

# International Student Handbook (2022-2023)



## Welcome

Welcome to Australian Institute of Trade & Training Pty Ltd. Thank you for choosing Australian Institute of Trade & Training as your preferred destination to achieve your desired Education and Training outcomes.

At Australian Institute of Trade & Training, we are committed to provide high quality of education and training for our students within an inclusive and supportive environment and provide them with an enjoyable learning experience.

We look forward to assisting you in achieving your goals and making your educational experience both practical and valuable in Australia.

Australian Institute of Trade & Training endeavours to offer you quality education in line with industry requirements leading to employability skills. Our friendly and qualified staff are always there to help and assist you to make your learning journey an unforgettable memory in your student life. This handbook is designed to acquaint you with Australian Institute of Trade & Training's training environment and provide you with information to assist you in commencing and achieving a quality training outcome in Australia.

Please take the time to read your student handbook as it contains important information regarding your training program

## Introduction

### Meet Australian Institute of Trade & Training Pty Ltd

Enrolment Form   Version March 2024	Australian Institute of Trade and training, 102-104 High Street, Shepparton, VIC, 3630
RTO Code: 46338   CRICOS CODE: 04330E	<a href="mailto:info.aittcollege@gmail.com">Info.aittcollege@gmail.com</a> <a href="http://www.Aittcollege.com.au">www.Aittcollege.com.au</a> <span style="float: right;">Page 1 of 53</span>

The Australian Institute of Trade & Training Pty Ltd is a proposed Registered Training Organisation (RTO Number: 46338 | CRICOS Number: 04330E) that offers a vibrant, unique learning experience for students. Australian Institute of Trade & Training delivery location is situated in the Shepparton (regional Victoria) with access to public transport, food courts, retail and shopping outlets.

## Why Study at Australian Institute of Trade & Training

At Australian Institute of Trade & Training, we aim at:

- Student commitment to quality learning;
- Fostering the ideal that education is a life-long process leading to the understanding of self and the world;
- Developing our students to think clearly about issues of importance in our modern world; and
- Student sense of integrity in their studies and approach to life.

## Personalised Service Australian Institute of Trade & Training offers:

- A caring and safe study environment;
- A friendly environment in which students and staff are encouraged to help and support each other;
- Personalized attention from teaching staff; and
- Out of class assistance in a wide variety of areas to help students with their studies.

## Highly Qualified Staff

Australian Institute of Trade & Training employs trainers who are:

- Very well-qualified ensuring a high standard of instruction across the curriculum;
- Highly experienced and have worked for years in their profession.

## Student Focused

Our programs and services have been developed from what our students really need. Since our inception, we have listened to our student's needs and goals and set out to assist them in achieving these with a no fuss, realistic approach.

## Flexible and Adaptable

We intend to evolve and continually improve our training abilities in order to adapt to change. At Australian Institute of Trade & Training growth and change are promoted. We are small enough to absorb change and continue a dedicated, personalized and friendly service to our clients.

## Our Responsibility to You

- To develop a learning environment which is positive, safe, encouraging and accepting of individual differences.
- To embrace all competencies and learning outcomes.
- To provide you with accurate information about your progress and skill development.
- To provide a learning environment that is enjoyable
- To ensure all clients are treated as mature learners.
- A commitment to providing up to date, current, relevant information in a manner that suits individual and group learning.

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- To recognize qualifications issued by other RTOs.
- To ensure all operations and practices follow the principles of Access and Equity.
- To provide learning environment free of harassment and discrimination.

## Your Responsibility to Us

Being an overseas student on a student visa, you have the responsibility to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Maintain satisfactory course progress/ attendance requirement
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their website (proposed). Follow the [Student Visa Conditions](#) link for details.
- Upon arriving in Australia, you are required to advise the college of your residential address and telephone number and of any subsequent changes to your residential address. Students must confirm and update their contact details (address, mobile phone number and email address if any) within a week and at least every 6 months. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the college is obliged to serve a notice at your last known address if you breach a student visa condition relating to

behaviour or academic progress. The College may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the college to ensure you receive important information about your course, fees and possible breaches of your student visa.

## Our Mission

Australian Institute of Trade & Training's mission is to deliver quality training and assessment that meets the needs of learners and industry.

## Our Objectives

In recognition of this mission, our objectives are:

- People: We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- Safety and equality: We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity and ethics: We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality committed: We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- Learner centred: We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We

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respect our clients and strive to attract them time after time through high quality training and assessment experiences.

- Industry engagement: We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

### Courses Offered:

- BSB50420 - Diploma of Leadership and Management
- BSB60120 – Advanced Diploma of Leadership and Management

### Training facilities

Australian Institute of Trade & Training offers training at a convenient location close to public transport, retail shopping, entertainment and other colleges. Check out the locations at Google Maps  
102-104 High Street, Shepparton, VIC, 3630.

