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精英团队

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

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Student Handbook

Contents

WELCOME 3
Studying at Allied Institute 4
Contact Information And Emergency Contacts 6
Public Facilities: 7
Transport 8
Courses provided by Allied Institute 9
Delivery Locations 26
Admissions & Enrolment 27
Unique Student Identifier (USI) 32
Credit Transfer (CT) 32
Recognition of Prior Learning (RPL) 33
Provisions for the CHC52025 – Diploma of Community Services qualification 34
Reduction of Course Duration as a result of Credit Transfer (CT) or RPL 35
Living and studying in Melbourne 36
Information for International students 40
Course Orientation 47
Student code of conduct 48
Course expectations and requirements 50
Diversity, Inclusion, and Wellbeing Support Services 55
Course transfer 59
Deferral, suspension and cancelation 61
International Students | Change in Visa status 62
Access to your records 64
Amendment to records 64
Notify College of changes 64
Legislation and you 66
Fees, Changes and Refunds 70
Feedback, Complaints and Appeals 72
Issuing of Certificate documents 75
Re-issuing Statements and Qualifications 75
Useful Links and Resources 76

Welcome

Welcome to Allied Institute where you learn today for a better tomorrow. Allied Institute is committed to help all students to meet their future goals through education and learning. We are proud to be recognised as a quality provider within the industry, which is achieved by ensuring all students receive the training, support and skills for their future.

We pride ourselves on offering a supportive and flexible learning environment with highly dedicated trainers and assessors to help you reach your goals. In this modern world, you need to have the competitive edge to distinguish yourself from the competition. Our qualified teachers, trainers and assessors will not only provide you with quality education but with practical and life experiences that you can learn from and to help you reach your dreams.

Our students come from different backgrounds, and this creates a unique atmosphere where you can experience other cultures and socialise. Our approachable, trainers and assessors and staff are happy to share experiences with you and to provide stepping stones for your future ahead. We look forward to welcoming you to Allied Institute.

Allied Institute acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and pays respect to their Elders, past, present and emerging.

Studying at Allied Institute

Studying at Allied Institute is designed to be both convenient and rewarding. Our campus is located in the heart of the Melbourne CBD and is easily reached by public transport. If you prefer to drive, there are ample car parks within walking distance.
At Allied Institute you will benefit from:

- Modern equipment and facilities that mirror workplace standards
- Trainers and assessors who hold relevant qualifications and maintain current industry experience
- A curriculum developed in consultation with industry to ensure your qualification is respected and valued

We aim to create an environment where you can focus on learning, build your professional network and prepare for success in your chosen field. If you have any questions about accessing our facilities or using our resources, please contact the Student Experience Team for assistance.

Acknowledgement of Country

Allied Institute will:

- Conduct an Acknowledgement of Country at the beginning of formal and significant events.
- Consult with the Local Aboriginal Land Council (LALC) or other appropriate sources to confirm the traditional owners of the land and appropriate wording.
- Where appropriate, arrange a Welcome to Country by a local Elder, with respect to cultural protocols and appropriate remuneration.

Learn about places of Aboriginal historical and cultural significance within the City of Melbourne
melbourne.vic.gov.au/aboriginal-melbourne

Cultural Respect Statement for Aboriginal and Torres Strait Islander Students

Allied Institute acknowledges the Traditional Custodians of the lands on which we live, learn, and work. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Allied Institute is committed to providing a culturally safe, respectful, and inclusive learning environment for Aboriginal and Torres Strait Islander students. We recognise the unique cultural identities, histories, and contributions of First Nations peoples and aim to support their educational success through culturally appropriate practices.

Our obligation as your Education Provider

As Registered Training Organisation code 45476 and CRICOS provider code 04046J, registered with the Australian Skills Quality Authority (ASQA), Allied Institute must ensure the integrity and quality of all Nationally Recognised Training (NRT) and assessment we deliver. To meet this requirement we comply with:

- The National Vocational Education and Training Regulator (NVR) Act 2011 and the Standards for RTOs 2025 under the VET Quality Framework.
- The Education Services for Overseas Students Act 2000 and the National Code 2018 for our international students.
- Any other relevant Commonwealth, State and Local Government applicable legislation.

To uphold these obligations we have:

- Developed and maintain comprehensive policies, procedures and systems that guide every aspect of our operations.
- Committed to participating in ASQA audits and responding promptly to any quality assurance matters.
- Ensured that all third parties involved in your training, such as our training partners and education agents, also meet our quality standards.
- Taken responsibility for issuing your Australian Qualifications Framework certification documents in accordance with our Certificate Issuance Policy.

If you believe we have not met these obligations, you may lodge a complaint or appeal in accordance with our Complaints and Appeals Policy later in this Handbook.

Notification of Changes

The College will inform all students of any minor or major change that may affect them within 7 calendar days of the decision or becoming aware of the change. Notification will occur via one or more of the following: College email, personal email, SMS, phone call, and in-class announcements when students are in session.

Contact Information And Emergency Contacts

Main Office Address: Level 5, 259 Collins Street, Melbourne VIC 3000, Australia

- Phone: 03 7068 0005
- Emai: info@allied.edu.au
- Website: www.allied.edu.au
- Operating Hours:9.00AM – 5.00PM Melbourne Monday to Sunday

Emergency matters

- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non-urgent matters

- Contact details - Call 13 14 47
- Website: https://www.police.vic.gov.au/

Lifeline

- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

Department of Home Affairs

- Phone: 13 18 81
- Street address: 808 Bourke Street, Docklands VIC 3008
- Entry via a pre-arranged appointment only
- Postal address: GPO Box 241, Melbourne Vic. 3001

Public Facilities:

Local Medical Centres:

1. Royal Melbourne Hospital – City Campus

   - Address: 300 Grattan St, Parkville VIC 3052
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/
   - Phone: +61 (03) 9342 7000

2. Royal Melbourne Hospital – Royal Park Campus

   - Address: 34-54 Poplar Rd, Parkville, VIC 3050
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/locations/rmh-royal-park
   - Phone: +61 (03) 8387 2000

3. Royal Melbourne Hospital – Elizabeth Street Campus

   - Address: 635 Elizabeth Street. Melbourne, VIC 3000
   - Trading hours: Open 24 hours
   - Website: https://www.thermh.org.au/locations/rmh-elizabeth-st
   - Phone: +61 (03) 9342 7000

Post Office

- **Address:** 260 Elizabeth St, Melbourne VIC 3000
- **Phone:** 13 13 18
- **Hours:**
  - Monday – Friday: 9:00 am – 5:00 pm
  - Saturday: 9:00 am – 12:30 pm
  - Sunday: Closed

For the most up-to-date information you can always check the official Australia Post location finder at: https://auspost.com.au/locate/showpop/350748.

Transport

Allied Institute is located in the heart of the Melbourne CBD and is well served by public transport. Below is an overview of the main services and how to use them.

Train Services

- Weekday train services generally run from around 4 am until 1 am the following day
- On weekends (Fridays and Saturdays), trains operate 24 hours a day
- Timetables and journey planning are available on the Metro Trains website

Tram Services

- Most tram routes operate from approximately 5 am to midnight daily
- The City Circle free tourist tram runs every 30 minutes between 10 am and 6 pm Sunday to Wednesday and between 10 am and 9 pm Thursday to Saturday
- Travel within the Free Tram Zone in the CBD does not require a myki touch on

Bus Services

- Bus timetables vary by route, with many services operating between 5 am and midnight
- Night Network buses replace trains and trams during overnight hours on weekends
- Specific route schedules and service alerts are available via the PTV website or app

Fares and Tickets

- Fare payment options include a myki card, myki Visitor Pass, e-ticket or paper ticket.
- Top-up locations, purchase options and detailed fare information can be found on the Metro Trains website and the PTV App

Free Travel Options

- The City Circle Tram loop is free to use and provides easy access to major CBD attractions

Other Transport Options

In addition to public transport, you may choose to travel via taxi or rideshare services. Common local providers include:

- 13cabs – http://www.13cabs.com.au/ Phone: 132 227
- Silver Top – http://www.silvertop.com.au/ Phone: 131 008
- Uber – https://www.uber.com/en-AU/cities/melbourne/

Courses provided by Allied Institute

As an RTO and CRICOS registered provider, Allied Institute offers the Vocational Education and Training (VET) qualifications:

- CRICOS 112427H | CHC33021 Certificate III in Individual Support
- CRICOS 112428G | CHC43015 Certificate V In Ageing Support
- CRICOS 118833A | CHC52025 Diploma of Community Services
- CRICOS 115115M | CHC30121 Certificate III in Early Childhood Education and Care
- CRICOS 118915K | CHC50125 Diploma of Early Childhood Education and Care

You can find more information about the qualifications and their duration, intake dates, description, employment pathways, further study pathways, and entry requirements in the following

Course Code and Title	***CRICOS 112427H | CHC33021 Certificate III in Individual Support***
Duration	This qualification is expected to be completed in 1 year. This will include 40 weeks of face-to-face training and assessment and 4 weeks (120 Hours) of industry work placement. Students are allocated 8 weeks of holiday Total 52 weeks course duration
Intake	The intakes are scheduled to commence monthly
Description	This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason. These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support. The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice. **To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.** No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.
Employment Pathways	Employment may include, but not limited to, Senior Personal Care Assistant, Care assistant, Accommodation Support Worker, Residential Support Worker, Community Access Coordinator, Community care worker, Community House Worker, Residential Care Worker, Food Services Deliverer, Transport Support Worker, In Home Respite Worker, Disability Service Officer, Care Worker, Client Assistant, School Support Officer (Disability), Family Support Worker, Care Service Employee, Planned activity assistant, Residential aide, Field Officer (Community Services), Nurse's Aide, Home care assistant. Potential employment options are as a as a direct support worker in aged care, disability, home and community care or other direct care work in the community services industry.
Further Study Pathways	Students who complete this course may wish to continue their education into the CHC43015 Certificate IV in Ageing Support and other Diploma qualifications in community services.

