may also complain to Darwin Institute of Technology's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Darwin Institute of Technology in relation to:

- the quality of training and assessment
- marketing and advertising practices
  - For students:
    - ✓ ASQA may not be able to investigate complaint if the student does not include evidence that they have already exhausted DIT's formal internal complaints process as above.
    - ✓ If the complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if the student directly contacts the agency responsible as listed on the relevant webpage below.
    - ✓ Please refer to the relevant webpage below before making a complaint to ASQA:
      - ❖ International students: https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint
  - For other stakeholders:
    - ❖ Information about the process and information you should provide is available here: https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders

  - The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Darwin Institute of Technology:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by the provider
- incorrect advice given by an education agent.
- if the student believes that DIT has failed to take action or is taking too long to take some action. This might include (for example), failing to provide their results in the normal timeframe, or failing to provide services included in their written agreement with Darwin Institute of Technology.

The OSO may not be able to investigate a complaint if the student has not already exhausted DIT's formal internal complaints process as above.

Please refer to the following website while considering making a complaint:
http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

8. Records of complaints and appeals

- Darwin Institute of Technology will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely and confidentially stored in the DIT premises.

Certificate Issuance

1. Certification issuance

- In accordance with the Standards, Darwin Institute of Technology issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.
- On completion of the course and payment of all relevant fees, DIT will issue a qualification (testamus/ certificate) and record of results withing thirty (30) days. The record of results will show the units of competency achived in the course and corresponding results.
- All AQF certification documents issued by Darwin Institute of Technology will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.
- Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all course/tuition fees have been paid.
- Where a student withdraws or partially completes a course, a S*tatement of Attainment* will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.
- Darwin Institute of Technology reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Darwin Institute of Technology is not permitted to do so by law.
- Darwin Institute of Technology must have a valid USI on file for the student for a qualification or Statement to be issued.

2. Re-Issuing Statements and Qualifications

- Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any certification at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

3. Authenticity

- To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:
  - Include a student ID number on them that can be authenticated against our database.
  - Include a watermark which is difficult to re-produce.
- Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by Darwin Institute of Technology. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.

4. Record keeping

- Darwin Institute of Technology:
  - Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued. The AQF qualification is also available in its LMS (Learner Management System).
  - Retains records of AQF certification documentation issued for a period of 30 years in its internal database.
  - Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.

5. Unique Student Identifier (USI)

- Darwin Institute of Technology:
  - Will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

6. Reissuing

- Current and past students can request a copy of their certification documents at any time. There is an additional cost for re-issuance, as detailed in the *Fees and Refunds Policy & Procedures*.

Miscellaneous

Darwin Institute of Technology strives to offer the best experience in terms of training and assessment delivery and various student services to its students. Our student-centric operations mean that all our staff members, including the trainers and assessors, are actively engaged in providing student services so that a learner will receive their best learning experience with us. If you have any enquiry, please talk to our staff member in the front desk at campus, call us or write an email to us. We wish you all the best in your learning endeavours with DIT.

Document Control

Document Name	DIT International Student Handbook
Version ID	*DIT International Student Handbook V1.2*
Authored by	Head of Administration
Reviewed and approved by	Chief Executive Officer (CEO)
Date of Approval	26/10/2021
Next Review Date	12 months after approval, or upon any change in the RTO scope
Standards (SRTOs)	SRTO 2015
Standards (National Code)	National Code 2018
Legal Framework	ESOS Act 2000

Summary of changes

Date	Change
15.04.2015	Full Version International Student Handbook Version ID: *SC6-I.1 - Master International Student Handbook V4.1* Purchased from RTO Works Pty Ltd
28.09.2020	Version ID: *DIT International Student Handbook V1.2* Contextualised and branded as per DIT document convention. Included the current qualifications in delivery only. Reviewed and updated against the current SRTOs and National Code Standards. Reviewed and updated according the current administrative and legal frameworks in practice. Reviewed and updated against all updated policies and procedures of DIT Reviewed and updated in alignment with the current administrative documents and materials used.