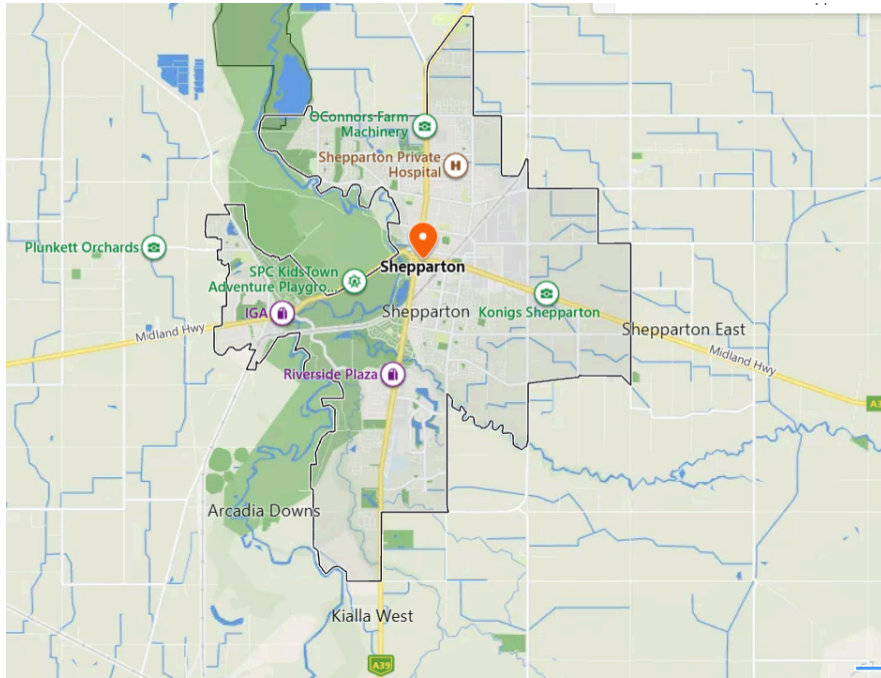
The college facilities include well-equipped classrooms, computer and internet facilities and a student resource area for study and research and an open break out area.

Students will be given complete information about the location of facilities during the orientation program run by the college.

### Maps



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## Transport

The city is located at the junction of the **Midland Highway** and the **Goulburn Valley Highway**, the latter which is being progressively converted to freeway standard. The Peter Ross-Edwards Causeway connects Shepparton to Mooroopna.

**V/Line** runs bus coach services to **Wangaratta**, **Bendigo** and **Griffith, New South Wales**. A dedicated bus service to Shepparton from Melbourne Airport is also run twice daily passing through Seymour and Nagambie.

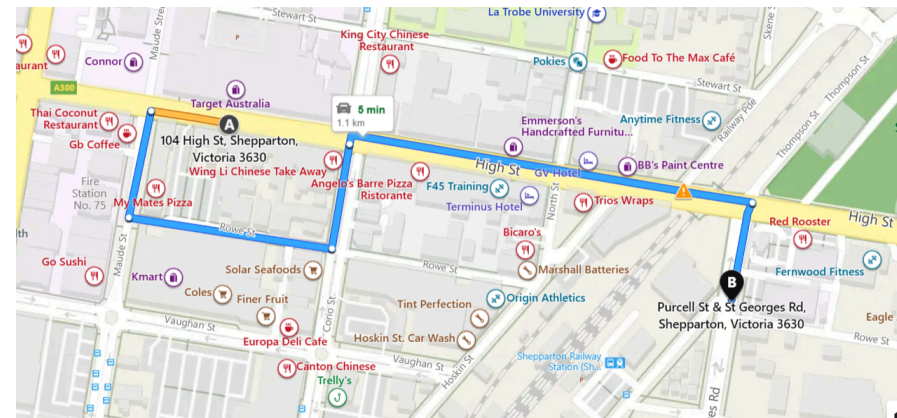
**Shepparton railway station** is serviced by **V/Line** rail services on the Shepparton line to and from Melbourne and to Mooroopna.

**Shepparton Airport**, located south of the city on the Goulburn Valley Highway and is home to Gawne Aviation. Shepparton also has buses that run around the suburbs and Mooroopna

## Public Transport

Shepparton Railway station is 1.1 km from the AITT.

buses are available to and from AITT campus locations. Some forms of public transport allow for student fee concessions so always keep your Student ID card with you. Plan your journey to **AITT**.



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To travel, you are required to have a validated ticket. Myki is the smart card ticketing system that validates travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to [www.myki.com.au](http://www.myki.com.au)

## Retail

The College is very closely located to the heart of the Shepperton and its magnificent retail, cultural, dining and business districts.