Entry Requirements	There are no specific entry requirements as per the qualification details or training package. Students entering this course at Allied Institute must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed one of the following: • Australian Year 10 (or an international secondary school year equivalent to Australian Year 10) with satisfactory results • A recognised Foundation Studies program in Australia • A Baccalaureate Certificate • An Australian AQF Level 3 qualification • Any higher educational achievement (for example, a Diploma or higher) **Pre-training review** All learners will undertake a pre-training review to determine suitability for the course and to identify training needs. The review will: • Explore previous education and training • Confirm the relevance of the course to your goals • Identify any support needs (LLND) and possible Recognition of Prior Learning (RPL) opportunities. Through this process candidates will demonstrate that they have the abilities necessary to successfully complete the course. Allied Institute will provide reasonable adjustments where required. **Language, Literacy, Numeracy and Digital literacy (LLND)** All students will be required to complete an LLND assessment prior to the enrolment in the course. It is a diagnostic process to identify if prospective student requires LLND support during study. Please advise us during your pre-training review of any health or safety concerns so that we can put in place appropriate supports. **International Students – English Language Requirements** International applicants must provide evidence of English language competence by one of these: • IELTS (Academic or General or equivalent) overall band 6.0, completed within the last two years. • IELTS (Academic or General or equivalent) overall band 5.5 plus 10 weeks of ELICOS. • IELTS (Academic or General or equivalent) overall band 5.0 plus 20 weeks of ELICOS. Applicants are exempt from the above if you can demonstrate one of the following within the last two years: • Five years of full-time study in English in Australia, Canada, New Zealand, Britain, USA, South Africa or Ireland

	• Completion in Australia in English of at least 70 percent of an AQF Level 4 or higher qualification • Completion in Australia in English of the Senior Secondary Certificate of Education • Completion of an ELICOS program from a CRICOS-registered institution at upper-intermediate level or equivalent Applicants who can provide proof of citizenship of and passport issued by the UK, USA, Canada, New Zealand or the Republic of Ireland are exempted from the English language requirements. **DHA Requirements** All international applicants must provide documentation as required by the Department of Home Affairs. For student visa assessment and documentation guidance, visit homeaffairs.gov.au/
Work-Bases Training	Students must complete work-based training to graduate from their course. Work-based training may also be called WBT, fieldwork placement, or placement. Allied Institute will facilitate student placements and will make every effort to help students find one; however, students are also expected to actively search for their own fieldwork placement to ensure they can complete their qualification on time. Allied Institute will end a student's work-based training at any time if the host organisation does not meet the requirements of the qualification

Course Code and Title	***CRICOS 112428G | CHC43015 Certificate V In Ageing Support***
Duration	This qualification is expected to be completed in 1 year. This will include 42 weeks of face-to-face training and assessment and 4 weeks (120 Hours) of industry work placement. Students are allocated 6 weeks of holiday Total 52 weeks course duration
Intake	The intakes are scheduled to commence monthly
Description	This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community based environments. Workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery. Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters. **To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.** No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.
Employment Pathways	Employment may include, but not limited to, Community Program Coordinator, Residential Care Worker, Support Worker (Community Services), Care supervisor, Accommodation Support Worker, Personal care worker, Personal caregiver, Assistant Hostel Supervisor, Personal care assistant, Residential care officer, Day Activity Worker, Care Team Leader
Further Study Pathways	Potential employment options are in a range of community services management roles.Students who complete this course may wish to continue their education into CHC52025 Diploma of Community Services or a range of other community services qualifications.

Entry Requirements	There are no specific entry requirements as per the qualification details or training package. Students entering this course at Allied Institute must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed one of the following: • Australian Year 10 (or an international secondary school year equivalent to Australian Year 10) with satisfactory results • A recognised Foundation Studies program in Australia • A Baccalaureate Certificate • An Australian AQF Level 4 qualification • Any higher educational achievement (for example, a Diploma or higher) **Pre-training review** All learners will undertake a pre-training review to determine suitability for the course and to identify training needs. The review will: • Explore previous education and training • Confirm the relevance of the course to your goals • Identify any support needs (LLND) and possible Recognition of Prior Learning (RPL) opportunities. Through this process candidates will demonstrate that they have the abilities necessary to successfully complete the course. Allied Institute will provide reasonable adjustments where required. **Language, Literacy, Numeracy and Digital literacy (LLND)** All students will be required to complete an LLND assessment prior to the enrolment in the course. It is a diagnostic process to identify if prospective student requires LLND support during study. Please advise us during your pre-training review of any health or safety concerns so that we can put in place appropriate supports. **International Students – English Language Requirements** International applicants must provide evidence of English language competence by one of these: • IELTS (Academic or General or equivalent) overall band 6.0, completed within the last two years. • IELTS (Academic or General or equivalent) overall band 5.5 plus 10 weeks of ELICOS. • IELTS (Academic or General or equivalent) overall band 5.0 plus 20 weeks of ELICOS. Applicants are exempt from the above if you can demonstrate one of the following within the last two years: • Five years of full-time study in English in Australia, Canada, New Zealand, Britain, USA, South Africa or Ireland

	• Completion in Australia in English of at least 70 percent of an AQF Level 4 or higher qualification • Completion in Australia in English of the Senior Secondary Certificate of Education • Completion of an ELICOS program from a CRICOS-registered institution at upper-intermediate level or equivalent Applicants who can provide proof of citizenship of and passport issued by the UK, USA, Canada, New Zealand or the Republic of Ireland are exempted from the English language requirements. **DHA Requirements** All international applicants must provide documentation as required by the Department of Home Affairs. For student visa assessment and documentation guidance, visit homeaffairs.gov.au/
Work-Bases Training	Students must complete work-based training to graduate from their course. Work-based training may also be called WBT, fieldwork placement, or placement. Allied Institute will facilitate student placements and will make every effort to help students find one; however, students are also expected to actively search for their own fieldwork placement to ensure they can complete their qualification on time. Allied Institute will end a student's work-based training at any time if the host organisation does not meet the requirements of the qualification

Course Code and Title	***CRICOS 118833A | CHC52025 Diploma of Community Services***
Duration	This qualification is expected to be completed in 2 years. This will include 85 weeks of training and assessment spread over eight (8) study periods and a total 19 weeks of study break periods interspersed between study periods. Placement will be scheduled for term 5 and term 8 of the 2-year course **Allied Institute has 2 x 200 Hours (400 Hours total) of allocated work placement for this qualification***
Intake	The intakes are scheduled to commence every • January • April • July • October
Description	This qualification reflects the role of community service workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities. At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management. Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination. **To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency*.** The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice. *Note* Allied Institute has allocated 400 Hours of total work placement for this qualification*
Employment Pathways	Employment may include, but is not limited to: Accommodation Support Worker, Residential Support Worker, Community Access Coordinator, Community Care Worker, Community House Worker, Residential Care Worker, In-Home Respite Worker, Disability Service Officer, Care Worker, School Support Officer (Disability), Family Support Worker, Care Service Employee, Residential Aid, Field Officer (Community Services).
Further Study Pathways	Learners who complete this course may wish to continue their education into Advanced Diploma or Bachelors or a range of other community services qualifications.

Entry Requirements	There are no specific entry requirements as per the qualification details or training package. Students entering this course at Allied Institute must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed one of the following: • Australian Year 10 (or an international secondary school year equivalent to Australian Year 10) with satisfactory results • A recognised Foundation Studies program in Australia • A Baccalaureate Certificate • An Australian AQF Level 5 qualification • Any higher educational achievement (for example, a Diploma or higher) **Pre-training review** All learners will undertake a pre-training review to determine suitability for the course and to identify training needs. The review will: • Explore previous education and training • Confirm the relevance of the course to your goals • Identify any support needs (LLND) and possible Recognition of Prior Learning (RPL) opportunities. Through this process candidates will demonstrate that they have the abilities necessary to successfully complete the course. Allied Institute will provide reasonable adjustments where required. **Language, Literacy, Numeracy and Digital literacy (LLND)** All students will be required to complete an LLND assessment prior to the enrolment in the course. It is a diagnostic process to identify if prospective student requires LLND support during study. Please advise us during your pre-training review of any health or safety concerns so that we can put in place appropriate supports. **English Language Requirements** Applicants must provide evidence of English language competence by one of these: • IELTS (Academic or General or equivalent) overall band 6.0, completed within the last two years. • IELTS (Academic or General or equivalent) overall band 5.5 plus 10 weeks of ELICOS. • IELTS (Academic or General or equivalent) overall band 5.0 plus 20 weeks of ELICOS. Applicants are exempt from the above if they can demonstrate one of the following within the last two years: • Five years of full-time study in English in Australia, Canada, New Zealand, Britain, USA, South Africa or Ireland

	• Completion in Australia in English of at least 70 percent of an AQF Level 4 or higher qualification • Completion in Australia in English of the Senior Secondary Certificate of Education • Completion of an ELICOS program from a CRICOS-registered institution at upper-intermediate level or equivalent Applicants who can provide proof of citizenship of and passport issued by the UK, USA, Canada, New Zealand or the Republic of Ireland are exempted from the English language requirements. **DHA Requirements** All international applicants must provide documentation as required by the Department of Home Affairs. For student visa assessment and documentation guidance, visit homeaffairs.gov.au/
Work-Bases Training	Students must complete work-based training to graduate from their course. Work-based training may also be called WBT, fieldwork placement, or placement. Each student must complete two (2) fieldwork placements of 200 hours each. Allied Institute will arrange placements and will make every effort to help students secure one by providing up to two (2) placement options. If a student does not accept the fieldwork placement options offered, they are expected to actively find their own fieldwork placement that meets the conditions of the qualification so they can complete their course on time. For each placement, students must complete tasks at the level required for Fieldwork Placement 1 or Fieldwork Placement 2 and comply with the requirements set by Community Work Australia. Allied Institute will end a student's work-based training at any time if the host organisation does not meet the requirements of the qualification

Course Code and Title	***CRICOS 115115M | CHC30121 Certificate III in Early Childhood Education and Care***
Duration	This qualification is expected to be completed in 1 year This will include 40 weeks of training and assessment and 160 Hours of industry work placement for a total of 52 weeks course duration.
Intake	The intakes are scheduled to commence monthly
Description	This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site. Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens. **To achieve this qualification, the individual must have completed a total of at least 160 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency.** The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au. Note
Employment Pathways	Employment may include, but not limited to, Early Childhood Educator, Family Day Care Educator, Kindergarten Assistant, OSHC Educator, Indigenous Education Assistant, Teacher's Aide
Further Study Pathways	Potential employment options are in a range of children education and care services management roles. Students who complete this course may wish to continue their education into Diploma or Bachelors or a range of other education services qualifications.

