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BE IMPACTFUL

LEADERS INSTITUTE

STUDENT HANDBOOK

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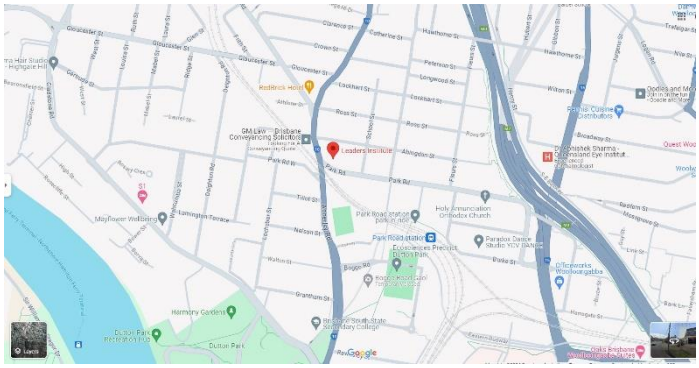
OUR CAMPUSES

The Brisbane and Sydney campuses of Leaders Institute (LI) are equipped with state-of-the-art facilities and have been custom designed with the needs of our students in mind. Classrooms are fitted out with multi-media equipment. There are ample computers and photocopiers/scanners available to students in computer labs and study spaces. The campuses have air-conditioning and Wi-Fi throughout, as well as disability facilities, kitchens, and breakout areas for students. LI features a fully digital library and learning management system, so that all students can access the same content and resources regardless of study mode or location. The campuses are easy walking distance to bus and train stations.

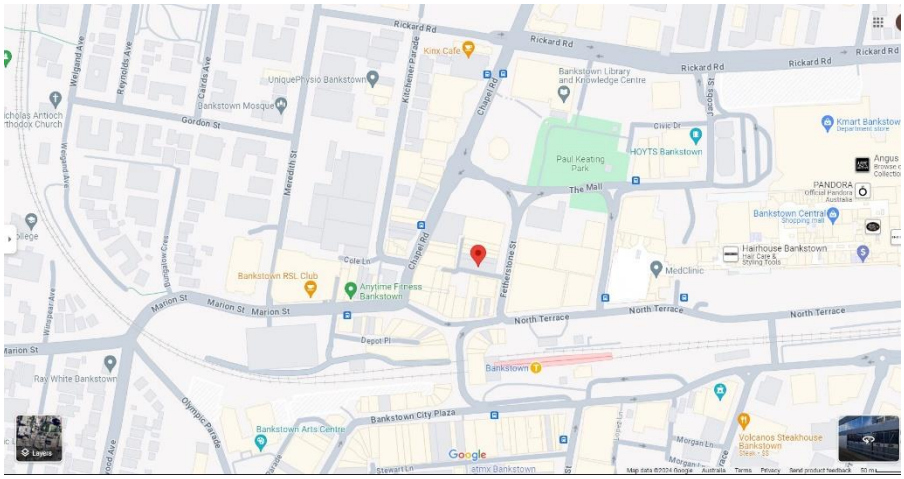
Brisbane Campus



The Brisbane campus is situated in Woolloongabba, an inner suburb located 2 km southeast of central Brisbane, nestled between South Brisbane and Kangaroo Point. The name Woolloongabba is rooted in an Aboriginal expression, which has been variously interpreted as describing whirling waters, a historic fighting ground, or a habitat for wallabies. The most probable interpretation refers to a series of waterholes that once flowed westward through the area where the present-day Brisbane Cricket Ground, known as 'the Gabba,' now stands.

76 Park Road,
Woolloongabba, Queensland, 4102, Australia
+61 7 3161 5566
info@leaders.edu.au

Sydney Campus



The Sydney campus is in Bankstown, celebrated as one of the nation's most multicultural communities, where over 60 languages harmoniously coexist. The heart of Bankstown's commerce centres around Bankstown Railway Station, with the adjacent commercial area known as Bankstown Plaza. Bankstown boasts a harmonious blend of gastronomic delights, diverse cultural experiences, and a vibrant community. This unique fusion makes it an exceptional suburban destination, offering essential amenities like hospitals, efficient transportation, and a plethora of shops. The area's thriving population contributes to the success of businesses, as the residents here relish their quality of life.

6 Fetherstone Street,
Bankstown, New South Wales, 2200, Australia
+61 7 8766 3959
info@leaders.edu.au

LI VISION, MISSION, AND VALUES

Vision	To become a leading private Australian higher education institute in globally sustainable industries.
Mission	To equip real-world professionals who are responsible, socially aware, and positive contributing leaders in society.
Values	**Professional:** Meet international standards of professionalism in learning, teaching, research, scholarship, and engagement with industry; **Relevant:** Strive for best practice and relevance in all aspects of education delivery, research programs, and graduate quality. **Ethical:** Work ethically in accord with good management and the Australian higher education sector. **Inclusive:** Be educationally inclusive regardless of physical, gender, ethnic, religious, or other differences; **Collegial:** Act collegially demonstrating respect that encourages a sense of community. **World Class:** Educate publicly orientated world class leaders who work for the benefit of their fellow citizens.

LI GRADUATE ATTRIBUTES

LI aims to produce graduates who are:

Career Ready	Demonstrate technical, resilient, and employable skills, as well as fit-for-purpose future-focused potential.
Knowledgeable in a discipline/area of study	Apply extensive discipline-specific knowledge and expertise in multi-disciplinary and multi-professional contexts.
Effective communicators	Convey ideas and information appropriately to diverse audiences, utilising a range of oral, written, and digital mediums.
Critical and creative thinkers	Interrogate current evidence and assumptions to propose innovative solutions to real-world challenges.
Ethically and culturally aware and responsible	Engage actively, ethically, and respectfully with diverse cultures in community-minded practice and service

COURSES WE OFFER

LI offers four different courses across different academic levels:

Master of Agricultural Information Management: https://www.leaders.edu.au/study/master-of-agricultural-information-management	The Master of Agricultural Information Management (MAI) is a two-year post graduate program requiring a relevant undergraduate degree for entry. This program explores the high level of innovation and technology currently being employed in the agriculture sector. The MAI is designed to produce graduates who have skills and an in-depth understanding of the application of information technology in the analysis of agricultural data and management decision-making, and as a result harness the vast opportunities in agriculture

	while also responding to the different challenges and constraints facing the sector. Graduates will have developed and applied theoretical knowledge and understanding from a variety of authentic learning tasks and assessments, including lectures, guest lecturers, workshops, computer lab sessions, group work, and industry visits. Career pathways include but are not limited to: • Agroinformatics consultant • Agribusiness consultant • Agricultural marketing specialist • Agriculture development officer • Supply chain manager • University academic • Employment in relevant government departments in areas such as research, regulation, policy development, education and extension, and administration • Employment in private sector organisations providing services to the agribusiness sector in areas such as research, extension, administration, and sales • Employment in industry
Master of Business Administration (Agribusiness): https://www.leaders.edu.au/study/master-of-business-administration-(agribusiness)	The Master of Business Administration (Agribusiness) MBA (Agribusiness) emphasises participating in advancements and management of agribusiness. The focus is on the sustainability and the knowledge acquired by the graduate revolves around the business of agriculture 'from farm to fork'. The topics involved explore the innovative strategies that can be employed to achieve the objective of sustainable food and fibre production, processing, and distribution. The MBA (Agribus) is designed to meet the needs of students who are interested in careers with agricultural input supply, agricultural production, commodity assembly and processing, agricultural marketing organizations, and agricultural technology. Graduates will be equipped with the knowledge, understanding and skills, that will make them market- and-business ready to work in small and large businesses in the functions of agribusiness management. Graduates will also be equipped to be self-employed and to establish their own businesses and employ others. Career pathways may include but are not limited to: • Farm management • Agribusiness management • Agriculture and resource economy • Sales and marketing of agribusiness input and outputs • Rural banking and rural finance • Agricultural consultancy service • Research centres • Government and non-government organisations.
Graduate Diploma in Agribusiness: https://www.leaders.edu.au/study/graduate-diploma-in-agribusiness	The Graduate Diploma in Agribusiness is designed to produce graduates who can make a positive contribution to society in agribusiness as effective communicators, innovators, and thought leaders. The course will challenge students to analyse, critically evaluate, and communicate advanced and technical knowledge of established agribusiness theories in a range of real-world scenarios. Graduates will be able to demonstrate the autonomy, expert judgement, adaptability, and responsibility required of successful agribusiness leaders in an ever-changing and complex world.

	The course draws on Leaders Institute's established expertise in agribusiness. The structure of this course is based on the first year of our Master of Agricultural Information Management or Master of Business Administration (Agribusiness), allowing graduates to fast-track into the final year of the either Masters course. It also enables students to exit the higher-level course, due to unforeseen personal or professional reasons, after the first year with a fully accredited qualification. Graduates of the Graduate Diploma of Agribusiness may find employment in agribusiness leadership and management roles in a relevant occupational field, such as: agribusiness management; sales and marketing entrepreneurial start-ups; and not-for-profit organisations; as well as educational institutions that require skills in research and critical thinking. Additionally, graduates may choose to return to studies and progress along the pathway toward further studies in the discipline area of agribusiness.
Graduate Certificate in Management https://www.leaders.edu.au/study/graduate-certificate-in-management	LI is committed to providing academic pathways for students, and the purpose of graduate certificate courses is to provide advanced knowledge and skills for professional work and further learning in the relevant discipline area. The Graduate Certificate in Management is designed to produce graduates who can make a positive contribution to society in management. The course will challenge students to analyse, evaluate, and communicate technical knowledge of management theories in a range of real-world scenarios. The course draws on LI's established expertise in management. The structure of this course is based on the first semester of the Master of Agricultural Information Management or Master of Business Administration (Agribusiness), allowing graduates to fast-track into the second semester of either Masters course. It also enables students to exit a higher course due to unforeseen personal or professional reasons, after the first semester with a fully accredited qualification. Graduates of the Graduate Certificate in Management may find employment in a management or marketing role in an agribusiness or other business or professional organisation. Additionally, graduates may choose to return to studies and progress along the pathway toward further studies in the discipline area of management.
Bachelor of Accounting https://www.leaders.edu.au/study/bachelor-of-accounting	The Bachelor of Accounting is a comprehensive, contemporary course that provides graduates with a broad understanding of practical, technical, and theoretical accounting, financial and general business skills, and knowledge. Graduates of the course acquire an education grounded in all facets of accounting practice inclusive of business finance, corporate and company law, taxation law, management and financial accounting, accounting theory and processes, and audit and assurance functions. Graduates acquire skills and knowledge in corporate governance, business ethics and professionalism. The course addresses all the curriculum requirements for graduates to be eligible to apply for professional recognition and membership to key peak bodies such as CPA Australia and Chartered Accountants Australia and New Zealand (CAANZ). Graduates will be market-and-business ready and advocates of lifelong learning. Graduate employment career pathways include: • Business analysis • Business risk and governance