## Relevant legislation

A range of legislation is applicable to all staff and students. Occupational Information on relevant legislation can be found at the following websites. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Occupational Health & Safety	<a href="http://www.worksafe.vic.gov.au">Work Safe Victoria</a>
Equal opportunity	<a href="http://www.vic.gov.au/equal-opportunity">Victorian Equal Opportunity &amp; Human Rights Commission</a>
Standards for RTO's 2015, National Code 2018 and	<a href="http://www.asqa.gov.au">Australian Skills Quality Authority</a>

Educational services for overseas students	<a href="http://www.aie.edu.au">Australian Education International</a>
Department of Immigration and Border Protection	<a href="http://www.border.gov.au">Department of Immigration and Border Protection</a>
ESOS Framework	<a href="https://www.aci.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx">https://www.aci.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met. Use the web sites indicated or contact the CEO if you require further information.

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

## Student Entry requirements and application procedures

Students applying for our courses are required to apply through an agent or directly to the college. Students are encouraged to contact

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the college at ph:0478840294 or through the email:  
[info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

Australian Institute of Trade & Training provides pre-enrolment information to potential students included but not limited to student Handbook, course flyers and website before enrolling students.

Students are also encouraged to undertake research on living and studying in Australia prior to submitting the application.

Students must complete the student application form and send the completed form to the college along with all documentation sent with the application should be either original or certified copies, and if not, the applicant will be contacted and asked to submit the required documentation.

Completed student application forms will be processed by the Australian Institute of Trade & Training and the application assessed based on the information supplied. The applicant for the program offered by the college will be selected in a manner that reflects access and equity principles.

Student's applications will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. A pre-training review form will be completed by students and submitted with your form. Australian Institute of Trade & Training will review all the information you submit and communicate the outcome of the review to you.

Students who have enrolled or have CoEs from another Australian provider will not be enrolled until they have completed the first six months of their principal course or have a letter of release from the Australian provider of the principal course. This will be checked for all onshore students before any offer is made by the Australian Institute of Trade & Training.

Completion of the student application form does not imply that the Australian Institute of Trade & Training will make an offer to the prospective student. When prospective students apply to enter the college to study, the following procedure applies to the processing of applications:

### Entry requirements for Australian Institute of Trade & Training:

**Age** – must be a minimum of 18 years of age

**Academic criteria** – Have satisfactorily completed Australian Year 12 or equivalent

**English language proficiency** - An IELTS score of 6 (Academic) or ISLPR 2+, TOEFL 197 (CB) or 46 (iBT), PTE Academic Score of 42 (no communicative skill score less than 42), Cambridge English: Certificate in Advanced English (CAE) of 47 is required to satisfy the English language entry requirements for our courses. (Contact the college for information on equivalent English language qualifications) OR

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Evidence that within two years of their application date, they have successfully completed Certificate IV or higher-level qualification from the Australian Qualifications Framework

OR

For level one country students, they successfully complete the Language, Literacy and Numeracy (LLN) Test administered by Australian Institute of Trade & Training.

If any required original/certified documents are not provided, a condition requiring them will be inserted under Conditions in the International Student Offer and Acceptance Agreement.

Acceptance, fee payment and issuing of a CoE (Confirmation of Enrolment) cannot occur until certified documents are provided

### Assessing Applications

The Australian Institute of Trade & Training will assess the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If a student has a

satisfactory IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the course.

If an applicant cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English course, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 5.5 (or equivalent).

### Offer letter Agreement

Successful applicants will be sent an offer letter, a written agreement and a request for payment by the college. Written agreements must be completed in full, signed by the applicant, dated and returned to the Australian Institute of Trade & Training. Applicants wishing to accept the offer must pay the fee requested in the letter of offer, complete the written agreement and send it to the college.

Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and sent to the student.

Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

Students should contact Australian Institute of Trade & Training if they have any questions about any part of the enrolment process or

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studying at Australian Institute of Trade & Training prior to completing and submitting the written agreement.

## Introduction to Australian Vocational Education and Training

### What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### National Recognition

The qualifications and Statements of Attainment issued by the Australian Institute of Trade & Training must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, the Australian Institute of Trade & Training recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### What is Competency Based Training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units which are included in a course and the elective units which are available.

### Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed.

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Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## Results and Certificates

On completing the training program with Australian Institute of Trade & Training, you will receive a nationally recognised qualification. The qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by the Australian Institute of Trade & Training will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

## Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF). Other departmental information and services to support recognition include: Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

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## Course Information, Registration and Orientation

Training is offered in accordance with set study and break/holiday periods. Details of specific study periods and holidays are published on the website and are provided with the Letter of Offer.

A course timetable will be provided when your Confirmation of Enrolment (CoE) is provided. A detailed class timetable, as relevant to your intake date, will be provided at Orientation.

As a new student, you will receive an email from us approximately one week prior to your commencement date welcoming you and providing you details of your orientation day.