Entry Requirements	There are no specific entry requirements as per the qualification details or training package. Students entering this course at Allied Institute must meet the following entry requirements: **Age requirements** Students must be a minimum age of 18 years at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed one of the following: • Australian Year 10 (or an international secondary school year equivalent to Australian Year 10) with satisfactory results • A recognised Foundation Studies program in Australia • A Baccalaureate Certificate • An Australian AQF Level 3 qualification • Any higher educational achievement (for example, a Diploma or higher) **Pre-training review** All learners will undertake a pre-training review to determine suitability for the course and to identify training needs. The review will: • Explore previous education and training • Confirm the relevance of the course to your goals • Identify any support needs (LLND) and possible Recognition of Prior Learning (RPL) opportunities. Through this process candidates will demonstrate that they have the abilities necessary to successfully complete the course. Allied Institute will provide reasonable adjustments where required. **Language, Literacy, Numeracy and Digital literacy (LLND)** All students will be required to complete an LLND assessment prior to the enrolment in the course. It is a diagnostic process to identify if prospective student requires LLND support during study. Please advise us during your pre-training review of any health or safety concerns so that we can put in place appropriate supports. **International Students – English Language Requirements** International applicants must provide evidence of English language competence by one of these: • IELTS (Academic or General or equivalent) overall band 6.0, completed within the last two years. • IELTS (Academic or General or equivalent) overall band 5.5 plus 10 weeks of ELICOS. • IELTS (Academic or General or equivalent) overall band 5.0 plus 20 weeks of ELICOS. Applicants are exempt from the above if you can demonstrate one of the following within the last two years:

	• Five years of full-time study in English in Australia, Canada, New Zealand, Britain, USA, South Africa or Ireland • Completion in Australia in English of at least 70 percent of an AQF Level 4 or higher qualification • Completion in Australia in English of the Senior Secondary Certificate of Education • Completion of an ELICOS program from a CRICOS-registered institution at upper-intermediate level or equivalent Applicants who can provide proof of citizenship of and passport issued by the UK, USA, Canada, New Zealand or the Republic of Ireland are exempted from the English language requirements. **DHA Requirements** All international applicants must provide documentation as required by the Department of Home Affairs. For student visa assessment and documentation guidance, visit homeaffairs.gov.au/
Industry provisions	From September 2025, all early childhood education and care (ECEC) services in Victoria must follow new rules about digital technologies and personal electronic devices. These rules are based on the ACECQA National Model Code for taking images and videos of children and apply to centre-based services, family day care and other children's services in Victoria. Approved providers must meet the Statement of Regulatory Expectations – National Model Code by Friday 26 September 2025. Compliance checks start immediately after this date, so these rules will be in place for students' employment. Students' responsibilities during placement: • Follow the service's policies about digital technologies, photos, videos and social media • Never upload or store images or videos of children on your personal devices, personal email, personal cloud storage or personal social media • Ask your supervisor if you are unsure whether a device or action is allowed • Report any unsafe or inappropriate use of images, videos or devices to your supervisor as soon as possible
Work-Bases Training	Students must complete work-based training to graduate from their course. Work-based training may also be called WBT, fieldwork placement, or placement. Allied Institute will facilitate student placements and will make every effort to help students find one; however, students are also expected to actively search for their own fieldwork placement to ensure they can complete their qualification on time.

	Allied Institute will end a student's work-based training at any time if the host organisation does not meet the requirements of the qualification

Course Code and Title	**CRICOS 118915K| CHC50125 Diploma of Early Childhood Education and Care**
Duration	This qualification is expected to be completed in 52 weeks. This will include 44 weeks of training and assessment spread over four (4) study periods and a total 8 weeks of study break periods interspersed between study periods. This qualification requires that a minimum work placement of 280 hours is completed.
Intake	The intakes are scheduled to commence monthly
Description	This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service operations. They use specialised knowledge and analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators. Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens. **To achieve this qualification, the individual must have completed a total of at least 280 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.** Under the Education and Care Services National Law (as applied in each state and territory) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.
Employment Pathways	Employment may include, but not limited to, Early Childhood Educator, Family Day Care Educator, Kindergarten Assistant, OSHC Educator, Indigenous Education Assistant, Teacher's Aide
Further Study Pathways	Potential employment options are in a range of children education and care services management roles. Students who complete this course may wish to continue their education into Bachelors or a range of other education services qualifications.

Entry Requirements	Entry to this qualification is open to individuals who hold: • CHC30121 Certificate III in Early Childhood Education and Care OR • CHC30113 Certificate III in Early Childhood Education and Care. Alternatively, individuals may hold: • An Australian diploma in Early Childhood Education and Care OR • An Australian diploma or certificate III in Children's Services. AND • Demonstrate at least 12 months of cumulative employment (full-time equivalent) within the last 5 years in a regulated education and care service in Australia, supported by verifiable evidence. OR • Hold the CHCSS00147 Entry into Diploma of Early Childhood Education and Care. **Age requirements** Students must be a minimum age of 18 years at the time of course commencement. **Academic Requirements** To enter this qualification, applicants should have successfully completed one of the following: • Australian Year 10 (or an international secondary school year equivalent to Australian Year 10) with satisfactory results • A recognised Foundation Studies program in Australia • A Baccalaureate Certificate • An Australian AQF Level 3 qualification • Any higher educational achievement (for example, a Diploma or higher) **Pre-training review** All learners will undertake a pre-training review to determine suitability for the course and to identify training needs. The review will: • Explore previous education and training • Confirm the relevance of the course to your goals • Identify any support needs (LLND) and possible Recognition of Prior Learning (RPL) opportunities. Through this process candidates will demonstrate that they have the abilities necessary to successfully complete the course. Allied Institute will provide reasonable adjustments where required. **Language, Literacy, Numeracy and Digital literacy (LLND)** All students will be required to complete an LLND assessment prior to the enrolment in the course. It is a diagnostic process to identify if prospective student requires LLND support during study.

	Please advise us during your pre-training review of any health or safety concerns so that we can put in place appropriate supports. **International Students – English Language Requirements** International applicants must provide evidence of English language competence by one of these: • IELTS (Academic or General or equivalent) overall band 6.0, completed within the last two years. • IELTS (Academic or General or equivalent) overall band 5.5 plus 10 weeks of ELICOS. • IELTS (Academic or General or equivalent) overall band 5.0 plus 20 weeks of ELICOS. Applicants are exempt from the above if you can demonstrate one of the following within the last two years: • Five years of full-time study in English in Australia, Canada, New Zealand, Britain, USA, South Africa or Ireland • Completion in Australia in English of at least 70 percent of an AQF Level 4 or higher qualification • Completion in Australia in English of the Senior Secondary Certificate of Education • Completion of an ELICOS program from a CRICOS-registered institution at upper-intermediate level or equivalent Applicants who can provide proof of citizenship of and passport issued by the UK, USA, Canada, New Zealand or the Republic of Ireland are exempted from the English language requirements. **DHA Requirements** All international applicants must provide documentation as required by the Department of Home Affairs. For student visa assessment and documentation guidance, visit homeaffairs.gov.au/
Industry provisions	From September 2025, all early childhood education and care (ECEC) services in Victoria must follow new rules about digital technologies and personal electronic devices. These rules are based on the ACECQA National Model Code for taking images and videos of children and apply to centre-based services, family day care and other children's services in Victoria. Approved providers must meet the Statement of Regulatory Expectations – National Model Code by Friday 26 September 2025. Compliance checks start immediately after this date, so these rules will be in place for students' employment. Students' responsibilities during placement: • Follow the service's policies about digital technologies, photos, videos and social media

	• Never upload or store images or videos of children on your personal devices, personal email, personal cloud storage or personal social media • Ask your supervisor if you are unsure whether a device or action is allowed • Report any unsafe or inappropriate use of images, videos or devices to your supervisor as soon as possible
Work-Bases Training	Students must complete work-based training to graduate from their course. Work-based training may also be called WBT, fieldwork placement, or placement. Allied Institute will facilitate student placements and will make every effort to help students find one; however, students are also expected to actively search for their own fieldwork placement to ensure they can complete their qualification on time. Allied Institute will end a student's work-based training at any time if the host organisation does not meet the requirements of the qualification

Delivery Locations

The courses are delivered at the following campus and workshop locations.

- Level 5, 259 Collins Street, Melbourne, Victoria, 3000, Australia
- 301-311 Flinders Lane, Melbourne, 3000, Australia

Admissions & Enrolment

We want joining Allied Institute to be straightforward. Here's how it works from start to finish:

International students

Step 1: Explore your options

Before applying, take some time to investigate the courses you are interested in.
Look at our website, course brochures, and other marketing materials to check entry requirements, delivery locations, fees, and course content.
If you have questions, contact our Student Experience Team. We are happy to help you find the right fit

Step 2: Apply.

Complete our Application Form and send the documents we ask for, such as your academic records and identification.

Step 3: Complete the Pre-Training Review (PTR) (if not completed during the application process)

Before we can offer you a place, we need to make sure the course is the right fit for you. This process includes

- Completing the Pre-Training Review Form and providing all requested information and documentation.
- Taking part in a pre-training interview to assess your suitability for the course. Students who are overseas or prefer a remote conversation can join the interview by video conferencing or teleconferencing.
- Completing the Foundation Skills Assessment (LLND test).

Step 4: We review your application

Our admissions team checks if you meet the course entry requirements. All students must complete a Language, Literacy, Numeracy and Digital (LLND) skills review so we can provide the right support for you during your course.

Step 5: Submit Support documents (if required)

If your application is incomplete, we will contact you to request the missing information. Students must provide genuine copies of their qualifications. If the original document is not in English, it must be certified and accompanied by an English translation.

Step 6: Receive your Letter of Offer of Enrolment (OL)

If you are successful, we will send you a Letter of Offer that explains your course, start date, fees, and any conditions. If you have requested a Credit Transfer or provided other certifications, your Letter of Offer of Enrolment may be conditional on supplying evidence of your previous qualifications.

Step 7: Accept your offer

To confirm your place, sign the Written Agreement and pay your first tuition instalment. By signing the agreement, you confirm that you understand the course details, your rights, your responsibilities, and all relevant policies, including the refund policy.

Step 8: Make your first payment

Once you have signed your Letter of Offer and agreed to the conditions, you will need to pay your first tuition instalment. Payment details will be included in your Letter of Offer.

Step 9: Receive Confirmation of Enrolment (COE)

International students will receive a Confirmation of Enrolment (CoE) through the PRISMS system once their signed agreement and payment have been processed and received by the college. The CoE is required for applying for a student visa.

Step 10: Apply for your student visa (if required)

As an international student, you will need a valid student visa to study in Australia. Once you receive your Confirmation of Enrolment (CoE), you can apply for your visa through the Department of Home Affairs website at www.homeaffairs.gov.au/. Make sure you read the visa conditions carefully, as you must follow them throughout your studies.

Step 11: Book Flights and Arrange Accommodation (if required)

If you are travelling to Australia, you should arrange your flights and accommodation as early as possible. You can ask the College for support in finding accommodation through our partner organisations. For more information about accommodation options, visit our website.

Step 12: Departure & Arrival (if required)

Travelling to Australia for your studies is exciting, and good preparation will make the journey easier. Before you leave, make sure you have your passport, student visa, Confirmation of Enrolment (CoE), and any important documents you might need for your studies. Keep these in your carry-on luggage, along with copies of your Letter of Offer and health insurance details in both paper and digital form.

To help you prepare, remember to:

- Confirm your flights and airport transfer arrangements.
- Pack according to airline baggage limits and Australia's customs rules.
- Check the Department of Agriculture, Fisheries and Forestry website for items you cannot bring into Australia.
- Bring any prescription medication in its original packaging with a valid doctor's letter.
- Share your travel details with family or friends

When you arrive in Australia, you will go through immigration and customs. Be ready to show your passport, visa, and CoE. If you have arranged airport pick-up with the College, a representative will meet you at the agreed location. If not, make sure you know your transport options to your accommodation.

Step 13: Orientation

Orientation takes place before your classes begin and is your official welcome to the College. During this session, you will meet your classmates, take a tour of the facilities, and learn about the support services available to you. The Student Experience Team will explain important information about your course, your rights and responsibilities, and how to access resources such as the library, computers, and the online learning system. During orientation, we will also take your photo and issue you with a Student ID card, which you must carry with you at all times when on campus.

Orientation is also a great time to ask questions and make connections. Attendance is compulsory, as the information provided will help you settle into your studies and get the most from your time at the College. If you do not attend orientation, you will not receive your timetable and you will not be permitted to start your course.