	• Financial accounting • Management accounting • Auditing • Taxation • Management consultancy
Bachelor of Agribusiness https://www.leaders.edu.au/study/bachelor-of-agribusiness	Graduates of the Bachelor of Agribusiness will be equipped with the knowledge, understanding and skills, that will make them market- and-business ready to work in small to large businesses in the areas of production, management and agribusiness finance. Graduates will also be equipped to be self-employed and establish their own businesses and employ others. Career pathways may include but are not limited to: • Farm management • Agribusiness management • Agriculture and resource economy • Policy development and analysis • Sales and marketing • Banking and Finance • Management consultancy
Diploma of Business https://www.leaders.edu.au/study/diploma-of-business	The Diploma of Business provides a thorough grounding in the functional issues of business and to equip students for work in a range of business positions. It is a comprehensive business program with emphasis on agribusiness. It seeks to provide graduates with a broad understanding of the key theories and principles of business operations and management as well exposure to, and experience in, practical business tasks and functions necessary to not just work in, but also to thrive and prosper in, today's competitive business and industry environments. Upon completion of this course, students will be eligible to articulate into the second year of the Bachelor of Agribusiness. Graduating students will possess professional expertise that allows them to enter and contribute to a range of fields including - Accounting, Commerce, and Agribusiness, Administration Business, Management, Retail Manager, Sales Representative, Business Ownership.
Diploma of Commerce https://www.leaders.edu.au/study/diploma-of-commerce	The Diploma of Commerce provides a thorough grounding in the functional issues in commerce and business and to equip students for work in a range of commercial and accounting positions. It provides graduates with a broad understanding of the key practical, technical, and theoretical accounting knowledge and skills and principles of general business operations and management. Students are exposed to, and will have experience in, practical business tasks and functions necessary to not just work in, but also to thrive and prosper in, today's competitive business and commercial environments. The course encourages lifelong learning and ethical practice and development of critical thinking skills. Students will discover their own strengths and will be equipped to become effective and 'impactful' leaders in business. Students will develop and apply theoretical knowledge and understanding to a variety of authentic learning tasks and assessments including case studies, reports, portfolios, oral presentations, and practical exercises individually and in small teams. Assessments will include projects reflecting real world industry-based

	problems. Upon completion of this course, students will be eligible to articulate into the second year of the Bachelor of Accounting.
Undergraduate Certificate in Business https://www.leaders.edu.au/study/undergraduate-certificate-in-business	The Undergraduate Certificate in Business introduces students at a foundation level to the sources and content in the business discipline area and provides training which emphasises vocational application. This course has been designed for individuals who wish to work in a small business or other organisations. Students will be equipped with writing skills and will learn how to demonstrate an ability to apply a body of fundamental knowledge in a range of business contexts. The structure of this course is based on the first year of LI's existing Bachelor of Accounting course, enabling students to exit due to unforeseen personal or professional reasons. Graduates of the Undergraduate Certificate in Business may find employment in a relevant occupational field, such as: business and professional organisations; entrepreneurial start-ups; and not-for-profit organisations. Additionally, graduates may choose to progress into a relevant Diploma or Bachelor course.

STUDENT SUPPORT

LI is committed to ensuring students achieve the course learning outcomes. Several informal and formal learning support services are available to students enrolled with LI. All students will be made aware of these at Orientation and via the web. They include group and individual study skills workshops with a study skills tutor, academic English workshops and online resources. For more information, see the Student Learning Support Policy (https://www.leaders.edu.au/policies/student-learning-support-policy).

LI's Student Support team ensure you have all the assistance you need for your study experience. This includes:

Student Support	• Personal academic guidance; • Assessment variation to accommodate disabilities, medical conditions and/or learning needs; • Tutoring and workshops for face-to-face and online students; • Access to online library resources.
Non-Academic Support	• Professional counselling referrals; • Careers guidance; • Extracurricular and community services; • Student Representative Council; • Social events both on and away from campus.

Our Student Support Officers are available to provide academic advice for unit selection, how to access learning support services, queries regarding enrolment, grades, and graduation, IT assistance, and career advice. You can access on-request support services through LI's learning management system, or via email: studentsupport@leaders.edu.au or phone: +61 (07) 3161 5566. For international students, your primary point of contact is the LI Registrar, Mrs Kasia Duch: kasia.duch@leaders.edu.au

CONTACT DETAILS: You must advise LI of change of address, email, phone, or emergency contact within 7 days while enrolled. If not, LI will send a notice informing you of failure to satisfy course requirements. This may result in student visa cancellation. For any changes, please complete the Change of Personal Details Form (https://www.leaders.edu.au/_files/ugd/7e1320_b123bab8c39c44b5b3c5d524c291cb6c.pdf).

STUDENT REPRESENTATIVE GROUP

The Student Representative Group (SRG) includes academic staff, student support staff, and student representatives who can provide formal and informal feedback and represent their voice to the President, Academic Dean, and Academic Board. The SRG plays an important role in the management of the Institute by providing input in various aspects of course delivery, teaching, and other support. Student representatives are elected by the students.

For more information, please email studentsupport@leaders.edu.au or phone +61 (07) 3161 5566.

DIVERSITY AND EQUITY

Staff and students are expected to always behave appropriately. Bullying or harassment against any student or staff member will not be tolerated. As noted in the Diversity and Equity Policy (https://www.leaders.edu.au/policies/diversity-and-equity-policy), LI is committed to providing a learning environment that is free from discrimination based on income, age, disability, social and ethnic background, location, or gender. LI endeavours to increase opportunities for people of all backgrounds to participate in courses that consider the specific needs of participants. Please inform us of any disability, medical condition or learning need that may impact on your studies to arrange a study plan that best suits your needs.

Disability Services
LI is committed to facilitating study for students from diverse backgrounds and needs in compliance with the Disability Discrimination Act 1992 (https://www.legislation.gov.au/C2004A04426/latest/versions). As noted in the Diversity and Equity Policy (https://www.leaders.edu.au/policies/diversity-and-equity-policy), LI is committed to providing an environment for students that is supportive of all students.

Physical Access on Campus
LI's campuses have wheelchair access and designated parking for students with disabilities.

Student Learning Support
As noted in the Student Learning Support Policy (https://www.leaders.edu.au/policies/student-learning-support-policy), LI has various mechanisms to identify students who required additional learning support.

Student Assessment
LI includes variation of assessments to cater for various learning needs, including flexible arrangements for students with a disability. Students are encouraged to inform the Registrar of any disability, medical condition, or learning need that may impact on their studies prior to census date.

Reasonable Adjustments
Depending on student needs LI offers:

- counselling: Students may meet with the LI Student Support Officer or LI may refer a student to specialised counselling services.
- adjustments to assessments, such as extensions or alternate forms of assessment.

In determining reasonable adjustments, LI will consider the student's needs and the needs of other students. Any adjustments made must still meet the learning outcomes of the units and course. If a student has a diagnosed disability (vision, hearing, physical, psychological, neurological, medical, learning, or trauma related, such as victims of domestic or gender-related violence), whether short term or ongoing, and can provide

appropriate documentation from a professional health practitioner the student may be eligible for disability support.

Speak with your Unit Coordinator as soon as possible if you have a disability, impairment, injury, or condition that needs to be taken into consideration during an exam. These disabilities or conditions may be permanent or temporary, and might include mobility, sensory, learning, physical, mental health, medical, or other conditions. Adjustments might include:

- additional exam working time;
- rest breaks;
- use of a computer or a writer (scribe);
- ergonomic furniture;
- accommodation of personal equipment;
- food and drink;
- a separate room;
- specially prepared exam papers, etc.

Exam adjustments are separate from your disability requirements as part of your admission to the course.

You are required to submit to Registry medical or specialist documentation that outlines the nature of your disability or condition, and how it affects your ability to undertake the exam.

Study Adjustment Requests

If a student is seeking special consideration regarding an incident such as illness, accident, or family tragedy, they may submit a request for extensions or late withdrawal. The Application Form requires the student to supply the personal details, disclose the disability, include any relevant information such as special considerations received for secondary schooling and completion certificate if relevant. The Study Adjustments Request Form must be completed by the student and a relevant professional health practitioner such as a psychologist, physiotherapist, occupational therapist, or general practitioner. The form is for one specific disability, in the case of multiple disabilities, the student will need to submit multiple forms.

Students are encouraged to contact a Student Support Officer to assist with the application process: studentsupport@leaders.edu.au. Only the Student Support Officer has access to the information provided, except where there is a health and safety risk to the student or others, where LI is required by law or needs to seek legal advice. Where reasonable adjustments need to be made, the Student Support Officer will inform the relevant LI staff of the adjustments that need to be implemented, not the disability. If a situation arises where there is need to disclose the disability, the Student Support officer will request written consent from the student first. If a student feels as though their safety is compromised or have witnessed or experienced any form of harassment or assault, they are encouraged to email: safety@leaders.edu.au.

CAREER SUPPORT

At LI, we're committed to making a difference to the lives of people and broader communities. The Institute provides a range of career solutions for students, graduates, businesses, and staff. If you're a currently enrolled student or a recent graduate (up to 4 months of degree completion), our team offers a range of services to help you plan your career and find work. For more details, contact: admin@leaders.edu.au

If you're an employer, we can assist with recruiting our students, advertising a position, or becoming a mentor. We also provide businesses with staffing solutions, as well as employment opportunities for LI students and graduates. For LI staff, we help embed employability and career advancement into professional development workshops. For more details, contact: info@leaders.edu.au

EVENTS

Social activities organised throughout the semester are a great way to network with colleagues and get to know academic and administration staff. These include lunches, cultural programs, excursions, workshops with industry, and more.

Students are also invited to attend LI's research seminars which capstone research students share their latest research "in-house" for feedback from and discussion among colleagues. Masterclasses and Micro-credentials may be considered for credit and professional development. Online students can participate in intensive classes, conferences, and national events where they can form new networks and build relational learning experiences. Student Supports Officers help students connect with fellow students who have similar interests to balance out studies with recreation, hobbies, and sports. LISA also hosts events as part of student life at LI.

HEALTH, WELLBEING, AND SAFETY

LI promotes and fosters a safe environment on campus and online for staff, students, and visitors. Health, wellbeing, and safety are primary responsibilities for both Academic Board and Executive Management Team. For more information, please see the Health, Safety, and Wellbeing Policy (https://www.leaders.edu.au/policies/health%2C-safety%2C-and-wellbeing-policy-).

A commitment to partnering with the Australian and state governments in the 'Stop it at the Start' (https://www.respect.gov.au/) initiative, LI seeks to clearly identify disrespectful attitudes and behaviours and proactively talk and teach about positive relationships. Health, wellbeing, and safety are a primary responsibility of both Academic Board and Executive Management Team.

For external advice, you can contact the Queensland Human Rights Commission (https://www.qhrc.qld.gov.au/) or another relevant agency.

In the case of an emergency please dial 000 for the police, fire, or ambulance. If the situation is not an emergency, please call your local police station or you can make a report in-person at your nearest station. You may wish to make a formal report or draw upon the informal or anonymous reporting options offered by the different state police forces. You can take a support person with you when making `a report to the police.

ONLINE SAFETY

Online safety training is a compulsory component of LI's staff induction and student orientation programs. Sessions include how to report concerns to the relevant social media service or platform. the issue. Try not to respond or retaliate. People who post hurtful comments and messages online often do so to get a reaction.