Registration and orientation is the essential first step for Australian Institute of Trade & Training students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

### Orientation Program

As part of your enrollment in this program, you will need to attend an Orientation Program. The Program covers a broad range of topics.

The purpose of the Program is to provide an overview of the course you are studying, the institution in which you are studying and important information regarding how we can assist you with your studies and support your time studying in Australia. The program

provides information to Australian Institute of Trade & Training's students on a range of topics including:

- The Australian VET Quality Framework and your qualification
- college's affiliations, role and responsibilities
- Our staff and their capabilities
- Resources, facilities and equipment
- Help that is available to you with regard to the English language and academic support for your studies
- Help available to assist you to adjust to life in Australia and to your new course
- Services available to you, from the college, and from other sources to assist you in meeting your course requirements and maintaining your attendance.
- Availability of welfare services
- Our critical incident policy
- Your contact person at the college for support in academic and non-academic matters
- Non transfer policy prior to six (6) months of commencing your studies
- Transferring providers and how it works
- Complaint's handling
- Grievance handling
- External, independent complaints referral and appeals
- Role of the Fair Work Ombudsman
- Your continued enrolment during a complaint or appeal

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- Monitoring your course progress and supporting you
- Monitoring your attendance
- Expected duration of course completion
- How we maintain student records
- Intervention strategies to help you complete your course
- Our verbal and written communications with you: Letters and other correspondence
- Non satisfactory student progress, attendance and compulsory reporting by us
- Course structure and content
- Course credits
- Modes and methods of delivery
- Plagiarism
- Assessment
- Results
- Disciplinary procedures
- Informing the students of an intent to suspend or cancel their enrolment
- Student surveys

**On the first day at the Australian Institute of Trade & Training students attend orientation and cover the following topics:**

- Complete any outstanding required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance

- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students’ rights and responsibilities
- Policies and requirements for satisfactory progress
- Policies and requirements for attendance monitoring
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaints and appeals procedures
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the course start date and commence by the default date will be registered and undergo individual orientation.

**The ESOS framework – providing quality education and protecting your rights**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws

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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 Students (ESOS) Act 2000* and the National Code 2018.

## Student Visa

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must meet the minimum requirement of maintaining the minimum attendance and/or course progress throughout the program.
- Students must provide current and accurate contact details to the college. If contact details change, students are required to advise the college.
- Students who obtain work rights on their visa can work up to 40 hours per fortnight while their course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Detailed information about visa conditions can be accessed through visit <https://immi.homeaffairs.gov.au/>

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

## Legislation

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement and fees receipt.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated if your provider is unable to teach your course. Visit the TPS website for more information, at [www.tps.gov.au](http://www.tps.gov.au).

## What is the ESOS Framework?

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The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- Who is the contact officer or officers for overseas students?
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course, you need your provider's permission.

## Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay

- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- maintain satisfactory course progress, follow your provider's academic/course progress policy, and
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their website. Follow the Student Visa Conditions link for details.
- Upon arriving in Australia, you are required to advise the college of your residential address and telephone number and of any subsequent changes to your residential address within a week. Students must confirm and update their contact details (address, mobile phone number and email address if any) at least every 6 months. If there is any change in contact details, students must inform the college in 1 week. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the college is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The college may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the

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college to ensure you receive important information about your course, fees and possible breaches of your student visa.

## Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enroll overseas students to study in Australia on a student visa.

Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

## Tuition Protection Service

The Tuition Protection Service (TPS) was established by the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Visit the [TPS website: https://tps.gov.au](https://tps.gov.au) for more information.

## Standards

The National Code 2018 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code requirements are in addition to the standards for specific sectors.

## Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code 2018
- The Overseas Students Ombudsman
- The Tuition Protection Service

## Protection for overseas students

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

## Contact details

For policies and procedures that affect you

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- Speak with Australian Institute of Trade & Training  
Department of Education and Training  
For your ESOS rights and responsibilities
  - <https://internationaleducation.gov.au/Pages/default.aspx>
- Further information on the ESOS Framework is provided in the following link:
  - <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

## ESOS Enquiries

### **General enquiries:**

Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

### **Visa enquiries:**

Phone: 131 881 (within Australia)

Online: Department of Immigration and Border Protection  
<https://immi.homeaffairs.gov.au/>

### **PRISMS Help Desk:**

Phone: 02 6102240 7647

Email: [prisms@education.gov.au](mailto:prisms@education.gov.au)

### **ARC Hotline:**

Phone: 1300 793 993 Email: [esosarcmailbox@education.gov.au](mailto:esosarcmailbox@education.gov.au)

### **Department of Immigration and Border Protection for visa matters:**

- <https://immi.homeaffairs.gov.au>
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country

## PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa.

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PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

### The Unique student identifier

If you're studying nationally recognised training in Australia, 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. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smartphone anytime. It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrollment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student

Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

### Permission to Work Arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family members travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course.