Step 14: First week of class

Your first week is about settling in, getting to know your timetable, and becoming familiar with your learning environment. Attend all scheduled classes and arrive on time. Your trainers will introduce the course content, explain assessment requirements, and outline expectations for participation and behaviour.

Make sure you bring your Student ID card, notebook, and any required materials. Log in to the online learning system to check for announcements, resources, and assessment dates. If you are unsure about anything, speak with your trainer or the Student Experience Team as soon as possible so you can start the term with confidence

Local students:

Step 1: Explore your options

Before applying, take some time to investigate the courses you are interested in.
Look at our website, course brochures, and other marketing materials to check entry requirements, delivery locations, fees, and course content.
If you have questions, contact our Student Experience Team. We are happy to help you find the right fit

Step 2: Apply.

Complete our Application Form and send the documents we ask for, such as your academic records and identification.

Step 3: Complete the Pre-Training Review (PTR) (if not completed during the application process)

Before we can offer you a place, we need to make sure the course is the right fit for you. This process includes:

- Completing the Pre-Training Review Form and providing all requested information and documentation.
- Taking part in a pre-training interview to assess your suitability for the course. Students who live far from Melbourne or prefer a remote conversation can join the interview by video conferencing or teleconferencing.
- Completing the Foundation Skills Assessment (LLND test).

Step 4: We review your application

Our admissions team checks if you meet the course entry requirements. All students must complete a Language, Literacy, Numeracy and Digital (LLND) skills review so we can provide the right support for you during your course.

Step 5: Submit support documents (if required)

If your application is incomplete, we will contact you to request the missing information. Students must provide genuine copies of their qualifications. If the original document is not in English, it

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Step 7: Accept your offer

To confirm your place, sign the Written Agreement and pay your first tuition instalment. By signing the agreement, you confirm that you understand the course details, your rights, your responsibilities, and all relevant policies, including the refund policy.

Step 8: Make your first payment

Once you have signed your Letter of Offer and agreed to the conditions, you will need to pay your first tuition instalment. Payment details will be included in your Letter of Offer.

Step 9: Receive Verification of Enrolment (VoE)

Local students will receive a Verification of Enrolment once their signed agreement and payment have been processed and received by the college

Step 11: Book Flights and Arrange Accommodation (if required)

If you are travelling to Australia, you should arrange your flights and accommodation as early as possible. You can ask the College for support in finding accommodation through our partner organisations. For more information about accommodation options, visit our website.

Step 12: Departure & Arrival (if required)

If you are moving to Melbourne for your studies, good preparation will make the transition easier. Before you travel, make sure you have a valid, government-issued ID, your Verification of Enrolment (VoE), and any important documents you might need for your studies. Keep these in your carry-on or easily accessible bag, along with your Letter of Offer and accommodation details.

To help you prepare, remember to:

- Confirm your travel arrangements.
- Pack according to baggage limits and transport rules.
- Share your travel details with family or friends.

If you have arranged transport with the College, a representative will meet you at the agreed location. If not, make sure you know your options to get to your accommodation.

Step 13: Orientation

Orientation takes place before your classes begin and is your official welcome to the College. During this session, you will meet your classmates, take a tour of the facilities, and learn about the support services available to you. The Student Experience Team will explain important information about your course, your rights and responsibilities, and how to access resources such as the library, computers, and the online learning system. During orientation, we will also take your photo and issue you with a Student ID card, which you must carry with you at all times when on campus.

Orientation is also a great time to ask questions and make connections. Attendance is compulsory, as the information provided will help you settle into your studies and get the most from your time at the College. If you do not attend orientation, you will not receive your timetable and you will not be permitted to start your course.

Step 14: First week of class

Your first week is about settling in, getting to know your timetable, and becoming familiar with your learning environment. Attend all scheduled classes and arrive on time. Your trainers will introduce the course content, explain assessment requirements, and outline expectations for participation and behaviour.

Make sure you bring your Student ID card, notebook, and any required materials. Log in to the online learning system to check for announcements, resources, and assessment dates. If you are unsure about anything, speak with your trainer or the Student Experience Team as soon as possible so you can start the term with confidence.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure that students have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

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

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

For information about exemptions for individuals or if you would like to create your own USI, please visit: https://www.usi.gov.au/your-usi/create-usi

College will be unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credit Transfer (CT)

A Credit Transfer is formal recognition of prior studies you have completed, reducing the units or modules you need to complete in your current course.

Allied Institute will grant credit towards your course for any equivalent units of competency or modules you have already completed with another RTO or authorised issuing organisation, subject to verification.

To apply for credit, complete the *Credit Transfer (CT) Form* and provide evidence of your previous studies as part of your application. You can apply at any time, but it is best to do this during enrolment so that your credits are confirmed early, and you avoid repeating work you have already completed.

Attach certified copies of transcripts from your previous study. In some cases, we may request additional information about the subject or unit to confirm equivalence. If the required information is not provided, your application may be returned to you.

Where credits are granted, this may reduce your course fees as less work is required to complete the requirements for your course or courses. Any fee adjustment will be confirmed along with the outcome of your application in writing.

Note: CHC52025 – Diploma of Community Services students will be granted a maximum of eight (8) units Credit Transfer or Recognition of Prior Learning as per Community Work Australia Course Accreditation Guidelines. Refer to the Provisions for the CHC52025 – Diploma of Community Services qualification section for further information.

For detailed procedures, see our **Credit Transfer Policy** on our website www.allied.edu.au/.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) assessment process acknowledges the skills and knowledge you have gained through work and life experience, as well as any training that was not previously recognised.

Allied Institute's RPL process is designed to minimise time and cost for applicants and to provide supportive guidance. Ideally, you should apply for RPL at the time of enrolment.

If you think RPL may suit you, contact our office to discuss your options. Suitability is based on several factors, including but not limited to your experience, work history, and any prior training. When a qualified assessor deems your RPL request as appropriate, you will receive an RPL Evidence Portfolio Pack and all information related to completing the process, including all fees and charges.

The RPL portfolio pack will guide you unit by unit to identify relevant skills and experience and the evidence you can provide under the guidance and supervision of a qualified trainer and assessor who will support you throughout the process.

The assessment typically involves gathering evidence of your skills, knowledge, and experience, answering questions, completing set tasks, and being observed in your workplace.

The RPL process is an assessment process that aims to formalise skills and knowledge acquired without formal training. Fees and charges apply for RPL. We will advise the applicable fees when you contact us. Some units may not be eligible for RPL and some qualifications may have restrictions on the number of units for the RPL process. Full RPL information is detailed in the Allied Institute's Recognition of Prior Learning Policy on our website.

To apply, contact us and we will provide you with the next steps information or visit our website www.allied.edu.au.

Note: CHC52025 – Diploma of Community Services students will be granted a maximum of eight (8) units Credit Transfer or Recognition of Prior Learning as per Community Work Australia Course Accreditation Guidelines. Refer to the Provisions for the CHC52025 – Diploma of Community Services qualification section for further information.

Provisions for the CHC52025 – Diploma of Community Services qualification

Students will be allowed to be granted for a maximum of eight (8) units as a Credit Transfer or Recognition of Prior Learning (RPL) of up to eight (8) units in total. This may include mandatory Fieldwork Placement One.

To be eligible for Recognition of Prior Learning (RPL) students who work in a role such as the ones listed below may be eligible for Recognition of Prior Learning (RPL) in Fieldwork.

Roles or responsibilities:

- Case Manager/Case Worker: Assesses needs and provides direct support to individuals and families.
- Community Development Officer: Works with communities to address issues and implement collective solutions.
- Youth Worker: Supports young people in various settings, including residential care and community programs.
- NDIS Support Coordinator: Helps National Disability Insurance Scheme participants coordinate their services.
- Crisis Intervention Worker: Provides immediate support to individuals and families experiencing crises.
- Intake and Assessment Officer: Assesses client needs to determine the appropriate services.
- Housing Officer: Assists individuals and families with housing needs and homelessness.
- Child Protection Practitioner: Works to ensure the safety and well-being of children.
- Mental Health Support Worker: Provides support and care for individuals with mental health conditions.

Students applying for Recognition of Prior Learning (RPL) must also provide evidence that meets the following criteria:

- **Currency**: Employment and experience must have been undertaken within the past five (5) years to ensure skills and knowledge remain current.
- **Sufficiency**: Evidence must demonstrate adequate duration, depth, and level of experience reflecting the required competencies. A minimum of three (3) years of verified full-time or part-time employment in relevant community services roles is required.
- **Authenticity**: All evidence must be verified through supporting documentation, references, and interviews, in accordance with Allied Institute's APPS013 Diploma of Community Services National Recognition, Credit Transfer and Recognition of Prior Learning Policy and Procedure.

Reduction of Course Duration as a result of Credit Transfer (CT) or RPL

If Credit Transfer (CT) or Recognition of Prior Learning (RPL) is granted after you have accepted a place in a course or after you have commenced your studies, and it affects the overall duration of your course, Allied Institute will issue you with a new Confirmation of Enrolment (CoE) or Verification of Enrolment (VoE) reflecting the revised course length.

Living and studying in Melbourne

Studying in Melbourne is an exciting experience, and we want to help you feel at home from the moment you arrive. Before you travel, we recommend visiting the Study in Australia website (studyaustralia.gov.au/) for detailed guides on living and studying in Australia.

At orientation, you will receive course and campus-specific information to help you settle into your studies and life in Melbourne. This will cover local services, cultural insights, and safety tips.

Melbourne offers excellent support facilities for both local and international students. You will find libraries, study spaces, and free Wi-Fi in public areas, as well as cafes and community centres where you can meet others. Public transport is reliable and extensive, with trams, trains, and buses making it easy to get around. Health and wellbeing services are widely available, including medical clinics, counselling services, and student health centres. International students can also access cultural associations, language programs, and settlement services to help adjust to life in Australia. Many of these services are free or offer student discounts when you present your Student ID card.

The Victorian Government's Study Melbourne initiative provides free information, support, and services to all international students in the state. The Study Melbourne Student Centre, located in the Melbourne CBD, offers advice on legal, accommodation, and workplace matters, as well as wellbeing support and opportunities to meet other students through events and programs. Visit studymelbourne.vic.gov.au to learn more.

We encourage you to read through this handbook and explore our website before you arrive. If you have questions, bring them to orientation. Our Student Experience Team is here to support you every step of the way.

Accommodation

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.
If a student requires assistance in finding accommodation during his/her studies, the College will provide necessary information and direction depending on the situation of the student. The student will be provided with information such as:

- Comparisons of costs among different types of accommodation
- Advice on which type of accommodation will be suitable for the student
- Contact details for home stay agencies or networks
- Contact details for real estate agents
- Contact details of relevant websites, newspapers, noticeboards

Following are some of the accommodation options and costs:

- **Hostels and Guesthouses**
  Hostels are usually run by organisations such as Youth Hostels Australia (YHA) and Young Men's Christian Association (victoria.ymca.org.au/) where students share kitchen and bathroom facilities.

- **Shared Rental**
  Highly popular among international students where students share between fellow students. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent.