The Australian government's eSafety (https://www.esafety.gov.au/report) has legal powers to help protect people who live in Australia from the most serious online abuse and harmful content. Make sure to collect evidence such as screenshots, web page addresses, and account profiles or usernames. Image-based abuse should be reported to eSafety immediately. Then block anyone abusing you. If they reappear online under a different name, block them again. Breaches of online security include, but are not limited to:

Cyber abuse: online communication to or about someone which is menacing, harassing or offensive and also intended to cause serious harm to their physical or mental health. It can take place in online classrooms, chat and messaging services, social media, text messages, emails, message boards and online forums.

Cyberstalking: the use of technology to stalk or repeatedly harass another person. It is often accompanied by offline stalking. It may include false accusations, abusive comments, attempts to smear your reputation, threats of physical or sexual violence, or repeated unwanted sexual requests. Cyberstalking may also include monitoring, identity theft and the gathering of information that may be used to threaten, embarrass, or harass.

Trolling: making anti-social comments on online posts which satirise others with the aim of causing offence or provoking a reaction or posting an image or comment with the aim of frustrating/upsetting others.

Fake accounts and impersonation: setting up fake social media accounts pretending to be someone they are not to bully, harass or otherwise abuse people. They are also used to monitor and scam people into handing over money, gifts or intimate images or videos. Often these scams are run by organised crime syndicates.

Online hate: targeted and persistent behaviour aimed at ridiculing, insulting, damaging or humiliating a person — this might target someone's physical appearance, religion, gender, race, disability, sexual orientation and/or political beliefs.

Doxing and swatting: sharing or publicising online someone's personal details. This may result in offensive comments and unwanted calls or visits from strangers. Swatting occurs when an abuser makes a hoax call to emergency services to get police or emergency service responders to another person's address. This can be triggered by a false report of a bomb threat, hostage situation or someone at the address experiencing a mental health emergency, such as being suicidal.

Other online abuse: sending obscene messages repeatedly to a person or their family, friends, or work colleagued. It can be threatening violence or inciting others to do the same—such as threats of death and sexual assault which may lead to physical contact and/or assault. Also, encouraging someone to self-harm and/or commit suicide**.** Posting or sharing other offensive and inappropriate content—this can include posting inflammatory comments.

Image-based abuse: someone shares, or threatens to share, an intimate photo or video online of you without your consent. The images can be real photos or videos, or ones that have been changed or altered, for example, Photoshopped. It is also image-based abuse if someone threatens to share an intimate image of you without your permission. Image-based abuse is sometimes also called 'revenge porn'.

Sexual extortion: someone threatens to share intimate images of another person online unless they give a money, additional intimate images, or sexual favours. Perpetrators often target people through dating apps, social media, webcams, or pornography sites. While sextortion can be used by individuals, organised crime is often behind it when the perpetrator demands money. Commonly the perpetrator is not based in Australia.

RESPECT.NOW.ALWAYS

As detailed in the Sexual Misconduct Prevention and Response Policy (https://www.leaders.edu.au/policies/sexual-misconduct-prevention-and-response-policy-), LI has no tolerance for sexual misconduct and expectations are explained clearly during staff induction and student orientation. There are safe spaces for LI students to raise concerns, seek help and support, and report incidents of sexual misconduct. All individuals involved are treated fairly, impartially, and with compassion and empathy, while adhering to the principles of procedural fairness in proceedings or decisions. Immediate action is taken after receiving a sexual misconduct report to prevent its recurrence and address its effects.

In response to the Respect.Now.Always (https://universitiesaustralia.edu.au/project/respect-now-always/) initiative begun by Universities Australia and the *Change the Course Reports* published by the Australian Human Rights Commission, LI ensures that our community is safe, inclusive, and well informed about matters of welfare.

LI is committed to providing a safe on-campus and online student learning environment which includes:

- professional development for all LI staff on prevention of and responses to sexual misconduct;
- central location for all information regarding sexual misconduct prevention and response in the Staff Portal and Student Portal;
- clearly identify disrespectful attitudes and behaviours and proactively talk and teach about appropriate relationships.

The procedure for the notification and resolution of a grievance related to sexual misconduct is outlined in the Sexual Misconduct Prevention and Response Policy (https://www.leaders.edu.au/policies/sexual-misconduct-prevention-and-response-policy-). If you experience sexual misconduct, LI recommends that you:

- seek support from a trusted source such as a family member, campus manager, Student Support Officer, or an external provider;
- limit the number of people you inform so that investigations are impartial, and your privacy is protected;
- complete the Sexual Misconduct Report Form independently or with the help of the Campus Manager or Student Support Officer;
- If you are not satisfied with the way your complaint is dealt with, you can seek further advice from an outside agency such as the Human Rights Commission (https://humanrights.gov.au/complaints) or other relevant government agency;
- Students and staff members may choose to report the incident to the police. **In the case of an emergency please dial 000 for the police, fire, or ambulance.** If the situation is not an emergency, please call your local police station. There are anonymous reporting options also. You can take a support person with you when making a report to the police.

If you have any queries or concerns, please contact: safety@leaders.edu.au

External Support Services

- Statewide Sexual Assault Helpline: 1800 010 120
- Queensland Police Service (https://www.police.qld.gov.au/units/victims-of-crime/support-for-victims-of-crime/adult-sexual-assault)
- Domestic & Family Violence Counselling Service - **1800 222 387 -** 8am-8pm AEST Monday – Friday
- Sexual Assault Counselling Australia - **1800 211 028** - 8am – 11pm AEST
- 1800 RESPECT - **1800 737 732** - Available 24/7 Australia-wide

GENERAL INFORMATION

LI campuses are open from 8.30am until 5.00pm. Staff are available to assist you between these hours or by appointment.

Student ID Cards	You will be issued with a Student ID card during Orientation. This card has your unique student number on it. You will also be asked to purchase a new ID card if you lose your card at a cost of $20. Please make sure that you always keep your ID card with you on campus and do not lend it to any other student.
Mobile Phones	You are welcome to bring you mobile phone to LI, but we ask that you keep your phone switched off when in class, the library or meeting with staff.
Dress Code	You are required to present yourself in a professional manner while at LI. Please remember that we host students from around the world. You may not agree with the clothing choices made by all students, but we ask that you respect that choice.
Holidays	There are several public holidays scheduled throughout the year in Australia. The Student Support team will communicate these days to you. You also have holidays during each semester as well as after the exams at the end of each semester. During these holidays, you are allowed to work full-time. Your employer may ask you for a letter confirming that you are on holidays; you can ask for this letter from your Program Director. Don't forget that holidays between semesters are also a good opportunity to see more of Brisbane and Australia.

CAMPUS FACILITIES

Library and Learning Resources	As noted in the Library Policy (https://www.leaders.edu.au/policies/library-policy), LI is committed to provision of appropriate learning resources, up-to-date and accurate information, and to provide services required by staff and students. The LI Librarian is available to assist you on weekdays between 9.00am until 5.00pm. LI Library has an extensive online collection of e-books and databases. To learn more about these resources and how to access them, please attend a library access workshop during Orientation. For more information, contact: librarian@leaders.edu.au
Computer Lab	The LI Computer Labs are available for both classes and personal study. Additional computers are available in the library, all with internet, photocopying, and scanning facilities. Tampering or interfering with the equipment will be considered an act of vandalism and may have serious consequences. Copying or installing software on the LI computer system is prohibited. Copying software is a violation of copyright regulations and could be subject to serious penalties. If you encounter problems in the computer labs (including login, internet, scanning, equipment), please see Reception. For more information, see the ICT Policy (https://www.leaders.edu.au/policies/information-and-communication-technology-policy).
Reporting Hazards	A hazard is anything with potential to cause harm, injury, or illness to a person within the LI community. LI staff may report incidents and hazards on behalf of students, contractors, volunteers, and visitors. However, if you witness or are involved in a hazard, it is your responsibility to complete and submit the Hazard Reform Form (https://www.leaders.edu.au/_files/ugd/7e1320_e6c19173207e4960a32e1a47dd04075a.pdf).

ACADEMIC MATTERS

Withdrawal or Change in Unit Enrolments	Students are encouraged to speak with a Student Support Officer prior to applying to withdraw or change unit enrolments with the Change of Course or Unit Enrolment Form https://www.leaders.edu.au/_files/ugd/7e1320_6fbc2f1dc02d4389b6c361bc717ddd62.pdf). Changes may have financial and academic consequences. International students must ensure that changes to study load meet their student visa requirements.
Leave of Absence	While not recommended, in some situations students may need to take a leave of absence during a semester. Students should contact the Program Director if they wish to be absent longer than five (5) consecutive days or if they expect to miss the start of a required semester. If a student needs to be absent for an extended period and is unable to maintain academic progress, they should complete Change of Course or Unit Enrolment Form https://www.leaders.edu.au/_files/ugd/7e1320_6fbc2f1dc02d4389b6c361bc717ddd62.pdf), including supporting documentation. The grounds on which international student visa holders may be granted leave of absence without cancellation of their visa are set out in the Educational Services to Overseas Students (ESOS) Act 2000 and the National Code 2018.
Deferment, Suspension, or Cancellation	As noted in the Changes to Course or Unit Enrolment Policy (https://www.leaders.edu.au/policies/changes-to-course-or-unit-enrolment-policy), students are allowed a maximum of two consecutive semesters as an approved deferral or suspension of studies. Extensions beyond this time will only be granted in exceptional, compelling, or

compassionate circumstances as defined by LI's as defined by the Refund Policy (https://www.leaders.edu.au/policies/refund-policy). Students should note that approved deferrals, suspensions, and cancellations may incur a fee as outlined in the LI Fees and Charges Schedule. New students may defer their enrolment only once, subject to LI approval. LI will usually allow new students to defer the start of their course to the following semester.

International Students

International students may only defer, suspend, or cancel course enrolment if there are exceptional, compelling, or compassionate grounds as defined by LI's as defined by the Refund Policy (https://www.leaders.edu.au/policies/refund-policy). The Institute uses professional judgment to assess each student's case on its individual merits when determining whether such circumstances exist.

International students who wish to defer, suspend, or cancel their studies with LI should seek advice from the Australian Government Department of Home Affairs (https://www.homeaffairs.gov.au/) on the potential impact on their student visa.

You must submit the Change of Course or Unit Enrolment Form (https://www.leaders.edu.au/_files/ugd/7e1320_6fbc2f1dc02d4389b6c361bc717ddd62.pdf). Students should note that tuition fees and administrative charges may change if, and when, a new offer of enrolment is provided. Also, students must ensure that all outstanding fees have been paid to LI at the time of making a request to change their course enrolment. The student will be notified of the outcome within 10 working days from the date of receipt of application. All documentation is kept in the student file for at least two years after the student ceases to be enrolled at LI.

Deferment, suspension, or cancellation of enrolment in package courses may affect an international student's visa. Students wanting to cancel their enrolment prior to completing six months of the principal course must provide a Letter of Offer from another provider.

If the submitted Change of Course or Unit Enrolment Form is approved, LI will notify the Australian Government Department of Home Affairs via PRISMS of the change in enrolment status. Students who have taken leave for reasons not permitted under the legislation will be deemed to have discontinued their studies and will have to apply for a new visa to re-enter the country as a student.