Further information about student visa conditions can be found at the Department of Home Affairs: [Meet the following Student Visa 500 subclass requirements](#)

### Fair Work Ombudsman

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The Fair Work Ombudsman (FWO) is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

### Complaints about work

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will decide about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues

- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## Living in Australia

### Australia

Australia is the world's [sixth-largest country by total area](#) and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane.

The country is split into states and territories being Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.

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Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the northwest of the continent.

## Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are several large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

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## Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros, and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.

The city centre features world class.

department stores

historical architecture

theatres, galleries, and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains, and trams.

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

### **For further information on Australia, Victoria and Melbourne please visit:**

<http://www.australia.com/> or <http://www.visitvictoria.com> or <http://www.thatsmelbourne.com.au>

For further information on studying in Australia, Melbourne please visit:

<http://www.studyinaustralia.gov.au/> or <http://www.studymelbourne.vic.gov.au/>

## Shepperton

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Shepparton is a city located on the floodplain of the Goulburn River in northern Victoria, Australia, approximately 181 kilometres (112 mi) north-northeast of Melbourne. As of June 2018, the estimated population of Shepparton, including the adjacent town of Mooroopna, was 51,631.

It began as a sheep station and river crossing in the mid-19th century, before undergoing a major transformation as a railway town. Today it is an agricultural and manufacturing centre, and the centre of the Goulburn Valley irrigation system, one of the largest centres of irrigation in Australia. It is also a major regional service city and the seat of local government and civic administration for the City of Greater Shepparton, which includes the surrounding towns of Tatura, Merrigum, Mooroopna, Murchison, Dookie, Toolamba and Grahamvale.

## A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities

- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and course costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

## Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

## Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the

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arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

### Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

### Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training

system about 15 percent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, at home. Another 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

### Religion

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are in most major cities. Some universities have their own spiritual groups on campus.

### Clean, safe, cosmopolitan

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Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros

or cafes. And for those who like takeaway, most of the major global fast-food chains are well represented. The adventurous can try some of our 'bush tucker'.

## Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. To travel, you are required to have a validated ticket. Myki is the smart card ticketing system, it validates travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to [www.myki.com.au](http://www.myki.com.au)

Tourist students may drive in Australia on a valid overseas drivers' licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

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

## Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at many retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from several retailers.

## Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of states, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

## Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty.

## Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability

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- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

## Cost of living and money matters

### Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the college study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as the fair work ombudsman to click on this website:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/internationalstudents>

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the college for further details. International students tend to secure jobs in the service-based industries although there are no limits to

the industry in which you can gain employment. Department of Immigration and Border Protection website <http://www.immi.gov.au/students/> and <http://www.immi.gov.au/students/pdf/permission-to-work-students.pdf>

### Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: [www.ato.gov.au](http://www.ato.gov.au).

At the end of each financial year, international students need to apply for their tax return through an accountant.

### Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash traveller's cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers' cheques.

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It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 locals and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

International students can access free banking from most of the main banks. It's easy and straightforward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au/http://www.anz.com.au/personal/http://www.nab.com.au/http://www.commbank.com.au/>

### **Normal bank trading hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### **Credit cards**

Credit cards are widely accepted around Australia. The most accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

### **Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cents, 10 cents, 20 cents and 50 cents and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

### **Tipping**

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 percent of the bill for good service.

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Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### **Budgeting**

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be considered.

The average international student in Australia spends about \$380 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$290 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

## **Accommodation**

### **Accommodation and Living Cost**

The estimated living costs for an international student are approximately between \$ 21000 to 22000 per year. This covers food, accommodation, travel, entertainment and clothing.

### **Sample Monthly budget**

Food: A\$200 to A\$350

Accommodation Fee: A\$350 – A\$600 (For a room in a shared house or apartment)

Public Transportation: A\$200 approximately per month (bus / trains)

### **Accommodation Options for students:**

- Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle.
- Hostel Accommodation: This is a popular option for international students, especially in the first months of their arrival.
  - ☐ A small, furnished room is provided with access to a shared bathroom, laundry and lounge.
  - ☐ It is recommended that students considering Hostel accommodation options look at 2 or 3 properties prior to deciding. Many hostels are privately run and as such, come under the Rooming House Act. Please note, if a student signs a lease, they are covered by the Residential Tenancies Act.
- Apartment / Flat rentals vary greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short-term accommodation upon arrival so that flat and apartment hunting may be started

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after they have settled in and looked at areas they would like to live in.