- **Homestay**
  Student will live with a local family or resident. This option is a great way for students to learn and experience the Australian lifestyle. Students will be provided with guidance on settling into their new community and introduced to the Australian culture. They will also be provided with information on how to use public transport internet banking and personal safety tips. Students will also be provided with clean furnished private single room and meals.

- **Rental**
  You may rent a house, an apartment or a unit as accommodation. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights. Please read the Renting & Letting Advice at: Consumer Affairs Victoria (consumer.vic.gov.au/housing/renting/) renting in Victoria

Table 1 Typical accommodation options and costs

Accommodation Type	Estimated Weekly Cost (AUD)
Hostels and guesthouses	$98 – $163
Shared rental	$92 – $233
Homestay	$255 – $352
Rental	$179 – $477*
** Disclaimer: The prices listed above are general estimates based on 2025 CPI-adjusted data. Actual costs may vary depending on location, property size, included amenities, and other external factors.*	

More information: studyaustralia.gov.au/en/life-in-australia/accommodation

Medical and emergency assistance

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.
Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

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

Ambulance

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

Medical assistance

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

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.
Costs associated with living in Australia are included at: studyaustralia.gov.au/en/life-in-australia/living-and-education-costs
It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.
Read more about budgeting at moneysmart.gov.au/

Shopping

All Australian major town centres and capital cities' shopping facilities generally open from 9.00 am to 5.00 pm seven days a week, with late-night shopping until 9.00 pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week including public holidays.
Mainstream grocery stores in Australia include Coles, Woolworths, Aldi, IGA and FoodWorks Supermarkets. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.
Below is a list of average costs for everyday grocery products in Australia:

Table 2 Typical average costs for everyday grocery products in Australia

Item	Estimated Price Range (AUD)*
Loaf of bread	$2.71 – $8.13
Two litres of milk	$3.25 – $7.04
Newspaper	$2.71 – $5.96
Box of breakfast cereal	$4.33 – $7.59
Jar of instant coffee	$5.96 – $7.59
Bottle of soft drink	$2.71 – $4.88
Bottle of shampoo	$9.75 – $21.67
Bar of soap	$3.79 – $8.13
One apple	$0.87 – $1.63
One banana	$1.08 – $2.17
Beef (500 grams)	$10.84 – $32.51
Chicken (600 grams)	$10.84 – $21.67

Disclaimer: These prices are general estimates based on 2025 CPI-adjusted data. Actual costs may vary depending on store, brand, location, and seasonal availability.

Clothing

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

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

Study Melbourne

Study Melbourne has a great deal of information that will assist you plan your stay with us. In addition, upon arriving to Melbourne, you can obtain a Student Welcome Pack from the airport or visit the website studymelbourne.vic.gov.au/.

Information for International students

Visas

If you are an international student, you must hold a valid student visa (subclass 500) to study in Australia. Once you receive your Confirmation of Enrolment (CoE), you will need to apply for your visa. Full details about applying for a student visa are available on the Department of Home Affairs website immi.homeaffairs.gov.au/visas/student-500.

This website explains:

- The application process;
- The evidence you must provide (including a valid passport);
- Student visa conditions;
- Permission to work;
- Overseas Student Health Cover (OSHC);
- Visa application charges.

You may choose to apply directly, use a registered migration agent, or work with one of Allied Institute's approved education agents. Our education agents can assist with both your course application and visa process. Contact us for details of the agents we use.

Ensure you lodge your visa application early, as processing times vary and may be lengthy.

Visa conditions

If you are granted a student visa, you must always comply with its conditions. Failure to do so may result in visa cancellation. Full details are available at:
https://immi.homeaffairs.gov.au/visas/student-500
Key conditions include (but are not limited to):

- Maintain satisfactory attendance and/or course progress, and hold a valid enrolment for your chosen course.
- Only work if permitted under your visa grant conditions.
- Maintain approved OSHC for the entire duration of your stay in Australia.
- Notify Allied Institute of your residential address in Australia within 7 days of arrival, and of any change of address within 7 days.
- Complete your course within the duration specified on your CoE.
- Remain with your principal education provider for at least 6 months, unless granted a release to transfer to another institution (refer to Transfer between registered providers)

Useful Tip: You can check your visa details and conditions anytime through the Department of Home Affairs' Visa Entitlement Verification Online (VEVO) system at:
https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions

International students: Overseas Student Health Cover

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

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC nib.com.au/overseas-students

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Study Australia's website studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc.

The Overseas Student Health Cover does not automatically cover for extras such as dental, optical or physiotherapy. If you want cover for these treatments and others you must arrange for additional health insurance cover, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer.

Arranging travel and documents to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.
The nearest international Airport is Melbourne International Airport in Melbourne, Australia.
You will need to prepare a folder of official documents to bring with you to Australia including:

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

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

Entry into Australia

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

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you

notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in is not safe, it will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.
If you want further information, visit the Department of Agriculture, Fisheries and Forestry website at agriculture.gov.au/biosecurity-trade/travelling/to-australia

Arranging your finances

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

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

For your safety and peace of mind, you should not carry large sums of money with you; it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you once you opened an Australian bank account.

The amount you will need to bring with you will depend on the arrangements you have regarding your accommodation and other expenses you will incur as soon as you arrive in Melbourne, such as transportation, before your arrival. This should let you plan the amount of money you will need to last you for a couple of weeks.

Find out more about money matters by visiting studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

Bringing your family with you

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

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

Typical childcare costs in Victoria are as follows:

Table 3 Typical childcare costs in Victoria

Childcare Type	2025 Estimated Cost Range (AUD)
Centre-based childcare (per day)	$75.86 – $208.07
Family day care (per hour)	$8.13 – $18.21
Nannies (per hour)	$18.42 – $37.93
Au pairs (living in your home) per week	$216.74 – $325.10

** Disclaimer: These prices are general estimates based on CPI-adjusted data and may vary depending on location, service provider, hours of care, and other external factors.*

Find out more at: Costs of child care | vic.gov.au/costs-child-care. It is compulsory for school age children to be attending schools in Australia. Children that are 5 years old or over, up until age of 17, are defined as school age children. If you have school age children on a dependent visa for more than 3 months, you MUST ensure that they are enrolled in school at all times. You should arrange for your school age children's enrolment before bringing them into Australia.

Tuition fees are the same for all Victoria government schools. There are discounts for students who have a parent studying at Victoria tertiary Academy. You should be responsible for your children's school fees and other expenses such as textbooks, stationery, uniforms and excursions. If you want to enrol your children to non-government schools, you can visit Independent Schools Victoria for school listing. You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

Notice: For health and safety reasons, your family members, including children and other relatives who require constant supervision, cannot attend your scheduled classes. Vulnerable dependants must not be left unsupervised on the premises.

Working in Australia

Most student visa holder can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 .

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions studyaustralia.gov.au/en/life-in-australia .

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

Living cost in Australia

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

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

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

The following web site includes information about average living costs in Australia:
studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

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

As an International student in Australia, you should plan your expenses in advance, would be for the 12-month living costs:

Table 4 Typical 12-month living costs

Individual	Annual Requirement (AUD)
Student or guardian	$22,801.73*
Partner	$7,978.06*
Child	$3,415.76*

Following are some of the individuals per week living expenses.

Table 5 Typical individuals per week living expenses

Expense Category	Estimated Weekly Cost (AUD)
Groceries and eating out	$151.72 – $303.43
Gas and electricity	$10.84 – $21.67
Phone and internet	$16.26 – $32.51
Public transport	$32.51 – $65.02
Car (after purchase)	$162.55 – $281.76
Entertainment	$86.69 – $162.55

Disclaimer: These figures are general estimates based on 2025 CPI-adjusted data. Actual costs may vary depending on lifestyle, location, and individual circumstances.

Tax File Number or TFN

A Tax File Number, or TFN, is your personal reference number for Australia's tax and superannuation systems. It is issued by the Australian Taxation Office (ATO) and links your tax records so you can work, be paid correctly, manage superannuation and interact with government services.

You should apply for a TFN if you plan to work in Australia, lodge a tax return, open a bank account that earns interest or deal with superannuation. There is no application fee.

International students who intend to work, earn bank interest or engage with superannuation should apply. Temporary visa holders who have work rights can apply online.

You may start a job before you have a TFN, but you should give it to your employer within 28 days using the TFN declaration process. If you do not provide a TFN within that time, your employer must withhold tax at the highest rate until a valid TFN is supplied.

Your TFN is protected information. Organisations may request, use, store and disclose TFN information only where permitted by law, and they must take reasonable steps to protect it from unauthorised access or disclosure.

If you hold a valid visa with work rights, you can apply online on the ATO website as a foreign passport holder or temporary visitor. Processing usually takes up to 28 days

For further information, refer to the website: Apply for a TFN if you are a foreign passport holder or temporary visitor | https://www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn/foreign-passport-holders-permanent-migrants-and-temporary-visitors-tfn-application

Superannuation

If you are employed in Australia and earn $450 or more before tax in a calendar month, your employer is generally required to pay superannuation contributions into a super fund on your behalf. Superannuation (often called "super") is money set aside by your employer for your retirement savings under Australian law.

You can choose your own super fund, or your employer can pay into their nominated default fund. You are entitled to these contributions even if you are a temporary resident.

When you leave Australia, you may be able to claim your super as a Departing Australia Superannuation Payment (DASP). Information on how to apply, eligibility requirements, and tax rates is available on the Australian Taxation Office (ATO) website: https://www.ato.gov.au/Individuals/Super/.

Key points for international students:

- You must give your super fund details to your employer (otherwise they will use their default fund).
- Keep a record of your super fund name, account number, and contact details.
- Super contributions are separate from your wages and will appear on your payslip.
- You may need to pay tax on your super when you claim it after leaving Australia.

- You can check your super account or combine multiple accounts through the ATO's online services using a MyGov account.

When you arrive in Melbourne, Australia

Getting from Melbourne Airport to your accommodation

Melbourne Airport is about 30-minute drive from the city. From international destinations: on the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel

Travellers' Information Service at Melbourne Airport

On arrival, please make your way to the Information and Tourism Bookings Booth located on the ground floor of the terminal opposite the bottom of the escalator.

You can also choose Shuttle Bus, which offers a Door-to-Door service from Melbourne Airport to Melbourne Hotels and Businesses and return.

Alternatively, you can call a taxi. It is convenient to catch a taxi outside of the Melbourne Airport or call for a service as the details provided above. Access to the terminal is via the northern doors. The lifts or escalators will take you to Level 2 for departures. To exit the airport, there is a designated taxi rank located to the left of the pedestrian plaza as you walk out of the terminal. Concierges provide a safe environment and allocate taxis to passengers. They can also organise taxis with wheelchair access, five-seaters and maxi taxis for larger groups or station wagons for large amounts of baggage.

For more information regarding the transport options you can go to the Melbourne Airport website melbourneairport.com.au.

Keeping in contact

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

Course Orientation

Prior to the commencement of your course will be asked to participate in an orientation day.