It is the responsibility of the student to ensure they re-enrol after a period of leave. Failure to re-enrol may result in termination of enrolment on the grounds that the student has abandoned their studies. Students are informed of these requirements when their application is approved.

Appeal

When LI initiates the suspension or cancellation of enrolment, the student is notified of this intention and is informed that they have 10 working days to access LI's Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy) unless exceptional, compelling, or compassionate circumstances relating to the welfare of the student apply. This may include: the student is missing; has medical concerns which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence. LI will continue to provide learning opportunities to students during the appeal process.

Unsatisfactory Attendance or Academic Progress

If the international student is appealing LI's intention to notify the Australian Government Department of Home Affairs via PRISMS for unsatisfactory attendance, non-payment of fees or

lack of academic progress, LI will maintain the student's enrolment throughout the appeals process, including the external appeal, should the student choose to access an external arbitrator. LI will only cancel a student's enrolment, if the student has not appealed or the appeals process is completed, and the decision is in LI's favour.

Other Reasons

If the international student is appealing LI's intention to cancel or suspend their enrolment for other reasons, including breaching the Code of Conduct Policy (https://www.leaders.edu.au/policies/code-of-conduct-policy), the Institute will maintain the student's enrolment throughout the internal appeals process. LI is not required to wait for the outcome of an external appeal before notifying the Australian Government Department of Home Affairs through PRISMS of the change to the student's enrolment. The student then has 28 days within which to choose one of the following three options:

1. leave Australia;
2. show the Department of Home Affairs a new CoE;
3. provide the Department of Home Affairs with evidence that he or she has accessed an external arbitrator.

Exception: LI may cancel the student's enrolment without the outcome of the appeal, if LI fears for the safety and wellbeing of the student and/or people the student may encounter. The student may appeal this action if needed.

AUSTRALIAN GOVERNMENT EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) ACT 2000

To ensure our compliance with the Australian Government ESOS Act 2000 (as outlined in The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2018, it is beholden upon our institute, as a registered provider of education to overseas students, to ensure you have the following information about our course:

1. A general description of the content*
2. The qualification or accreditation gained on completion*
3. The duration of the course*
4. The teaching methods used, including any work integrated learning requirements*
5. The assessment methods used*
6. Details of any arrangements with other providers for recognition of the course or completed components of the course*
7. A general description of the institute facilities, equipment and learning resources*
8. An itemised list of all fees payable*
9. Information about the minimum level of English language proficiency, education qualifications, etc. required for acceptance into our course*

**Please refer to the relevant course page on the LI website (https://www.leaders.edu.au/).*

Information and Record Management

As noted in LI's Record Management Policy (https://www.leaders.edu.au/policies/record-management-policy), in accordance with the Privacy Act 1988, LI retains records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under section 21 of the ESOS Act and 3.04 of the Education Services for Overseas Students Regulations 2001.

Study Support	LI provides Study Skills workshops on-campus and online to introduce you to postgraduate study and research, with topics such as:

	• Turnitin; • academic integrity; • utilising artificial intelligence; • oral presentations; • writing and note taking; • critical and creative thinking; • research methodologies. LI also provides you with information regarding the various facilities and resources that are available to provide learning support, including English language support, a pre-pathway program and academic support during your course. For more information, see: • Student Learning Support Policy (https://www.leaders.edu.au/policies/student-learning-support-policy) • ICT Policy (https://www.leaders.edu.au/policies/information-and-communication-technology-policy)
Academic Progress	Satisfactory academic progress is measured by achieving passing grades in at least 50% of units in a teaching period for which you are enrolled. At the end of each semester, Registry produces an academic progress report and if you are determined as needing 'early intervention' you will be notified. For further details, see the Progression and Exclusion Policy (https://www.leaders.edu.au/policies/progression-and-exclusion-policy). Students who do not maintain satisfactory academic progress will be identified at Examiners Committee meeting at the end of each teaching period. Breaches of academic progress are classified as: Level 1: A student fails one or more units but less than 50% of the total units in which they are enrolled in a semester, and it is their first breach. This will normally be addressed by providing additional academic support and placing one or more conditions on enrolment. Where a student does not attend a compulsory Academic Progress Review meeting a period of suspension may be imposed. Level 2: A student fails 50% or more of the units in which they are enrolled in a semester and failed one unit or its equivalent for the second time or enrolled in a unit for the third time. This will normally be addressed by providing additional academic support and placing one or more conditions on enrolment or by imposing a period of suspension. Where a student does not attend a compulsory Academic Progress Review meeting a period of suspension may be imposed. Before a period of suspension is imposed the student will be given an opportunity to show cause. Level 3: A student fails 50% or more of the units in their current semester as a stage 2 student or when they fail the same unit three times, or when a student does not meet the terms agreed to at a compulsory Academic Progress Review. This will normally be addressed by suspension or exclusion. Where a student does not attend a compulsory Academic Progress Review meeting a period of exclusion may be imposed. Before a period of suspension or exclusion is imposed the student will be given an opportunity to show cause. Students have the right to appeal against a decision in relation to their academic progress by accessing the Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy). An appeal must be lodged in writing within 10 working days of the original decision and must be accompanied by supporting documentation. **Maximum Time to Complete a Course** It is the student's responsibility to understand and meet all the requirements of their course as stated in the Course Handbook. To be conferred with a degree, the student must complete

	all the requirements of the course within the prescribed timeframe to ensure that the qualification awarded reflects currency of knowledge and skill.
Careers	LI's Student Support Officer offer on-campus and online assistance to students, such as: • resumes and job applications; • interview preparation and coaching; • career workshops; • industry networking.

AUSTRALIAN EMERGENCY AND EXTERNAL SERVICES

In a safety, security, or medical emergency, call 000. This number will connect you to:

- Queensland Police
- Queensland Fire & Emergency Services
- Queensland Ambulance Service

When the call is answered, you need to tell the operator your emergency, so they can direct the right help to you. If you need the police but it is not an emergency, call 131 444. Other key emergency and external services:

- Crime Stoppers – 1800 333 000 in Queensland; 1800 800 400 outside Queensland
- National Security Hotline – 1800 123 400
- Lifeline 24-hour counselling and referral services – 13 11 14
- Domestic & Family Violence Counselling Service - 1800 222 387 - 8am-8pm AEST Monday – Friday
- Sexual Assault Counselling Australia - 1800 211 028 - 8am – 11pm AEST
- Sexual Abuse and Assault: Getting Help: (https://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/sexual-abuse-assault/sexual-abuse-assault-getting-help#:~:text=phone%201800%2055%201800%20(24,%2C%208am%20to%20midnight%20AEST)
- 1800 RESPECT - 1800 737 732 - Available 24/7 Australia-wide

CRITICAL INCIDENT

A critical incident is any event that may adversely affect LI, its students, staff, visitors, and/or assets and requires immediate and coordinated response. Examples include, but are not limited to:

- serious injury or death of a student, staff member, or volunteer;
- serious crime, such as physical or sexual assault;
- mental health emergency associate with significant behavioural disturbance;
- threats to self-harm or harm of others that cause an impact to bystanders;
- fire, explosion, or bomb threat; major theft or vandalism;
- threat of infection/pandemic;
- natural disaster.

Through the Critical Incident Management Policy (https://www.leaders.edu.au/policies/critical-incident-management-policy), LI ensures that effective management processes are in place in the evident of a critical incident. If you witness or experience a critical incident, please complete the Critical Incident Report Form (https://www.leaders.edu.au/_files/ugd/7e1320_20d5867038a54257a4ed9bdb67160544.pdf). The Institute will:

1. Undertake a Critical Incident Risk Assessment and identify key risks for the Institute;
2. Advise on individual plans to minimise the risks identified through such measures as education and training, improvements to Workplace Health and Safety, student counselling and discipline, individualised plans for students with challenging behaviour, security measures etc;

3. Undertake an annual audit of the resources for managing key risks and report any shortfall to the President;
4. Approve the Risks and Prevention Checklist;
5. Ensure all the students at the Institute, complete the Student Contact Information Form; and
6. Ensure a copy of the Student Contact Information Form is placed on file at the Institute.

The staff member directly involved with the critical incident is to:
1. Ensure the physical safety of students and staff as a matter of urgency (i.e. lockdown or evacuation of premises);
2. Call emergency services as appropriate on 000;
3. Call the Critical Incident Coordinator at the Institute;
4. Refer directly to the Immediate Response Checklist for response action specific to the incident;

The Critical Incident Coordinator is to:
1. Provide all those affected by the incident with access to factual information;
2. Contact the President at the Institute;
3. Co-ordinate the de-briefing of those affected within eight hours of the incident;
4. Monitor the need for counselling;
5. Initiate and maintain contact with those affected by the incident;
6. Assess the need for on-going additional support from outside agencies

ACADEMIC INFORMATION

GENERAL ACADEMIC OVERVIEW

Course and Unit Requirements	During Orientation, you will meet your Program Director to discuss unit enrolments and the semester timetable which is available on the LI website. All units offered in a course are allocated a certain number of credit points. A standard full-time study load is four (4) units per semester. The requirements to complete the course, including core units, specialisations, and electives are listed in the relevant Course Handbook, under "Courses" in this Student Handbook, and on the website under Study (https://www.leaders.edu.au/study). Each unit outline includes information about pre-requisites, learning outcomes, content, assessment, required reading, and more. It is your responsibility to understand your course and unit requirements. These will allow you to become familiar with your study options and how you might progress through your course.
Course Planning	It is important to consult with your Program Director if you have any questions regarding course planning, progression, and unit enrolment choices. If you enrolled in a double degree, you must ensure that you are meeting the academic requirements for both courses.
Orientation	Help and advice about choosing units and progressing through your course is offered during Orientation. It is your responsibility to attend all compulsory orientation sessions for your course. It is also compulsory for international students to attend the specific international student sessions. Orientation is run by academics and knowledgeable administrative staff who can clearly explain course requirements and answer any questions.

Academic Advice	Understanding your study options can be a complex process and is sometimes best done face-to-face. If you have any questions about how to progress through your course, or about what units you need to complete to satisfy course requirements, please make an appointment to meet with the Student Support Officer or Program Director. They can assist you in course or unit selection and can look at your individual study history to make personalised recommendations. If you are studying a double degree, contact the relevant Program Director for each course with any questions.
Graduation	Graduations are held once a year, usually in December. Details about graduation arrangements for students in Brisbane will be advised approximately one semester prior to graduation. For further details, see the Graduation Policy (https://www.leaders.edu.au/policies/graduation-policy).

EXAMS AND ASSESSMENTS

Alternative exam arrangements	You can apply for alternative exam arrangements if circumstances prevent you from taking your exam at the allocated time and place, or if you need adjustments made to be able to sit your exam. You can apply for alternative exam arrangements for the following: • timetable clash • disability, injury, or condition • specific religious observance • deferred or supplementary exams You must contact the relevant Unit Coordinator to apply for alternative exam arrangements. For further information, please contact the Student Support Officer: studentsupport@leaders.edu.au
Specific religious observance	You can apply for alternative examination arrangements if a specific religious observance clashes with a scheduled exam time. A specific religious observance is defined as: • the act of observing or complying with a religious law, custom, command, or rule; • undertaking a regular act of worship; or • the longstanding custom of celebrating a religious holiday. You are required to submit to Registry a letter on official letterhead from your place of worship that states you are unable to sit an exam because of a specific religious observance.
Deferred or supplementary exam	A deferred or supplementary exam must be arranged directly with and approved in writing by the relevant Unit Coordinator.