While Australian Institute of Trade & Training does not offer accommodation services or take any responsibility for accommodation arrangements, Australian Institute of Trade & Training can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

**Some local options include:**

Particulars	Name & Location	Contact Details
Student Accommodation Service.	Shepparton Student Accommodation.	<a href="http://www.sheppstudentaccommodation.com.au/">http://www.sheppstudentaccommodation.com.au/</a> Ph: <a href="tel:0358224083">03 5822 4083</a>
Real Estate	Shepparton Real estate	<a href="https://www.realestate.com.au/buy/in-shepparton,+vic+3630/list-1">https://www.realestate.com.au/buy/in-shepparton,+vic+3630/list-1</a> Phone: 0358468846
Hostel	Shepparton Hostels	<a href="#">Hostels in Shepparton</a>
Hotel	Hotels in Shepparton	<a href="#">Hotels.com - hotels in Shepparton, Victoria, Australia</a>
Home stay	Homestay Direct Pty Ltd	<a href="#">Stayz   Book your holiday home: apartments, resorts, villas &amp; more</a>

Accommodation costs can vary significantly depending on the level of accommodation and approximately to the city centre. Students can expect to pay approximately \$150 - \$350 per week for a room in a shared house close to the city centre.

The college does not offer accommodation services; however, the college is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia.

The following types of accommodation are available for international students: -

1. Full Board (Home stay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

<https://www.domain.com.au/>  
<https://www.realestate.com.au/>  
<https://www.rent.com.au/>  
<https://www.stayz.com.au/>



You can also access information on share accommodation at the following links:

<http://www.youthcentral.vic.gov.au/housing-accommodation>  
<http://www.domain.com.au/Search/rent/State/vic/Area/inner-city/Region/melbourne-region/Suburb/melbourne>

## Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services, available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## Medical Issues

From time-to-time people may get sick and require access to medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students may arrange this for themselves with any of a number of health insurance providers.

## Overseas Student Health Cover (OSHC)<sup>1</sup>

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

[www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

[www.bupa.com.au](http://www.bupa.com.au)

[www.ahm.com.au](http://www.ahm.com.au)

[www.medibank.com.au](http://www.medibank.com.au)

It is a visa requirement that all overseas students possess OSHC while they are studying at the college.

We can arrange this for you prior to arrival with our provider OSHC world care. For further details or if you wish to arrange your own OSHC contact OSHC world care direct at [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

## Cost of Living

The Australian government recommends that the cost of living in Australia for an international student will be \$22000 per year. If a student wishes to bring a partner the Department of Immigration

<sup>1</sup>

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and Border protection indicates that an additional \$7362 per year of study will be required for a partner. Married students with dependents will require approximately \$4000 per dependent. This may vary significantly from person to person depending on their individual taste and requirements.

For further information refer to:  
<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## Food

Due to the diverse nature of Australia's population, international students have a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately AUD\$10.00. However, this may vary depending on the season, suburb and quality of the eatery.

Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$6.00 - AUD\$12.00. Indicative costs of groceries are: milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat vary enormously depending on type/ quality.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50

T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00

## WHS (OHS) Act in Victoria

The Act in Victoria is the Occupational Health and Safety Act 2004.

The objects of the Act are:

To secure the health, safety and welfare of employees and other persons at work

To eliminate, at the source, risks to health, safety or welfare of employees and other persons at work

To ensure that the health and safety of other members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons.

To provide for the involvement of employees, employers, and organizations representing those persons, in the formulation and implementation of health, safety and welfare standards.

## Health and Safety and Hazard Identification Policy

All staff and student's health, safety and comfort will be maintained in accordance with relevant legislation.

All operations of the college will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

## Hazard's identification

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According to the work and safety Act potential hazards are eliminated, isolated and minimised.

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

### **Procedures for Implementation of Hazard Identification**

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

### **Responsibility**

Trainers are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the CEO on a day-to-day basis.

The CEO is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

### **Evaluation**

Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary

throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

## **Health and Safety Procedures: Evacuation Policy**

### **Display of Evacuation Notices**

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

### **Trial Evacuations**

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

### **Assembly Point**

The assembly point is on the footpath outside the parking area at High Street.

### **First Aid Kits**

First Aid kits are kept in each building occupied by the RTO.

### **First Aid Procedures**

If students are ill and need to leave class, they will tell the tutor who will make sure that the student can get to a doctor if necessary.

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If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the CEO

### **Safety Rules:**

All persons on the college's premises must observe the following safety rules:

Do not run around the college, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

### **Fire and safety compliance**

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

### **Emergency Procedures:**

The following procedures are to be followed in the case of an emergency:

Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

### **Serious Injury**

Call for assistance.

Call ambulance dial 000

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or yourself in unnecessary danger.

Report situation to the Director/CEO

### **Bomb Threat**

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.

Call police dial 000

Act according to the advice of the police.

If advised by police, instigate an emergency evacuation plan.

### **Earthquake**

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.