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

As an international student, you will also be provided with information on details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities:

- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well- being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

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

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

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

Student code of conduct

All students at Allied Institute must:

- Read and follow all Allied Institute policies, procedures and official communications throughout enrolment.
- Act honestly in all assessment and placements and avoid plagiarism, collusion, contract cheating and misuse of artificial intelligence tools.
- Treat everyone with dignity and respect and never bully, harass, sexually harass, vilify or discriminate.
- Use inclusive language, respect affirmed names and pronouns and contribute to culturally safe environments for Aboriginal and Torres Strait Islander students and safe inclusion for LGBTIQA+ students.
- Follow all safety instructions, report hazards and incidents immediately, never attend class or placement under the influence of alcohol or illegal drugs or while misusing prescription medication and never bring prohibited or dangerous items to campus or placement.
- Apply the Victorian Child Safe Standards whenever activities involve children and understand that sexual assault is prohibited and will be treated as serious misconduct and may be referred to Victoria Police.
- Attend scheduled learning and placement activities, prepare for classes, submit assessment on time, notify the Academy at least twelve hours before an unavoidable absence, keep contact details current, maintain regular contact with trainers or assessors, submit required cover sheets and make payments when due where relevant and lawful.
- Use buildings, equipment, library and ICT resources lawfully and ethically for study purposes, protect login credentials, respect privacy and copyright and avoid creating, accessing or sharing illegal or offensive content.

Personal conduct

- Behave professionally and courteously with staff, students, visitors and partners.
- Respect diverse opinions and backgrounds and engage in civil discourse.
- Follow reasonable directions and do not disrupt learning or interfere with the safety or wellbeing of others.

Digital and social media conduct

- Ensure online conduct connected to Allied Institute is respectful and lawful and does not harass, vilify, threaten, bully or unlawfully disclose personal information.
- Do not represent personal views as the position of Allied Institute without authorisation.

Students' rights

- Learn in a healthy, safe and inclusive environment free from harassment, discrimination and vilification.
- Study and work in settings that meet occupational health and safety duties and, where children are involved, the Child Safe Standards.
- Have personal information handled under the Privacy Act 1988 and applicable Victorian health privacy law and access and correct their records.

- Receive clear and accurate information about courses, assessment, progress and any changes to agreed services and receive timely feedback and appropriate learning support, including reasonable adjustments that do not compromise assessment integrity.
- Make a complaint or appeal without victimisation and have it handled fairly, confidentially and promptly.

Unacceptable behaviour

- Examples include violence or threats, bullying or intimidation including cyberbullying, racist or sexist comments, demeaning others, being affected by drugs or alcohol on campus or placement, persistent disruption, inappropriate isolation of a group member, invasion of personal space, disobeying reasonable directions, viewing or distributing offensive material and theft or damage to property.

Serious misconduct

- Serious misconduct includes sexual assault, possession or use of a weapon or dangerous article, physical assault, arson, theft or malicious damage and other unlawful acts.

Consequences and reporting

- Misconduct may result in warnings, removal from class, conditions on attendance or assessment, suspension or termination of enrolment.
- Students will be informed of allegations, given a chance to respond and advised of support options and appeal rights under the Complaints and Appeals Procedure.
- For overseas students, any deferral, suspension or cancellation of enrolment will follow the Education Services for Overseas Students Act 2000 and the National Code 2018.
- Where safety risks exist, a temporary direction to leave class or a temporary suspension may be used and matters that may be criminal, including sexual assault, may be referred to Victoria Police.
- Decisions and reasons will be recorded in accordance with privacy obligations.

For more information please check *Student Code of Conduct* located at Forms and Policies | Allied Institute

Course expectations and requirements

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

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Our courses are delivered face to face, workplace component, private study and online learning. Assessment methods vary from course to course but usually include written examination, projects, written assignments, practical observations and work placements.

To ensure students have the best learning experience, Allied Institute will facilitate students placement and expects students to travel up to two (2) hours to reach the placement premises.

Course progress and attendance

Local students

The College systematically monitors student attendance to support academic success and engagement. Domestic students who are at risk of falling below expected attendance levels will be proactively contacted and offered counselling and academic support. The College will be proactive in notifying and counselling students who are at risk of failing to meet their course requirements. The College strongly encourages regular attendance to ensure students can meet course requirements and achieve their learning goals. While there are no legal attendance thresholds for local students, consistent participation is essential for progression and successful completion of vocational training.

International students:

The College systematically monitors its students' compliance with student visa conditions. The College will be proactive in notifying and counselling students who are at risk of failing to meet their course requirements. The College will report vocational students, under the relevant legislation, who have breached the course requirements. The current legislation states that international students must meet requirements for achieving satisfactory course outcome or attendance, which at a minimum, requires students to attend at least 80 per cent of the scheduled course contact hours.

General Assessment Information for the student

Units and Assessment outcomes

To complete your qualification, you must complete all units or modules. Each unit or module is made of assessment tasks. Assessment tasks will collect the evidence related to your knowledge and skills in a specific unit of competency. Examples of assessment tasks are:

- Short Answer Questions,
- Multiple Choice Questions,
- Practical Observations,
- Role Play Observations,

- Projects, and
- Portfolios of evidence.

All units are based on a Competency-based training model.
There are two possible outcomes for each assessment task:

- **Satisfactory**: The student can consistently demonstrate the knowledge and skills required to complete the assessment task successfully.
- **Unsatisfactory**: The student requires more training and experience or to provide more evidence that they can complete the assessment task satisfactorily.

Students must achieve a Satisfactory result in all unit Assessment components to be deemed overall Competent (C) in a unit.

Note: Your Assessor could be the same or different to your Trainer.

Students are given three (3) opportunities to complete their assessments before resulting in a re-enrolment in the unit.
Students must submit their first attempt at an assessment task on or before the designated due date as outlined in the timetable or assessment instructions
Failure to submit the assessment by the specified due date will result in the student waiving their entitlement to the first attempt. Any subsequent submission will be managed per the institution's reassessment procedures.
You may make up to three attempts to achieve a satisfactory result in the assessment tasks and be deemed competent in the unit. If you do not do so within your allocated timeframe, you must discuss your options with the Student Experience Team.
Students who fail to attend the scheduled practical observation assessment for a unit will be awarded a Not Yet Satisfactory outcome for that assessment task. The student must then follow the reassessment process as outlined in the institution's assessment policy to demonstrate competency and may incur reassessment conditions or fees.

Refer to the *Assessment Policy* and *the Fees and Refund Policy* for more information.

Assessment arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At that time,

- You will be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- You will be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.
-

Submitting your assessments

Allied Institute asks all students to complete assessments in a digital format unless this is not practical and a paper-based submission is required. You must submit assessment tasks following the instructions.

All assessments must be uploaded using the learning management system (LMS), as explained and tested during orientation.
You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within 14 days of the submission. Your assessor will provide you with written feedback and confirm the outcome of the task and you will receive an email notification of the marking.

Due dates and extensions

Due dates are provided to students on the timetable; due dates can also be negotiated between the student and the Student Experience Team (also referred to as *Student Support or Academic Support Staff*) during individually tailored support strategies.

Reassessment Procedures

Students may request a reassessment within **thirty-seven (37) calendar days** from the final delivery date of the unit, as specified in the student's timetable. Requests for reassessment must be made directly to the student's allocated assessor and to the Student Experience Team for practical observation assessments.
Students are required to submit their second and third attempts under the following conditions:

- Submissions must be completed within **thirty-seven (37) calendar** days from the final delivery date of the unit, as specified in the student's timetable.
- Reassessments must address all sections of the original assessment task(s) that were deemed Not Yet Satisfactory.
- Students are encouraged to seek clarification and mentoring from their trainer or assessor before resubmission, to maximise their opportunity for a successful outcome.

Reassessment Fees and Individual Management.

Reassessment opportunities for practical observation assessments may incur a fee, the details of which are outlined in the institution's published Fee Schedule. The Student Experience Team (SET) will communicate any applicable reassessment fees directly to the student before the reassessment being scheduled.
Reassessments will be managed on a case-by-case basis by the SET. Where appropriate, the SET may develop a customised reassessment plan to support the student's academic progression and to ensure compliance with institutional policies and regulatory requirements.

Reasonable adjustment in assessment

College assessments are designed to satisfy the Principles of Assessment and comply with the Rules of Evidence. Students with a disability, illness, special circumstance or request for special consideration may request a reasonable adjustment to ensure equitable participation without compromising assessment integrity or the training product requirements.
To request for reasonable adjustment, you can consult with your Trainer and Assessor and/or the Student Experience Team as early as possible. Reasonable adjustments may include, but are not limited to the following:

- Enhancing resource or delivery accessibility (for example, providing materials in audio format, on coloured paper or via approved assistive technology)
- Modifying physical environments or equipment (for example, using hearing loops)
- Revising assessment conditions (for example, granting additional time or scheduling rest breaks)
- Altering evidence-gathering methods (for example, accepting oral responses in place of written answers or enabling handwriting when IT resources are unavailable).

All approved adjustments will be documented in your learner profile within the Learning Management System (LMS) to ensure consistency across trainers and assessment tasks while maintaining the prescribed requirements of the training product. You may be asked to provide supporting documentation to determine the most appropriate adjustment. Any personal information will be managed in accordance with relevant privacy legislation and the College's Privacy Policy.

If you believe a reasonable adjustment has not been implemented appropriately, you may lodge a complaint using the Complaints and Appeals form available on the College website. Forms and Policies | Allied Institute

Student Academic Misconduct

Allied Institute has a no tolerance policy for plagiarism, cheating, collusion, contract cheating and impersonation, or and misuse of Generative AI Students are expected to act with integrity at all times and only submit work that is their own and includes acknowledgements of all resource materials used in preparing the work. Academic misconduct includes:

Plagiarism: Using someone else's words, ideas, or work without proper referencing. This applies even if you change the wording or do it unintentionally. You must always acknowledge the source when using another person's work.

Recycling or resubmitting work: Submitting work that has already been assessed in another unit or course without permission from your trainer or assessor. If you want to build on previous work, you must get approval first.

Collusion: Working with other students on tasks that are meant to be completed individually. This includes sharing answers, reports, or quiz questions. Sharing your work with others can also lead to it being uploaded to cheating websites or used without your permission.

Contract cheating and impersonation: Getting someone else to do your work and submitting it as your own. This includes paying someone to write an assignment or uploading learning materials to commercial cheating platforms. Helping others cheat is also considered misconduct.

Misuse of Generative AI: Using AI tools (like ChatGPT or Copilot) to create work and submitting it as your own without proper acknowledgment. If you use AI, you must be transparent and cite it correctly. Always check with your trainer about what is acceptable.

When you submit your assessments, you will be required to sign a declaration that the work submitted is your own and that you have not cheated or committed misconduct in any way.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations and we will be required to take disciplinary action should the allegations were to be true and correct.