ACADEMIC INTEGRITY

Academic Integrity and Conduct	LI takes academic integrity very seriously. If you are found cheating in any form of assessment, you will be subject to procedures outlined in LI's Academic Integrity Policy (https://www.leaders.edu.au/policies/academic-integrity-policy). All students must complete the Academic Integrity Quiz (https://leaderb.moodlesite.pukunui.net/mod/quiz/view.php?id=28723) during

Orientation and list their results of the quiz on the title page of every assessment. Students also sign the Assessment Academic Integrity Declaration that registers their awareness of this policy. Further information regarding academic integrity and misconduct is included in the Student Portal on Moodle.

All assessment items except quizzes and exams are submitted via a Turnitin™ portal on the relevant Moodle™ webpage unless the Unit Coordinator has approved otherwise. The use of Artificial Intelligence (AI) tools must be ethical, transparent, purposeful, and uphold the principles of academic integrity and reference the use accordingly. Using AI tools to complete assessment or research that is not the original work is academic misconduct, unless the lecturer or supervisor has permitted this in writing.

LI considers three levels of severity in the breach of academic integrity:

SEVERITY OF BREACH
LI considers three levels of severity in the breach of academic integrity:

1. Minor Breach
Does not jeopardise the integrity of assessment. As a guideline, it affects up to approximately 15% of the assessment item in the professional judgment of the Lecturer. A minor breach is considered incidental plagiarism and is likely to reflect poor academic conduct rather than academic misconduct. It may result from misunderstanding of or limited attention to academic conventions, from carelessness or neglect, rather than intention to deceive.

2. Moderate Breach
This may jeopardise the integrity of assessment and is academic misconduct. As a guideline, it affects between approximately 15% to 25% of the assessment item in the professional judgment of the Unit Coordinator. This may include repeated minor breaches after a student's first semester of enrolment, disregard to academic conventions, unintended collusion, or fabricating citations with an intention to deceive.

3. Major Breach
This jeopardises the integrity of assessment or research item and is academic misconduct. As a guideline, it affects more than 25% of the assessment or research item in the professional judgment of the Unit Coordinator or research supervisor. This may include repeated moderate breaches, academic cheating, contract cheating, collusion, impersonation, or excessive use of AI without permission with an intention to deceive.

COMPLAINTS, GRIEVANCES, AND APPEALS

Applying to lodge a grievance or appeal

Students or prospective students wishing to appeal a LI decision should refer to the Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy). The person intending to lodge a complaint, grievance, or appeal must apply in writing within 10 working days of the original event/decision taking place. A student will receive acknowledgement of receipt of their written grievance/appeal application within 5 working days of lodgment of the grievance/appeal.

A grievance/appeal submitted after the deadline will not normally be accepted unless the student can demonstrate exceptional or extenuating circumstances that prevented them from submitting by the deadline.

	Any student or prospective student who provides false or misleading information will have their grievance/appeal application deemed invalid and may be dealt with in accord with the Code of Conduct Policy (https://www.leaders.edu.au/policies/code-of-conduct-policy). Similarly, anyone who makes vexatious or malicious complaints may be dealt with under the Code of Conduct Policy. For international students studying in Australia where the grievance relates to them being excluded from a course due to not completing their course in the required time frame, not achieving satisfactory attendance, or not making satisfactory course progress, the student will be notified in writing that they will be reported to the Department of Home Affairs and this may result in their student visa being cancelled. The student will be informed, in writing, that they have 20 working days to access the appeals process. LI will respond to any complaint, grievance, or appeal an international student makes regarding education agents or any related party with which LI has an arrangement to deliver the international student's course or related services. If the international student submits a Complaint, Grievance or Appeal Form this will be sent to the relevant Authorised Officer (usually the supervisor of the academic or administrative staff member involved in the grievance). If the grievance or appeal relates to a LI education agent, the submitted form will be sent to the LI Marketing Manager. **GRIEVANCE/APPEALS PROCESS** In lodging a grievance or applying for a review and/or appeal of a decision, the student or prospective student is expected to follow the process below.
1. Informal resolution	• A student or prospective student who has a grievance should, where possible, discuss this with the LI staff member responsible for the academic or non-academic decision or action. The LI staff member will deal with the issue promptly and, where possible provide the person with a full explanation in writing of reasons for the decision or action with a view to avoiding an escalation of the grievance. • If there is a conflict of interest, the staff member should refer the grievance to their supervisor. • Most grievances should be resolved informally.

2. Lodgement of Grievance/Appeal Form	• If a grievance cannot be resolved informally, the grievant may submit a Complaint, Grievance, or Appeal Form with the relevant Authorised Officer (usually the supervisor of the staff member involved in the grievance).
	• The grievant must provide the following:
	  ○ nature of the grievance;
	  ○ what actions they have taken to resolve the matter to date;
	  ○ evidence to support their claim;
	  ○ outcomes they are seeking.
	• The grievant is issued with an acknowledgement of receipt of the grievance and advised of the timeframe for review of the grievance matter within five (5) working days.
	
	Any grievance which is anonymous and may allege or involve abuse of a minor or is a protected disclosure of alleged corruption or wrongful conduct in the context of the Corporations Act 2001 (Cth) is reported immediately to the President (or other suitable Authorised Officer, where relevant).

3. Investigation and decision	• The grievant is notified in writing of the outcome within 20 working days of lodgement of the original grievance and of their right to appeal the decision.

	• The grievant is provided with a written statement, which includes a full explanation for the decision.
	• The decision taken may include to:
	  ○ deem the grievance to be invalid.
	  ○ dismiss the matter on the grounds that the grievant has not presented sufficient evidence to justify the matter as a grievance.
	  ○ uphold the grievance and provide a decision based on the evidence, including any agreed actions.
	• A report will be recorded by the Authorised Officer in the LI Register of Complaints/Grievances/Appeals.
	• If a grievant is dissatisfied with the internal grievance decision, they can submit a Grievance Appeal Form to appeal the decision.

4. Appeal of decision	• Formal appeals are to be made to the Grievance Appeals Panel by lodging a Grievance Appeal Form. • In lodging an appeal, the grievant must specify in writing the grounds for appeal and attach copies of all documents relevant to the appeal. • The appellant is expected to provide genuine reasons and any additional factual evidence in support of an appeal of a decision. The Institute will not alter a decision merely on the grounds that the grievant disagrees with it. In applying for the review or appeal of a decision, the grievant bears the onus of proof and is responsible for establishing that the decision in the first instance was an unreasonable one. • The appeal of decision matter is then dealt with by the Grievance Appeals Panel as soon as practicably possible.

5. Grievance Appeals Panel	• The Chair of the Grievance Appeals Panel will convene the Panel to discuss the matter within five working days of receiving the appeal, ensuring that members of the panel are not those who have previously dealt with the grievance, and are experienced in the area of concern.
	• The appellant is provided an opportunity to formally present their case to the Panel and bring a support person to the Panel hearing.
	• The decision of the Panel is the final internal decision and a formal report will be prepared within five (5) working days after the Panel meeting.
	• The Panel may take any of the following actions:
	  ○ deem the appeal to be invalid.
	  ○ dismiss the appeal on the grounds that the decision taken was right and proper, and/or the appellant has not presented sufficient evidence to justify further consideration of the appeal; and in so doing affirm the decision in its original form.
	  ○ uphold the appeal after establishing that there is sufficient evidence to support the finding that the decision taken was unreasonable.
	• Where an appeal has been rejected by the Panel on the grounds of it being found to be invalid or lacking in sufficient evidence to justify further consideration, there is no further internal avenue for the appellant to appeal.

6. Notice of final decision	The Panel Chair provides written notice of the decision to the appellant, including a statement of reasons for making the decision, as well as notifying them of their right to lodge an external appeal if they are unsatisfied with the decision. The Chair of the Grievance Appeals Panel will also detail if any corrective or preventative actions are to be taken by the Institute because of the decision.
External appeal	The appellant may not be satisfied with the outcome of the internal appeal process and is entitled to proceed to an external authority. For an external review to be approved, a complainant must have exhausted the internal grievance and appeal procedures in the policy. LI subscribes to the following external mediator services at no cost to the appellant:

	Peter Hendy, Chief Executive Officer **Independent Higher Education Australia (IHEA)** **Suite 301, Level 3** **198 Harbour Esplanade Docklands VIC 3008** **Email: info@ihea.edu.au** **Website: https://ihea.edu.au/** IHEA is a peak representative body for Australian independent institutes of higher education, of which LI is a member. IHEA will be responsible for facilitating appellant requests for external appeal only (as agent for LI) and will not make any decisions. Where a request for an external appeal is submitted to IHEA more than 20 working days after the appellant receives LI's final decision, that request will not be automatically granted. In such cases, IHEA will first refer the request to LI to decide whether to grant the appellant's request for an external appeal. Where a request for an external appeal is submitted to IHEA, IHEA will refer the request for external appeal to the Resolution Institute, an independent dispute resolution organisation, Resolution Institute. Resolution Institute will appoint an expert to consider and make recommendations in relation to the external appeal, in accordance with the policy. The appointed expert will use their best endeavours to make recommendations to resolve the grievance within 20 working days of appointment. The appellant and LI will take such steps as may reasonably be required by the Resolution Institute or the appointed expert to allow recommendations to be made to resolve the grievance. The Resolution Institute's expert may, in resolving the grievance, make recommendations including but not limited to: a. that the decision under appeal be upheld, overturned, or amended; b. that either the appellant or LI take corrective or further actions. The Resolution Institute or the appointed expert will advise the appellant and LI in writing of the outcome of the external appeal. For further information on the Resolution Institute, appellants may wish to contact the Resolution Institute using the following contact details: **Resolution Institute** **Levels 1 and 2** **13 – 15 Bridge Street** **Sydney NSW 2000** **Email: infoaus@resolution.institute** **Phone: +61 2 9251 3366 or 1800 651 650** **Website: https://resolution.institute/web/default.aspx** Where the Resolution Institute decides or recommendation in favour of the appellant, LI will immediately implement that decision or recommendation. LI will also take preventative or corrective action required by that decision or recommendation and will advise the appellant of actions taken in response to such a decision or recommendation of the Resolution Institute. The external appeal process referred to above is provided free of charge to appellants. Any costs associated with the external appeal will be covered by LI.
External appeal for international students	International students or prospective international students who wish to lodge an external appeal can contact the Commonwealth Ombudsman (https://www.ombudsman.gov.au/complaints/international-student-complaints). This service is free. The appellant and LI are bound by the decision of the Commonwealth Ombudsman

	and such decisions are final and non-reviewable. While the parties attempt to resolve the matter, an enrolled student may continue to attend classes as normal unless the student has a reasonable concern about an imminent risk to their health and safety. Where the Commonwealth Ombudsman does not have jurisdiction, international student appellants should follow the procedures listed above for external appeals.
Confidentiality	All documentation relating to grievances or appeals will be kept confidential and will be disclosed only to those persons who have a right to the information by virtue of their role in the review or appeal process, or as required by law.