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After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

### **Electrocution**

Switch off the power supply.  
Follow the “serious injury” procedure referred to above.  
Notify management

### **Robbery**

Cooperate with the robber.  
Remain calm.  
Take no personal risks.  
Observe (person’s features, height, build, clothing, etc.).  
Call the police dial 000  
Notify management.

### **Gas Leak**

Notify management, who will then notify gas engineers.  
If, follow the fire and explosion procedure set out above.

### **Evaluation**

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received.

This will be collated and reviewed by the Audit Team as part of the annual

## **Course Delivery and Assessment**

### **Delivery of Course**

Students are required to undertake a minimum of 20 hours’ study per week during terms. Australian Institute of Trade & Training courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Australian Institute of Trade & Training adopts a Course Progress Policy and attendance monitoring policy and poor course progress will be reported in accordance with course progress monitoring policy. Students are provided participant workbooks and access to a library.

### **Course Progress and Attendance Monitoring Policy**

The college must monitor, record and assess the course progress and attendance of each student for the course in which the student is currently enrolled. In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) of the ESOS Act 2000, international students are required to maintain satisfactory course progress and satisfactory attendance in order to successfully complete their

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program within the duration specified in the Confirmation of Enrolment (CoE) letter.

Satisfactory course progress is defined as a student successfully completing all required units of competency in their program to achieve the qualification within the expected duration specified on their CoE.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the units of competency undertaken in that term (study period) or failing the same unit twice. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

## Intervention Strategy

An intervention strategy is an individual student learning plan developed by the training manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study programs. The Australian Institute of Trade & Training will do everything it can to assist students who want to learn and progress. If the outcome of the intervention strategy is to extend the student's course enrolment, then the student will be advised in writing and informed it is their responsibility to contact DHA to seek

advice on any potential impacts on their visa, including the need to obtain a new visa. The college can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

If the intervention strategies do not result in any improvement, the Australian Institute of Trade & Training will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs

## Assessment

Competency- based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

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Number of approaches to course assessment are used by the Australian Institute of Trade & Training' staff.

Assessment approaches may include:

- observation of performance in class
- case studies
- projects
- reports
- presentations
- role plays.
- written tests.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked S – Satisfactory or NS – Not-satisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

*\*Students are entitled to 3 assessment attempts for each assessment task. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee.*

### Recognition of Prior Learning (RPL)

The Australian Institute of Trade & Training has in place systems to offer Recognition of Prior Learning (RPL) designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL).

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Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the college's RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the college's RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee is listed in the fee schedule section of the Student Handbook and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from Australian Institute of Trade & Training before commencing an RPL application.

### **National Recognition (Credit Transfer)**

Australian Institute of Trade & Training recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in one of our courses with another Australian RTO can apply for credit transfer.

Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the college. The CT application form is available on request from the college. Further information on the RPL/ CT process can be accessed by contacting the college.

Please note that Credit Transfer applications can only be considered for whole units of competency.

## **Fees and Refund arrangements**

### **Fee schedule**

Tuition fee	Please refer to our website or Marketing Flyer
Application fee/ Admission fees	\$250
Materials fee	\$250
Recognition of Prior Learning fee	\$350 per unit

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Credit transfer fee	No charge
Repeat unit fee	\$600 per unit
Assessment resit fee (3 attempts) <sup>2</sup> Re-assessment fee (after 3 attempts)	No charge No Charge \$600 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Assistance Services	\$150
Airport pickup	\$150
OSHC Medical Insurance	Check out <a href="http://www.oshcworldcare.com.au">www.oshcworldcare.com.au</a> for fees

## Refund arrangements

### If a visa is refused by the Australian Government

Where a prospective student is refused an initial student visa by the Australian Government a full refund of Tuition fees plus any materials fees paid will be made. In order to receive the refund

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students will have to provide authenticated evidence of the student visa refusal to the college and attach this evidence to a completed refund application form which is available from the Australian Institute of Trade & Training and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the college.

### If the College defaults on delivery of qualifications

In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of all the Tuition fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of Tuition and materials fees, or to accept a place with another provider. If you choose placement with another provider, you may need to sign a document to indicate that you accept the placement.

In the case of provider default there is no requirement for a student to lodge a refund application form as the college will initiate payment of the refund.

### If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the college. The written

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agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Australian Institute of Trade & Training.

### Cooling off period

Australian Institute of Trade & Training provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays Australian Institute of Trade & Training relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify Australian Institute of Trade & Training in writing within 7 days of paying Australian Institute of Trade & Training any fees.