Appealing assessment decision

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

Diversity, Inclusion, and Wellbeing Support Services

Respect and Inclusion for LGBTQIA+ Students

Allied Institute is committed to fostering a learning environment that is inclusive, respectful, and safe for students of all sexual orientations, gender identities, and expressions.
We recognise the unique experiences and challenges faced by LGBTQIA+ students and aim to support their wellbeing and academic success through:

- Inclusive enrolment and support practices
- Zero tolerance for discrimination, harassment, or bullying
- Access to confidential counselling and wellbeing services
- Staff training in inclusive education and cultural competence
- Promotion of respectful language and behaviour across campus

Students are encouraged to contact the Student Experience Team for support or to raise any concerns related to inclusion and safety.

Learn more about Victorian Pride Centre

Wellbeing Support Services

We at Allied Institute are committed to ensuring that you get all the support you may need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing, maths and digital capabilities.

The information we collect before your enrolment help us identify any support you may need. Based on the information you provide in your enrolment and/or the results of your Language, Literacy, Numeracy and Digital (LLND) test we will contact you to discuss your support needs.

Your support needs may be discussed further during the orientation session to your course. Examples of strategies we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details.
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling.
- Language classes.

Student Wellbeing During Work Placement

Allied Institute is committed to supporting your wellbeing during work placements. We assess the suitability of each placement to ensure it meets not only the course requirements but also health and safety standards ensuring a safe and supportive environment as students are expected to travel up to two hours to reach the organisation.

If you have any concerns during your placement, you are encouraged to raise them directly to the through our complaints and appeals process.

Homesickness

If you are in immediate danger or need urgent help, call 000.

Homesickness is a common reaction to moving away from home and can involve sadness, distress or feeling overwhelmed. Allied Institute will provide information and support to help you adjust to study and life in Victoria.

Practical steps that can help include making new connections through orientation, clubs and local activities, keeping regular contact with family and friends, exploring your new surroundings and looking after sleep, nutrition and exercise.

If you feel homesick, you can contact our Student Welfare Officer. You can find more details on our website. You can also access external support. Study Melbourne offers free help and events for international students at the Study Melbourne Hub, 17 Hardware Lane, Melbourne, phone 1800 056 449.

For mental health advice and navigation to free or low cost services, you can call Head to Health on 1800 595 212. You can also visit healthtranslations.vic.gov.au for support in different languages.

Financial hardship

We at Allied Institute recognise that some students may experience financial hardship. If you are finding it difficult to meet your course fees, contact the Student Experience Team for a confidential discussion so we can explore options that allow you to continue your studies without financial stress.

Where appropriate, options may include a tailored payment plan, adjusted due dates within policy, and referral to free external financial counselling services.

We will confirm any agreed plan in writing and handle your personal information confidentially. Any arrangement will comply with your written agreement and applicable legislation.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well- being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider.

Counselling services

Our Student Counsellor, Angela Riviera, is experienced and professional, and is available to provide students with confidential phone or video call counselling and support. Allied Institute counselling service aims to support students with the various challenges they may experience, such as:

- Loneliness, isolation, or homesickness
- Difficult life decisions
- Abuse or discrimination

Angela is available on Wednesday and Thursday from 10 am to 12 pm / and from 1 pm to 3 pm.

Health & lifestyle benefits

Allied Institute students have access to exclusive lifestyle and wellness offers, including discounts at selected fitness centres and wellbeing services. These benefits are designed to support your physical and mental health while studying. Refer to our website for more information.

External Support Services

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

Counselling Service – Uniting Communities

Phone 13 11 14 or (03) 9692 9500
Address: 211 Chapel Street, Prahran
or visit the website https://www.unitingvictas.org.au/services/mental-health/
Uniting Communities offer more than 90 services to support the needs of both individuals and the community, across a range of areas. These include mental health and counselling; residential aged care and support for independent living; housing crisis and emergency support; disability services; services for Aboriginal and Torres Strait Island people; financial and legal; drug and alcohol counselling; family relationships; and respite and carer support.

Study in Melbourne

Visit the website: https://www.studymelbourne.vic.gov.au/
Study Melbourne provides latest news, events and advice on your courses with awards offered or a range of free or discounted programs to help you connect with other students and balance your studies while enjoying all that Melbourne has to offer. Student Portal of the Study Melbourne gives you access to a range of pre-departure, local living advice, and employment resources to help you get to know your new city, Melbourne.

Healing Minds Psychology

Phone: 1300 732 725 Web: www.healingmindspsychology.com.au
For counselling, assessment and treatment for individuals who may be experiencing strain in their everyday functioning and mental wellbeing.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html
For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Free Legal Free Legal Advice (Helping Victorians with their legal issues)
Telephone: 1300 792 387 Website: https://www.legalaid.vic.gov.au/
Free legal advice is available to any person on most legal matters. The role of the legal adviser is to identify the client's problem, to inform the client of their rights and obligations and to help them understand what course(s) of action can be taken. The adviser may also draft letters for clients where appropriate.

Disability Advocacy
Telephone: 1300 475 170 Website: providers.dffh.vic.gov.au/disability-advocacy
Disability Advocacy delivers free advocacy services to people living with disability, their families and carers state-wide. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

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

Fair Work Australia
Telephone: 13 13 94 from 8am – 5.30pm Monday to Friday or visit the website: fairwork.gov.au/
Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Course transfer

Transferring to Allied Institute from another provider

Local students:

If you wish to transfer to Allied Institute from a different provider are invited to discuss your situation with one of our advisors. Please, contact us at 03 7068 0005 or come to reception and one of our friendly staff will look after you.

International students:

Allied Institute will not knowingly enrol an international student who wishes to transfer from another registered provider before the student has completed six (6) months of their principal course (usually, the last one), unless one or more of the following conditions apply:

- The releasing provider or the specific course in which the student is enrolled has ceased to be registered
- The releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents continuation of the principal course
- A government sponsor of the student considers the transfer to be in the student's best interests and has provided written support.

If you wish to transfer from a different provider are invited to discuss your needs and wishes to one of our advisors.

Transferring from Allied Institute to another provider

Local students:

If you wish to transfer to a different provider are invited to discuss your situation with one of our advisors. Please, contact us at 03 7068 0005 or come to reception and one of our friendly staff will look after you.

International students:

We understand study plans can change. While you are required to maintain your studies, you can ask to transfer to another registered provider before completing six months of your principal course. We will assess your request carefully and grant it in any of the following circumstances:

- You are unable to achieve satisfactory course progress at your current level despite engaging with Allied Institute's intervention strategy
- There is evidence of compassionate or compelling circumstances
- Allied Institute has not delivered the course as set out in your written agreement
- Your reasonable expectations about your current course are not being met
- You were misled by Allied Institute or by an education or migration agent about Allied Institute or the course, making the course unsuitable for your needs or study goals
- An internal or external appeal on another matter results in a decision or recommendation to release you.

A transfer will not be granted where any of the following apply:

- The transfer would jeopardise your progression through a package of courses
- You have only recently commenced and the full range of support services has not yet been provided or offered; in this case, we will ask you to wait a further four weeks while we provide full support services

- You are seeking to avoid being reported to the Department of Home Affairs for failing to meet attendance or course progress requirements
- There are no legitimate compassionate or compelling circumstances.

What you need to provide and what happens next:

- When you make your request attach a valid offer of enrolment from the other registered provider so we can consider your request.
- We will give you the outcome in writing within 10 working days of receiving your application.
- If your application is refused, we will explain the reasons and let you know how to access the complaints and appeals process.
- There is no fee to release students.

Any refund of course fees, where applicable, will be paid in line with Allied Institute's refund policy.

Transferring to another course offered by Allied Institute.

Thinking about a different course

If you are considering a change, we are here to help you explore your options and next steps. Please speak with the Student Experience Team.

When a transfer can be approved

- The new course better matches your study capabilities.
- The new course better supports your long term goals, including future work, further study or personal aspirations.
- Your reasonable expectations about the current course are not being met and you can explain or provide evidence of this.

When a transfer cannot be approved

- The transfer would jeopardise your progression through a packaged program of courses.
- You have only recently commenced and the full range of support services has not yet been provided or offered. In this case, we will ask you to wait a further four weeks while full support is provided.
- You are seeking to avoid being reported to the Department of Home Affairs for not meeting attendance or academic progress requirements.

When a transfer cannot be approved

- Complete the Internal Course Transfer Application Form.
- We will provide the outcome in writing within 10 working days of receiving your application.

Any costs for transferring and any refund of unspent course fees will follow Allied Institute's Fees and Refund Policy.

All International students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on their visa obligations. To find out more about visa requirements, students will be advised to contact DHA on 13 18 81 or visit the following website: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Deferral, suspension and cancelation

Deferral of Studies

If circumstances beyond your control affect your ability to start your course, you may request a deferral of commencement; the Admissions Team look after your deferral request.

You must provide supporting documents so we can verify that compassionate or compelling circumstances exist.

If approved, your commencement will be deferred for an agreed period up to a maximum of 6 months.

If you need more than 6 months, we will reassess your application based on your individual circumstances.

If you do not commence by the approved date and do not contact us to arrange an extension, we will withdraw your offer and cancel any enrolment.

Note for international students: any deferral will comply with the Education Services for Overseas Students Act 2000 and the National Code 2018 Standard 9, including written notice and PRISMS reporting where required.

Suspension of Studies

If circumstances beyond your control affect your course progress or wellbeing, you may request a suspension of enrolment; the Student Experience Team look after your request.

You must provide supporting documents so we can verify that compassionate or compelling circumstances exist.

If approved, your enrolment will be suspended for an agreed period up to a maximum of 6 months.
If you need more than 6 months, we will reassess your application based on your individual circumstances.

If the approved suspension period ends and you do not return or contact us to arrange an extension, we will cancel your enrolment.

Note for international students, any suspension will comply with the Education Services for Overseas Students Act 2000 and the National Code 2018 Standard 9, including written notice and PRISMS reporting where required. You must maintain visa conditions and we will offer access to support services.

Provider Initiated Suspension or Cancellation

Allied Institute may suspend or cancel a student's enrolment because of misbehaviour, including academic misconduct such as plagiarism, collusion, cheating, contract cheating and impersonation, and or misuse of Generative AI

Allied Institute may suspend or cancel a student's enrolment where the student fails to pay fees due to the College.

Allied Institute may suspend or cancel a student's enrolment where the student breaches course requirements.

Before imposing a suspension or cancellation, Allied Institute will inform the student in writing of the intention to suspend or cancel, the reasons for the decision and the right to appeal through the internal complaints and appeals process within 20 working days.

Suspension or cancellation will not take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Note for international students: Allied Institute will record any deferral, suspension or cancellation in PRISMS, and will advise the student about possible visa implications.

Student Initiated Cancellation of Studies

You may request cancellation of studies at any time during their course.

If you wish to withdraw within the first six (6) months of your principal course to transfer to another provider, your request will be managed under the Student Transfer Policy.

Allied Institute will confirm the outcome in writing and will process any refund of unspent tuition fees in line with the Fees and Refund Policy upon request.

Note for international students: You should seek advice about visa implications before cancelling your enrolment.

International Students | Change in Visa status

Deferral, suspension or cancellation of your enrolment may affect your student visa.

When your enrolment is deferred, suspended or cancelled, Allied Institute will notify the Department of Education (DoE) and the Department of Home Affairs (DHA) through PRISMS of the change to your enrolment status.