FEES, CHARGES, AND REFUNDS

Payment of Tuition Fees	**Domestic students** Fees must be paid in full by census date each semester. **International students** The tuition fee for the first study period must be paid in full along with any applicable Overseas Student Health Cover fees prior to a Confirmation of Enrolment being issued. The standard due date for the first payment is three weeks from the date of issue of the Letter of Offer. International students are required to pay tuition fees prior to the commencement of studies. If, after census date, a student's tuition fees are not paid, or the student has not made alternate arrangements, then the student will be notified of LI's intention to report them to the Australian Government Department of Home Affairs (https://immi.homeaffairs.gov.au/). For a package course, the initial course may be offered by the business partner, but the principal course must be with LI. International students taking package courses are required to pay the first semester's fees for both the initial course and the principal course of their package. **Penalties for Non-Payment of Fees** If a student has not paid relevant fees by the payment date, and has not rectified the situation, LI may impose penalties for non-payment of fees such that students may: • not receive academic results; • not be permitted to enrol in current or other LI courses; • have their access to learning resources and student services removed; • not be permitted to graduate; • incur late fee penalties. **Cancellation of Enrolment** Students may have their enrolment cancelled if they fail to pay the required tuition fee by census date. Students who have been cancelled are removed from all enrolled courses, however enrolment may be reinstated if payment has been made within 10 working days, including any late fees. **Withdrawal** Students who wish to withdraw from a unit must submit the Application for Withdrawal Form to the Registrar. Notices will not be effective until formally received by the Registrar. Students who wish to apply for a refund should refer to the Refund Policy (https://www.leaders.edu.au/policies/refund-policy).

	Appeals Students wishing to appeal a decision should refer to the Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy). **Scam warning** To protect yourself from fraud and scams, never pay through a third party, even if discounts are offered. Scammers may contact you on social media, or be recommended by a friend and offer you a deal where you pay them a 'discounted' amount and they will then pay the full amount to LI on your behalf. Scammers may payments to institutes using stolen credit cards and these payments are eventually declined. Victims can lose money they paid to scammers and several weeks into semester, the students find out their fees are still outstanding. To ensure you are protected, stay up to date with the latest warnings on Scamwatch (https://www.scamwatch.gov.au/).
Fees and Charges	Information regarding LI's academic and non-academic fees and charges can be found in the LI Fees and Charges Schedule on the website.
Refunds	Processes related to fee refunds for LI are detailed in the Refund Policy (https://www.leaders.edu.au/policies/refund-policy). **Domestic Student Refunds** • if a domestic student withdraws from a unit or takes a leave of absence on or before the census date for that unit, LI will refund 100% of tuition fees paid for that unit, within 28 days of the census date of the unit to which the withdrawal applies; • if a domestic student withdraws from a unit after census date for that unit, no refund is applicable unless evidence of exceptional, compelling, or compassionate circumstances is provided; • if a domestic student defers, suspends, or cancels their course on or before census date for that course, a non-refundable administrative fee of $500 is due to recover administrative expenditure incurred. **International Student Refunds** LI will refund 100% of tuition fees paid where: • the student's visa application is refused; or • the student is unable to commence their course based on exceptional, compelling, or compassionate circumstances; or • the offer of a place is withdrawn by LI; or • the course which was applied for ceases to be offered by LI. An international student who defaults is not eligible to a refund of tuition or other fees. A student defaults when the student has: • supplied fraudulent, forged or deliberately misleading information and/or documentation to LI; or • had their enrolment cancelled due to either academic or behavioural misconduct during the semester in which the misconduct occurred; or • failed to notify their request for refund within 90 days of the end of the semester in which the tuition fee was applicable; or • had their Confirmation of Enrolment (CoE) cancelled due to non-commencement of studies, lack of academic progress, failure to attend the required classes or other reasons within the student's control; or

- submitted the request for withdrawal from unit(s) after the census date and cannot demonstrate exceptional, compelling, or compassionate circumstances.

If an international student defers commencement of their course, a non-refundable $2,000 deposit component of tuition fees is due before commencement to recover administrative expenditure incurred. The relevant semester's fees will be reduced by this amount after commencement.

If an international student cancels their course enrolment less than 28 days before the commencement of the course, a non-refundable $2,000 deposit component of tuition fees is due before commencement to recover administrative expenditure incurred.

If an international student takes a leave of absence on or before census date, LI will refund 100% of tuition fees paid for that unit, within 28 days of the census date of the unit to which the leave of absence applies.

After census date, no tuition fees for the unit will be refunded unless evidence of exceptional, compelling, or compassionate circumstances is provided.

Package Courses
For a package course, the initial course may be offered by the business partner, but the principal course must be with LI. International students taking package courses are required to pay the first semester's fees for both the initial course and the principal course of their package. For package courses the refund of fees for the principal course (which must be with LI) will be governed by the policy.

Refund of Overseas Student Health Cover (OSHC)
A student may apply for a refund of the paid but unexpired portion of their OSHC premium where the student:
- paid their OSHC premium but did not come to Australia;
- could not/did not extend their student visa;
- returned to their home country before the end of their approved stay for reasons beyond tl control;
- has completed their studies at the LI and are returning home; or
- has been granted Permanent Resident status in Australia.

Where monies for OSHC are held by LI, the refund will be processed by LI.

Exceptional Circumstances
A refund may be granted to a student who makes changes to, or withdraws from a unit, after the census date provided evidence is supplied that the student had ceased attendance by the census date and was unable to notify LI for reasons beyond their control.

An application for a refund after census date will only be considered where LI is satisfied that the circumstances were:
- beyond the student's control; and
- did not make their full impact on the student until on or after the census date; and
- such that it made it impracticable for the student to complete the units(s) requirements.

LI will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon, or abnormal.

	Each application is examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.
Refund Procedures	Students must pay any prescribed fees by the due date. Failure to do so may result in cancellation of enrolment. Students of LI who wish to withdraw from a unit or course must do so in writing using the Change of Course or Unit Enrolment Form (https://www.leaders.edu.au/_files/ugd/7e1320_6fbc2f1dc02d4389b6c361bc717ddd62.pdf), which is available from LI staff or the LI website. LI has a non-refundable fee component which is reflected on its registration form at the time of enrolment and is clearly defined and identified in the student written agreement. Non-refundable fees are in accordance with the refund schedule published on the LI website. Where LI deems a student is in default LI will issue a written notice of intention to cancel the student's enrolment. The notice will include reasons and will inform the student of their right to appeal. **Seeking a Refund** If an international student is seeking a refund prior to commencing study with LI because of a visa rejection, the student must provide LI with written notification and a copy of documents evidencing the refusal including an original letter from the Australian Embassy, High Commission, or Immigration Office. **Transfer of Fees** LI will not authorise the transfer of fees to other institutions or any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid, and must be refunded to the country of origin, if applicable – for example, where fees are paid by Electronic Funds Transfer, they may only be refunded to the originating bank account. If a third party such as a sponsor or scholarship agency paid for the student fees, any refund will be paid to the third party. If the initial bank account has been closed since the original payment, evidence of closure must be provided. All refunds will be made within 28 days after LI receives a written refund claim. The amount of the refund made will be in accordance with the refund schedule published on the LI website. **Appeals** Current and prospective student complaints in relation to refunds are processed according to the Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy). There are no charges for this process. LI's appeals processes do not circumscribe the student's right to pursue other legal options. Students may take further action under Australia's Consumer Protection Law.

INTERNATIONAL STUDENTS

LI offers opportunities for international students to connect with students and staff. Apart from outstanding academic staff whom you will meet regularly at class and online, we have specialists who can help with a range of issues including study skills, English language, academic writing, and personal challenges such as homesickness and stress associated with assimilating into a new culture.

Australia is famous for its relaxed, welcoming, and multicultural society. In fact, 1 out of 4 of Australia's 22 million population were born overseas and half of all Australians have an overseas born parent. Over 20% of Australians speak a language other than English at home. This means that Australia has a wide variety of delicious foods and cultural events. If you are bringing your family with you to Australia, you will need to make appropriate arrangements for visas, health insurance, childcare, and schooling. You will also need to ensure you have access to the finances required to support your family in Australia. You family will also need to time adjust to life in Australia.

Life in Australia may be very different to the life that you led in your home country with different laws, customs, food, and culture. In Australia, everyone is free to follow and celebrate their cultural and religious traditions so long as they do not break Australian laws. Australia has a tradition of free speech. However, it is illegal to insult, humiliate, offend, or intimidate others based on age, race, country of origin, gender, marital status, pregnancy, political or religious beliefs, disability, or sexual preference.

DOMESTIC OR INTERNATIONAL STUDENTS

Leaders Institute is fully accredited with the national higher education regulator, the Tertiary Education Quality and Standards Agency (TEQSA), to whom we report regularly. Thus, our standards are equivalent to those of any other duly authorised higher education provider in the nation.
As an international student, you can look forward to a range of exception support programs, and a smooth transition into life and study in Australia. **You are an international student** if you are not:

1. An Australian citizen;
2. A New Zealand citizen;
3. A dual citizen of any country with Australia or New Zealand; or
4. A permanent resident of Australia.

If you meet any of these categories, you are a domestic student. You are an international student if you hold a permit for temporary entry to Australia.

International students who have not completed an Australian qualification must have appropriate education qualifications, deemed equivalent under NOOSR guidelines (https://internationaleducation.gov.au/services-and-resources/Pages/qualifications-recognition.aspx). Applicants who do not meet the requirements for admission may be considered for admission to micro-credentials or single units.

International students must hold a valid student visa and meet numerous conditions of the Australian government (https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders). For example, a holder of a student visa may not work, paid or unpaid, for more than 48 hours in any fortnight during semester time. Where Work Integrated Learning is integrated into a course, it does not count towards the 48 hours.

Students enrolling from non-English speaking countries are required to undertake an English language test and demonstrate English proficiency.

PRE-DEPARTURE INFORMATION

Pre-Departure	Leaving home to live and study in a foreign country can be an exciting and challenging experience. Brisbane is an easy and affordable place to live, and we will assist you to settle into study at LI and living in Brisbane. Our support extends to facilitating a smooth transition into the education environment at Leaders Institute, as well as adapting to life in Brisbane. Before you travel to Australia, you may like to refer to our pre-departure checklist to make sure you do everything you need to do before you leave home.