For visa information and advice, refer to the Department of Home Affairs website, call 131 881 or visit their website.

Whether the suspension is student initiated or provider initiated, the period of suspension recorded in PRISMS is not counted toward attendance monitoring.

If a suspension is granted, your enrolment will be suspended for an agreed period up to a maximum of 6 months.

Allied Institute will use professional judgement to assess each case on its individual merits when determining whether compassionate or compelling circumstances exist.

If your enrolment is cancelled, you must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If you leave Australia, your student visa will be cancelled. If you later wish to return to your studies, you must apply for a new student visa.

Access to your records

You may obtain a copy of the records that the College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must request for it in writing using the Student Request Form confirming which record or records you wish to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If you believe the information we hold about you is incorrect, incomplete, out of date or misleading, you can ask us to amend it. We will consider your request and correct the record if it is inaccurate.

Submit your request in writing to the Student Experience Officer using the online Amendments to Student Record Request Form on the Allied Institute website. We may ask for identity verification or supporting information so we can locate and assess the record. We will respond within a reasonable period and tell you the outcome. If we refuse to amend because the record is accurate, we will annotate the record with your request and our reasons and explain how you can complain if you are not satisfied.

If a record is found to be inaccurate, it will be corrected. If a student requests an amendment on the grounds of inaccuracy but the record is found to be accurate, the details of the request will be noted on the record.

Note for international students: you must tell us your new contact details within seven days of any change, because this is a student visa requirement. For visa advice, contact the Department of Home Affairs (DHA) or check the Student visa information online.

Notify College of changes

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

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

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

Depending on the type of change, we may send a letter to your home address, and or an email, and or an SMS message, depending on the information we are sharing.

As a student at Allied Institute, we must have your updated contact details. Ensure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes whenever needed.

You can let us know of any changes to your details by using the *Change of Student Details Form*.

Note for international students: As an international student, you must provide this form to us within 7 days of any change occurring.

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation. International and local students have different requirements due to their different nature; the following legislation applies to all local and international students at Allied Institute.

Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the College's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).
-

Harassment Victimisation Bullying

The College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. The College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.
Anti-discrimination law defines **harassment** as any form of repetitive behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Sexual harassment: An unwelcome sexual advance, unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature, in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated Examples include: Unwanted touching or physical contact, sexual comments, jokes, or innuendo, requests for sexual favours, displaying sexually explicit images or materials, obscene phone calls, emails, or messages

Sexual Assault: Sexual assault is a criminal offence under the Crimes Act 1958 (Vic) and refers to any unwanted sexual act or behaviour that occurs without consent. This includes: rape or attempted rape, Indecent assault, coerced sexual acts, sexual touching without freely given consent

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

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

What to do If you experience harassment, victimisation or bullying

If you feel that you are being harassed, victimised or bullied:

- If you feel safe to do so, tell the person that their behaviour is unwelcome and ask them to stop.
- Report the incident to Allied Institute staff (e.g. Student Experience Officer, Trainer and Assessor, staff or CEO)
- If you do not feel comfortable doing this, or if the behaviour continues, you should lodge a complaint in accordance with Allied Institute's Complaints and Appeals Policy and Procedures.

Allied Institute will provide support regardless of whether a formal complaint is lodged. Support may include:

- Access to counselling services
- Academic adjustments
- Referrals to external support agencies
- All reports will be handled confidentially and in accordance with Allied Institute's duty of care and legal obligations.

Equal opportunity

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

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

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

National VET Regulator (NVR) Act 2011.

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

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

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.
If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.
For students and training organisations, the main benefits of the USI are:

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

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

Privacy

Your privacy as a student is important. In collecting your personal information, the College will comply with the requirements set out in the Privacy Act 1988 and all other privacy legislation.
This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
    - We have made you aware that information of that kind is usually passed to that person or organisation.
    - You have given written consent;
    - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
    - The disclosure is required or authorised by or under law; or
    - The disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at www.allied.edu.au

Competition and Consumer Act 2010,

Allied Institute complies with the Competition and Consumer Act 2010, which protects you from unfair treatment and ensures transparency in the provision of education services.
This means that we will:

- Provide clear and accurate information about our courses, fees, policies, and services.
- Avoid misleading or deceptive conduct in advertising, enrolment, or student communications.
- Honour the terms and conditions outlined in your enrolment agreement.

- Ensure that any claims made about qualifications, outcomes, or employment pathways are substantiated and not exaggerated.
- Provide fair and transparent processes for refunds, complaints, and dispute resolution.
- Make available all relevant policies and procedures that affect your rights as a consumer of education services.

If you believe that your consumer rights have been breached, you may raise the issue with Allied Institute or seek advice from the Australian Competition and Consumer Commission (ACCC).

Education Services for Overseas Students (ESOS) framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:
Education Services for Overseas Students (ESOS) Framework - Department of Education, Australian Government
If you are unable to access this information, contact us via email or phone and we will provide the information to you.
You also have certain rights and responsibilities under the following legislation as discussed below.

Fees, Changes and Refunds

Student Fees and Payments

Student fees and other information relating to fees and charges will be made available to students, on the College's website, course brochures and other official printed materials. The information published on the website will be current and up to date and accurate. On College's website you can find the most up-to-date information and fees. All prospective students and current students must pay their fees on or before the due date. Late payment penalties may apply for students paying fees pass the due date.

Payment of Fees

You can pay your fees using a variety of methods. The College will accept payments in person of cash, money orders, and credit cards (except DINERS). Students can send or deposit money into the College's bank account specified in the Letter of Offer.

You must notify the College immediately once you have made a payment to the College's bank account if you did not include your information on the remittance.

Any student who has an overdue debt to the College and does not fully settle this debt will cease to be entitled to any privileges of the College. The College may at its discretion cancel enrolment (automatically withdrawing access to the College services including classes, email, LMS, insurance, etc.), and refuse access to official documentation (assessment results, graduation, etc.).

The College will take appropriate legal debt recovery action where students default on their payments.

Additional Fees and Charges

Please refer to the *Fees and Refund Policy* for the details of additional fees and charges on the College's website: www.allied.edu.au

Fee Refunds and Consumer Rights

Students applying for a refund must complete and provide a refund application and relevant supporting documentation. Relevant forms and documentation should be submitted via email Allied Institute.

Requests for refunds may be made within 14 calendar days of an event which qualifies the student for a refund. Please refer to the *Fees and Refund Policy* for the details of fees refunds and consumer rights on the College's website: www.allied.edu.au

The College's Policies and Procedures does not remove the right of a student to take action under Australia's consumer protection laws.

Tuition Protection Scheme (TPS)

In the unlikely event that the College is unable to deliver a course in full, all students enrolled in that course will be offered a refund of their unspent tuition fees which were received by the College. This refund will be paid within 14 days of the day on which the course ceased being provided.

Alternatively, within 14 days, students may be offered enrolment on an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of their unspent tuition fees or to accept a place on another course. If a student chooses to be placed into another course, the student will be issued a new offer letter and enrolment agreement with their new provider, in place of their enrolment documentation issued by the College.

If the College is unable to provide a refund or place a student into an alternative course in accordance with the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course if not found. For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, use the following link: www.education.gov.au/tps

Feedback, Complaints and Appeals

Feedback

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

Students can share feedback in the following ways:

- **Online Form**: You can submit feedback or compliments using the “Contact Us” form on our website. The Student Experience Team reviews all submissions.
- **Quality Surveys:** During your course, you may be asked to complete a Learner Engagement Survey. Your trainer will encourage you to participate.
- **Exit Surveys:** At the end of your course, you will be invited to complete a Student Exit Survey or an RPL Candidate Feedback Survey, depending on your enrolment type.
- **Work Placement Feedback**: If you complete a work placement, feedback will be collected from you and your host organisation. This helps us monitor placement quality.
- **Agent Feedback**: Students may be asked to provide feedback about their education agent, including the support they received before arriving in Australia.

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

We also welcome feedback from you at any time by using out website, email phone or Contact Us | Get in Touch | Allied Institute.

Complaints & Appeals

A **Complaint** is a written or verbal expression of dissatisfaction or grievance.

The College provides the opportunity to students enrolled in an Academy program to register a complaint against another party. This could include:

- Student-student complaints
- Student-staff member complaints
- Student-Academy complaints
- Student-third party complaints including complaints against education agents

A complaint may be filed for any grievance or expressed dissatisfaction of the complainant. Complaints may include, but are not limited to:

- Application or misapplication of the College policy, especially if the policy or the result of the policy is seen to interfere or undermine the rights of the complainant
- Discrimination or perceived discrimination
- Harassment or perceived harassment
- Sexual harassment or perceived sexual harassment
- Assault or threat of assault — including sexual assault
- Intimidation or threats against a student

- Conditions not conducive to the College's establishment of a safe learning environment
- Training delivery, assessment and quality of training
- Student services and administration
- Marketing information and other information
- Fees and finance related matters
- Student welfare and related activities
- Education agent activities
- Work placement issues
- Reasonable adjustment
- Special consideration

An **appeal** is a request for a decision made by the College to be reviewed. Decisions may have been about:

- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by the College

The complaints and appeals process is made up of four stages:

- Stage 1 - Informal Complaint
- Stage 2 - Formal Complaint
- Stage 3 - Internal Appeal
- Stage 4 - External Appeal

The College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. The College ensures that complaints and appeals:

- Are acknowledged in writing.
- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Nothing in the College's policies inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Students, if after following internal appeal process, still believe that the College is breaching or have breached its legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority including:

National Training Complaints Hotline

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

Consumers can register a complaint with the National Training Complaints Hotline by:
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

Complainants may also complain to the College's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about the College in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above. If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below. Please refer to the relevant webpage below before making a complaint to ASQA: /www.asqa.gov.au/concerns-about-training-providers.

National Student Ombudsman and the Commonwealth Ombudsman

Local students and international students may complain to the student ombudsman if their complaint is in relation to the College:

- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with the College.

Local students can find more information at nso.gov.au/making-a-complaint

International students can find more information at ombudsman.gov.au/complaints/international-student-complaints

For more details related to the internal or external complaints and appeal process, refer to the Complaints & Appeals Policy available on the Allied Institute website.

Issuing of Certificate documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and Record of Results (RoR) within thirty (30) days. The Record of Results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment (SoA) will be issued within thirty (30) days of the course end date as long as all relevant fees have been paid.

The College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the College is not permitted to do so by law.

The College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-issuing Statements and Qualifications

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

Useful Links and Resources

1. 13cabs.com.au. (http://www.13cabs.com.au)
2. Agriculture.gov.au. (http://www.agriculture.gov.au/travelling/arriving-in-australia)
3. Homeaffairs.gov.au. (http://www.homeaffairs.gov.au/
4. Literacyline.edu.au. (http://www.literacyline.edu.au/index.html)
5. Silvertop.com.au. (http://www.silvertop.com.au/)
6. Studyinaustralia.gov.au. (http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters)
7. Auspost.com.au. (https://auspost.com.au/locate/showpop/350748)
8. immi.homeaffairs.gov.au. (https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions)
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