Arrival	To help you settle when you first arrive in Australia, be aware of the following: • Pre-organise your accommodation before arrival. • Have around AUD$100 ready when you arrive to pay for your transport from the airport to your accommodation and know the route from the airport to your accommodation. • Contact your family to let them know you arrived safely. You can buy phone cards to make the cost of calling home cheaper. • Learn the route to LI campus. • Apply for a Tax File Number (TFN). • Open a bank account. If you have school-aged children, learn the route to and from their school.
Visa and Passport Requirements	You will need to organise your student visa and passport. You should receive a Confirmation of Enrolment (CoE) from the Institute. Once you have your CoE you will be able apply for your student visa. Make sure your passport is valid for the intended length of your study time in Australia. Should it expire during your stay, you will need to have it extended through your country's diplomatic mission in Australia, or else when you return home on holidays. See Student Visa for further information.
Travel Insurance	Make sure you organise travel insurance for the journey to Australia. It may also be useful to consider organising travel insurance for your first week in Australia. Your Overseas Student Health Cover will begin once you arrive in Australia. Travel insurance will cover you for any difficulties you might encounter from the time you depart your home country to your arrival in Australia, such as lost luggage. Unlike your compulsory Overseas Student Health Cover, your travel insurance may (depending on the insurer and type of cover) provide you with cover for pre-existing medical conditions, but it is important to check this with your insurer.
Things to Bring	1. **Your passport!** 2. **Documentation of previous studies** (if applying for status or credit). 3. **Certified academic transcripts**. 4. A **character reference** from a teacher or other official (to help you apply for long-term accommodation). 5. **Identification** such as a driving licence or credit card (to help you open a bank account). 6. Home country **driving licence** if you want to drive in Brisbane. You will have to provide a translation of your licence into English, either in the form of an International Driving Permit or by arranging for a translation once you are here. 7. Important **medical records** (for example, if you have an ongoing medical condition). 8. **Medication**: If you take medication for an illness or condition you may need to bring a supply with you as it may not be readily available, or available at the same price, in Australia. You may need a certificate (in English or translated into English) from your doctor stating that the drugs have been prescribed. Check with immigration authorities: you must declare any drugs or medicines you bring into the country. Note that any prescription medication obtained in Australia must be prescribed by an Australian doctor. 9. **Bilingual print dictionary** (only print dictionaries are allowed in exams). 10. Spare spectacles/contact lenses. 11. Optional: Radio/MP3 player, camera, calculator, USB/thumb drive. 12. Optional: computer (as accompanied luggage). Prices for new laptops in Australia range from approximately A$400 to A$5000. You are allowed to bring a laptop

into Australia, provided Customs officials are satisfied it is for personal use and that you intend to take it with you when you return home. You are advised to get specified items insurance for your laptop in case it gets stolen or damaged.

13. Contact details for home and Australia in case of an emergency.

Things NOT to Bring

Australia has strict Quarantine laws. Visit the Biosecurity Australia website for information on what you are not allowed to bring into Australia. For example:

- Items made from wood, plant and animal material must be declared upon arrival.
- You are not allowed to bring in fresh food or egg products even in powder form into Australia, including dried or packet food.
- You MUST declare ALL food items in your possession or risk an on-the-spot fine.

Brisbane has a diverse population, so products from most regions in the world are readily available. You can probably buy most of your favourite foods here instead of bringing them with you.

Cost of Living

The cost of living in Australia will vary depending on your lifestyle and personal requirements The Australian government requires student visa applicants to show they have a minimum of AUD$24,505 in savings to cover annual living costs.
The average cost of a student living in Brisbane is around $1,800 - $3,500 a month (not including tuition fees).

The average cost of a student living in Brisbane is around $1,800 - $3,500 a month (not including tuition fees). To help provide some insight to the living cost in Australia, here are some examples of expenses:

- Milk (1 Litre) - $2.30
- Loaf of white bread (500g) - $3.63
- Chicken fillets (1kg) - $12.85
- Average meal from McDonalds - $15.00
- One way bus fare (avg) - $4.88
- Petrol (1 Litre) - $1.95
- Mobile phone and data plan (monthly) - $45-$125
- Cinema ticket - $22

These prices are estimations only and may vary in price.

Accommodation

A student living off-campus in a private rental close to LI and the inner city can expect to pay:

- from $530 per week for an entire one-bedroom apartment;
- from $330 per person, per week sharing a two-bedroom apartment;
- from $250 per person, per week sharing a three-bedroom house or apartment.

To help you estimate a monthly budget, here are some approximate costs of common expenses:*

Monthly Cost of Living

	Single Student	Family (two adults, one child)
Rent	$968 - $2280	$2640 - $3000
Utilities (gas, electricity, water)	$170 - $215	$200 - $415
Food	$475 - $1380	$1300 - $1600
Mobile phone/ Internet	$45 - $125	$90 - $320
Public Transport	$90 - $120	$270 - $360
Total	$1705 - $4060	$4500 - $5695

*These costs assume that the dependent child is not of school age and does not factor in childcare costs. Any school-aged dependents accompanying the intending international student will be required to pay full fees if they are enrolling in either a government or non-government school. View fees for school-aged dependents (https://eqi.com.au/apply-now/fees).

This table should be taken as a guide only. Study Australia (https://www.studyaustralia.gov.au/) provides an online cost of living calculator (https://costofliving.studyaustralia.gov.au/) to estimate your weekly, monthly, and yearly living costs.

Study Costs
LI features a fully online digital library, as well as providing required readings in Moodle. However, there may be other related study costs from $500 to $1000 on average per year, depending on the course.

You will need access to a computer and the internet during your time at LI. Although computers are available on campus, we suggest owning one if possible.

Public Transport
LI recommends using Brisbane's Translink public transport services to get to and from the campus (https://translink.com.au/).

The campus is serviced by extensive public transport networks, offering congestion-free, fast, and reliable transportation. For the safety and security of students, no classes or activities are scheduled on campus after 5pm.

Concessions and Student Discounts
The Queensland government provides some concessions and student discounts at participating retailers and institutions. You'll usually need to show a valid student ID card to access student discounts. This can help you minimise your expenses on some products and services, including:

- software and technology;
- public transport;
- entertainment (such as cinema tickets, museums);
- select retailers;
- select food and drink venues;
- select hairdressers.

The Ultimate List of 35+ Student Discounts in Australia (https://overseasstudentsaustralia.com/the-ultimate-list-of-student-discounts-in-australia/)

Other Useful Information

For other useful information for international students, please see:
Education Services for Overseas Students (ESOS Act): https://www.education.gov.au/esos-framework
Australian Government's Department of Home Affairs: https://www.homeaffairs.gov.au/
Study Australia: https://www.studyinaustralia.gov.au/
Tuition Protection Services: https://www.education.gov.au/tps

PRE-DEPARTURE CHECKLIST

Before you leave home there are some important things you will need to do. We've prepared this checklist to help you make sure you don't overlook anything.

Things To Do	Check off as you complete the task ✔
Visa: Organise your student visa. See visa requirements to learn more.	
Passport: Ensure your passport is valid for the intended length of your study period in Australia.	
Medical care: Have medical, op cal and dental check-ups and organise any prescribed medica on you may require including a le er from your doctor (in English) detailing any prescribed medicines.	
Airport pickup: Find out about our free on-arrival airport pickup and complete the online booking form to be greeted at the airport.	
Accommodation: Book temporary accommodation before you leave your home country. Start looking for long-term accommodation as early as possible.	
Enrol online: Take a closer look at what you need to do to prepare to enrol. If you have any difficulties enrolling online, you can complete your enrolment during orientation.	
Money: Organise to have at least A$2,000 available to you on arrival in Brisbane approximately A$500 in cash and A$1,500 in travellers' cheques or accessible by ATM).	
Consular assistance: Make a note of the contact details of your country's embassy in Australia.	
In case of emergency: Make a note of Leaders Institute emergency contact numbers for international students.	
Documentation: Pack a document folder containing your offer le er, Confirmation of enrolment (CoE), academic transcripts from previous study, identification documents, important contact numbers, a written character reference (translated into English) to help in securing accommodation, details of pre-arranged accommodation and important medical records.	
Customs and quarantine: Check customs and quarantine regulations and pack any items you wish to declare separately. More information about what not to bring into Australia is detailed on the LI website.	
Orientation: The Student Support team will advise the dates for orientation each semester.	
Insurance: Organise insurance for your personal belongings.	
Don't forget: To take your passport and flight tickets to take on board the flight in your handbag/travel pouch or wallet.	

STUDENT VISA

Student Visa Information and Obligations	It is vital to adhere to your Australian international student visa obligations. To find out anything you need to know about your student visa conditions, see the Department of Immigration & Border Protection website. If you are holding an Australian student visa you must be enrolled full time in an accredited course. At LI, this means that you should study four units per semester and be able to complete your course by the duration of your electronic confirmation of enrolment form (ECOE). Under extenuating circumstances, it may be possible to enrol in a lighter load with the approval of your Program Director. However, it may mean that you need to extend your student visa. Failure to meet LI's enrolment and academic progress expectations may lead to cancellation of your study. Once LI has issued you with an ECOE and you have obtained your student visa, Standard 7 of the National Code under the Education Services for Overseas Students (ESOS) Act 2010 states that another provider is not allowed to issue you with a new ECOE in the first six months of your course without a release letter from your principal provider. After the first six months, you may transfer to a new provider. However, ensure that you have a new ECOE and that you notify LI of your changes. Refer to the Department of Immigration & Border Protection website for further information. Please discuss any changes to your enrolment with your LI Program Director.
Course and Visa Extension	To extend your course and visa owing to academic progress or extenuating circumstances, contact your Program Director, submit a course extension form and an ECOE extension form. Apply to the Australian Government Department of Home Affairs (https://immi.homeaffairs.gov.au/) to apply for visa extension. If you have any difficulties call the Department on 131 881.

ACCOMMODATION

Do you need to find somewhere to live? Sorting out accommodation can be challenging as an international student, because things might work quite differently here than they do in your home country. Don't worry! We are here to help.

LI can help you access a range of long-term and short-term housing opportunities to suit different budgets using the links provided. Some of your options include private rentals, student hostels, student apartments and homestays.

Here are a few things to know about finding accommodation in Australia:

DO	DON'T
Plan ahead: allow plenty of time to research your options Know your rights and obligations as a renter in Queensland. You might like to look at tenancy information in your own language to wrap your head around what's involved when it comes to renting in Queensland. Understand the details of the lease/contract before agreeing to it. If unsure, get advice from us or from QLD - https://tenantsqld.org.au/need- advice/. Avoid rental scams on social networking and external share accommodation websites	• Rent accommodation without a written lease/contract. • Pay any money (for example rent or a bond) without getting a receipt. • Commit to share accommodation • without first clarifying 'house rules' (cleaning, bills, etc) with housemates

On Arrival Accommodation	You may prefer to book temporary accommodation and stay there for a short time until you are familiar with Brisbane.
Long Term Accommodation	You should start to arrange your accommodation as long before your arrival in Brisbane as possible. New students find that establishing long-term accommodation is one of the more difficult tasks they face once they arrive. Please note that any links to real estate agents or residential accommodation are *independent of LI*, so you will have to contact them directly. You are strongly encouraged to obtain home contents insurance in case of damage, loss, or theft of your possessions. There are many options for accommodation while living in Brisbane, such as renting, shared accommodation, or homestay: contact the Student Support team for assistance. LI partners with The Australian Homestay Network (https://www.homestaynetwork.org/leaders-institute-students/) as a preferred homestay provider. **The Australian Homestay Network (AHN)** AHN offers safe, affordable, and comfortable accommodation for international students studying in Australia. Hosts provide the feeling and support of home so you can settle in faster and become familiar with the Aussie culture, climate, and lifestyle. Choose from a range of flexible packages inclusive of meals, utilities, and internet access as well as 24/7 support, local orientation, and homestay insurance. AHN's world-class homestay standards include a home inspection, interview and background check for hosts and a unique preference-based matching system to connect you with the best host. **Additional Links For Alternative Options Are Listed Below:** www.homestaynetwork.org www.iglu.com.au www.urbanest.com.au www.atira.com www.scape.com www.unilodge.com.au www.homestaynetwork.org www.hivestudentaccommodation.com.au www.precinq.com.au www.uniresort.com.au www.domain.com.au www.realestate.com.au www.flatmates.com.au www.airbnb.com.au www.yha.com.au

	www.hostelworld.com

INSURANCE AND FINANCES

Personal Insurance	The landlord will insure the building where you live, but you will need to have contents insurance if you want to be covered in case: • you break something; • you are burgled; • there is a house fire; • flood. You will need to take out specified items insurance to cover portable items such as laptops, digital cameras and bicycles when taken outside the home. Insurance premiums vary between companies, so you will need to shop around and compare the different options available. You should select the best policy for your needs. You can look for insurance companies in the Yellow Pages (https://www.yellowpages.com.au/pages/find-business). If you are sharing a house, a joint policy for the whole household may be cheaper than separate policies for each person but you will need to agree on the value of certain items and be sure that you have all your individual possessions insured.
Managing Your Finances	All major Australian banks have branches located in the Brisbane Central Business District. All will be able to exchange foreign currencies and travellers cheques into Australian currency for a fee. You can also exchange foreign currency at: • American Express Foreign Exchange Services • Travelex Foreign Exchange Bank Accounts To open a bank account, you will need at least your passport and boarding pass if you have just arrived.
Study Costs	LI features a fully online digital library, as well as providing required readings in Moodle. However, there may be other related study costs from $500 to $1000 on average per year, depending on the course. You will need access to a computer and the internet during your time at LI. Although computers are available on campus, we suggest owning one if possible.
Part-Time Work	To remain compliant with the conditions of your student visa, you are not allowed to work until you have commenced your classes and can work up to 40 hours per fortnight while your course is in session (excluding any work undertaken as a registered component of your course of study or training). You can work unlimited hours during mid-semester and end-of-year holidays.

GETTING AROUND BRISBANE

Brisbane fully embraces its reputation as a sun-soaked city, placing a strong emphasis on outdoor living. Imagine savouring al fresco dining, enjoying riverside picnics, exploring nearby islands along the coast, and venturing into national parks. This dynamic city also offers a vibrant cultural precinct, abundant wildlife encounters, and easy access to renowned destinations like the Gold Coast and the Great Barrier Reef. Brisbane is a destination that's impossible to resist.

Known as the “River City,” Brisbane invites you to explore its waterways by hiring a kayak or joining a guided tour. Paddle past the glistening skyline, sunken ships, and dramatic cliffs while immersing yourself in the river’s charms. And right in the heart of the city, you’ll find Streets Beach, a dazzling blue lagoon offering white sand, crystal-clear water, and refreshing swims. Explore how to make the most of a day at Brisbane’s urban oasis. South Bank emerges as Brisbane’s cultural hub, offering world-class theatre, dynamic arts, and enlightening exhibitions. Brisbane’s enchanting coastline is dotted with pristine islands awaiting your exploration. Seek out secluded snorkelling spots, hand-feed wild dolphins, and uncover hidden shipwrecks beneath the sea—all within reach on Brisbane’s islands.

Brisbane is home to some unexpected treasures, including floating walkways, underground operas, and edgy street art. Once you’ve experienced the city’s renowned landmarks, it’s time to uncover the hidden gems cherished by locals.

Public Transport	LI recommends using Brisbane’s Translink public transport services (https://translink.com.au/) to get to and from LI. The campus is serviced by extensive public transport networks, offering congestion-free, fast, and reliable transportation. For the safety and security of students, no classes or activities are scheduled on campus after 5pm. Useful resources to find locations in Brisbane and plan your travel include: • Translink for bus, train, City Cats and City Ferries timetables • https://www.brisbane.qld.gov.au/traffic-transport You can buy TransLink tickets for buses and ferries from: • bus and ferry operators; • Queensland Rail (QR) staffed station or QR vending machines; • private bus operators; • some newsagencies and local convenience stores; • use your valid credit card for payment. Visit the TransLink website for information about go card ticketing.
Concessions and Student Discounts	The Queensland government provides some concessions and student discounts at participating retailers and institutions. You'll usually need to show a valid student ID card to access student discounts. This can help you minimise your expenses on some products and services, including: • software and technology; • public transport; • entertainment (such as cinema tickets, museums); • select retailers; • select food and drink venues; • select hairdressers. Children, school students, tertiary students, seniors, pensioners and veterans may be eligible to concessional travel on rail, bus and ferry services. For more information about concessional travel, visit the TransLink website. **Note:** You will be able to use student concession tickets only once you have obtained a Student ID card at Orientation.
Faulty Tickets	Phone Translink on 13 12 30 for information about faulty ticket refunds.

Brisbane's Accredited Visitor Information Centres	Whether it's tour and accommodation bookings, events and entertainment information, brochures and maps, or general tourist advice you need for the Brisbane and Greater Brisbane areas, the many Accredited Visitor Information Centres located across the Greater Brisbane Region have it covered. The main Brisbane Metro Info Centre is located at the following address: Brisbane Visitor Information and Booking Centre The Regent, 167 Queen Street Mall, Queen St, Brisbane P: 07 3006 6290 E: visit@brisbanemarketing.com.au Open daily (closed Good Friday, Anzac Day and Christmas Day) Monday to Thursday – 9am-5:30pm Friday – 9am-7pm Saturday – 9am-5pm Sunday – 10am-5pm You may also be able to visit the information Centre located conveniently at the Brisbane International Airport on arrival at the following location: Brisbane International Airport Visitor Information Centre International Terminal - Level 2 P: 07 3406 3190 Email: enquiries@sqt.com.au Website: https://www.bne.com.au/passenger/shop-dine-explore/shop-dine/visitor-information-centre
Driving	If you have a valid overseas driving licence and are in Australia on a temporary visa, you can drive on that licence if it is in English or accompanied by an English translation. For information contact Department of Transport and Main Roads (https://www.tmr.qld.gov.au/) on 13 23 80 or visit them at the Brisbane City (Elizabeth Street) Transport and Main Roads Customer Service Centre Located at: 229 Elizabeth Street, Brisbane, Qld, 4000. You should download a copy of the Driver's Handbook (https://aussie-driver.com/queensland/queensland-drivers-handbook/). Alternatively, you can also buy the book online or from a transport and motoring customer service centre. You may also be able to buy it from some newsagents in Queensland. If you are buying a used car, the Office of Fair Trading Queensland (https://www.qld.gov.au/law/fair-trading) has some important advice. You can also pay for the RACQ to inspect the car before you buy it (1800 629 501). Remember: whether you are buying or renting a car, pay attention to your insurance policy. For example, if more than one person commits their funds to rent or buy a car make sure everyone who drives the vehicle has their name listed on the policy. Be aware that compulsory third-party insurance is only third-party personal insurance (included in the price for vehicle registration) and will not cover any damage to property or vehicles, either your own or the other party's.
Riding a Bicycle	Brisbane is a great city to ride in as it has an increasing number of bicycle lanes and pathways. Once you arrive in Brisbane, you can get a map showing the best cycling routes here (https://www.queensland.com/au/en/things-to-do/adventure/cycling/best-road-bike-rides-brisbane). Remember that in Brisbane it is compulsory by law to wear a helmet while riding. Failure to do so may result in an 'on the spot' fine by Brisbane police.
E-Scooter Rules/Fines	It's now completely legal to ride e-scooters around Brisbane following the introduction of some new fines and regulations. If you don't want to pay an $130 fine, you must: • Only ride on footpaths (main roads or Brisbane CBD streets are off limits, but riding on local streets with a speed limit of 50km/h or less is permitted); • Be at least 16 years of age (or 12 with adult supervision);

- Always wear an approved, securely fitted bicycle helmet (unless an exemption has been granted for medical or religious reasons);
- Not carry passengers;
- Not use a mobile device;
- Not drink and ride;
- Have a working flashing or steady white light on the front, and a red light and reflector at the rear when travelling at night or in hazardous conditions.

When riding on a path, Department of Transport and Main Roads (https://www.tmr.qld.gov.au/) say you must:

- Keep left and give way to pedestrians;
- Travel at a speed that allows you to stop safely to avoid colliding with a pedestrian;
- Travel at a safe distance from a pedestrian so you can avoid a collision;
- Keep left of oncoming bicycles and other personal mobility devices. Only use the bicycle side of a shared path.

ESOS COMPLIANCE

LI complies with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standard 10 – Complaints and Appeals*. LI will:

- provides international students with comprehensive, free, and easily accessible information about the Complaints, Grievances, and Appeals Policy (https://www.leaders.edu.au/policies/complaints%2C-grievances%2C-and-appeals-policy).
- provide training at orientation regarding the Complaints, Grievances, and Appeals Policy which includes a process for international students to lodge a formal grievance or appeal if a matter cannot be resolved informally (see below for contact details);
- respond to any complaint or appeal an international student makes regarding their dealings with LI, our education agents, or any related party that LI has an arrangement with to deliver the overseas student's course or related services;
- commence assessment of the complaint or appeal within five working days of it being made in accordance with our grievance handling and appeals process, and finalise the outcome as soon as practicable;
- ensure that the overseas student is given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings;
- conduct the assessment of the grievance or appeal in a professional, fair, and transparent manner;
- ensure that the international student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
- keep a secure and private written record of the complaint or appeal for at least two years, including a statement of the outcome and reasons for the outcome;
- ensure that if the international student is not successful in the internal complaints handling and appeals process, LI will advise them within 10 working days of concluding the internal review of their international student's right to access an external complaint process at no cost to the student via the Ombudsman. You can make a complaint by phoning 1300 362 072 Monday to Friday, 10am to 4pm (AEST). You can also use the online form 24 hours a day, 7 days a week (https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm).
- Ensure that if the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the international student, LI will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the international student of that action.

WORKING IN AUSTRALIA

Before applying for a job in Australia

- Double-check your conditions: Ensure you are applying for a role that suits your circumstances. Check your visa or scholarship conditions to make sure you meet all requirements.
- Understanding hours of work: Under the terms of a student visa, once you have commenced your course as an international student, you can work up to **48 hours per fortnight** (2-week period) while your course is in session and unlimited hours during scheduled course breaks. You must not work in Australia before your course of study commences.
- Apply for a tax file number: Once you arrive in Australia, you can apply for a Tax File Number through the Australian Taxation Office. Your tax file number will be your unique numerical identifier for all tax purposes while you work. If you live in Australia longer than six months, you will be considered a resident for tax purposes, be required to pay income tax and be eligible to submit a tax return at the end of the financial year.
- Understand your working rights: It is important that you understand your working rights in Australia. As an international student, you will have the same workplace rights and protections as everyone else working in Australia. You can find out more about your rights on the Fairwork Government website.
- Type of contract: Casual employment does not require you to work a certain number of hours per week and can often be flexible around university study. As a casual employee, you are not entitled to any paid leave, including sick and annual. As a part-time employee, you have a permanent position where you will be required to work a set number of hours per week, with paid leave entitlements. This type of employment can also work well with university study, as you can schedule your shifts around your semester timetable. **Full-time work is not permitted as an international student studying in Australia, as you will exceed your fortnightly number of hours.**