### Refund conditions

1	Refund applications must be made in writing to the college. The student refund application form, available from the college, must be used as the written application. Australian Institute of Trade & Training will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.
	<b>Definitions</b>

	Tuition fees:	Fees paid by the student to Australian Institute of Trade & Training for training and assessment services provided by Australian Institute of Trade & Training. Tuition fees do not include any other fees e.g. materials fees, OSHC, enrolment fee, airport pick up fee etc.
	Materials fees:	Fees paid by the student to Australian Institute of Trade & Training for course related materials but not limited to textbooks or IT resources.
	Application fees:	Fee paid by the student to Australian Institute of Trade & Training for the costs of processing a student enrolment application.
	Administratio n fees:  <b>Refund Fee:</b>	Fee paid by the student to Australian Institute of Trade & Training for the costs of processing a student refund
	· Visa refused	100% refund of Tuition fees

	· Student Default: Withdraw from the course after fees have been paid before commencement	100% refund of Tuition fees
	· Withdrawals notified in writing and received by the college on the commencement date or after the semester commences	Refund of unused Tuition fee less an administration charge of \$250. **
	· Student breach of visa conditions, and suspension or cancellation of enrolment by the college	No refund of current semester course fees paid.
	<p><b>** If a student withdraws and has notified Australian Institute of Trade &amp; Training on the commencement date or after the semester commences The Australian Institute of Trade &amp; Training will issue a refund of unused Tuition paid to date.</b></p> <p><b>Refunds will be calculated as follows</b> Tuition fee per week x number of weeks unused course the student has paid for at point of withdrawal</p>	

	<p><b>The weekly Tuition fee for the course will be identified by calculating:</b> Weekly Tuition fees = (Total Tuition fee/ number of calendar days in the course) X 7, roundup to the nearest whole dollar. E.g. = (1000/ 140) X 7 = \$ 50</p> <p><b>The number of weeks of course that have been paid for but remain unused will be calculated as follows:</b> The number of unused weeks = number of calendar days that have been paid but remained unused / 7 E.g. = 90/ 7 = 12.857, rounded up to the nearest whole week = 13 weeks E.g. Tuition fee of \$50 per week x 13 weeks unused course = \$650 refund paid to the student.</p> <p>Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the college.</p>
2.	In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of all the Tuition and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

	Alternatively, you may be offered enrolment in a suitable alternative provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place with another provider. If you choose placement in another provider, you may need to sign a document to indicate that you accept the placement.
3.	Fees not listed in the refund section are not refundable
4.	Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the college will sign once an application has been received, accepted by the college and an offer made to the student. There is no obligation on the student or the college until the Written Agreement is signed by all parties, funds have been cleared by the college's bank and an official receipt is issued by the college.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

**Students are strongly advised to contact Australian Institute of Trade & Training with any questions they have about fees and**

**refunds prior to submitting the application. Contact:**  
[info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

## Issuing Qualification and statement of Attainment

Australian Institute of Trade & Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that the college is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to the college have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in a training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification consists of a testamur and a record of results. A testamur is the actual official certification document that

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confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

## Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment, you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

## Training Guarantee

Australian Institute of Trade & Training will take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of Australian Institute of Trade & Training being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. Australian Institute of Trade & Training takes a collaborative approach with students and provides support to facilitate the successful completion of their course within agreed timeframes.

## Currency of training

Australian Institute of Trade & Training implements an effective policy and procedure to ensure that it delivers current AQF training packages and accredited courses. This policy and procedure ensure new training packages and accredited courses will be implemented within 12 months of their introduction and that Students are fully informed of the process and subsequent arrangements.

## Policy and Procedures

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## Deferring, Suspending or Cancelling

### Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the college using the student deferral, suspension or cancellation application form or in writing by email, fax or post. Full details and documentary evidence of compassionate or compelling circumstances must be included with the application for it to be considered.

### College initiated suspension or cancellation of enrolment

The college may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, non-payment of fees, poor attendance or unsatisfactory course progress. If the college is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal through college's internal complaints and appeal process against the college's suspension or cancellation. The college will report any suspension or cancellation to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

### College deferral of commencement

The college may also decide to defer the commencement of a course. If the college defers the commencement of a course the provider default conditions in the Written Agreement between the college and the student will be triggered and the college will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the college will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

### Student cancellation of enrolment and Fee Refunds

Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the college and the student. Students who cancel their enrollment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the college's Training Manager. The student refund application form, available from the college, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

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The college will report your cancellation of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

The Australian Institute of Trade & Training protects students' fees through the Tuition Protection Service (TPS). Where a cancellation is requested, students are required to complete a Request for Cancellation Form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the Request of Refund. For more information, students can email at [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com) the updated Fee Refund Policy and Procedure from Website (Proposed).

You can download Australian Institute of Trade & Training's Defer, Suspension and cancellation Policy from the website (Proposed).

### Student Transfer to another provider

Under the ESOS Framework, the college cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the college for a letter of release. The six months is calculated as six calendar months from the first day of your principal course.

Your principal course is usually the final course of study you will undertake. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the college administration for a copy of the transfer procedure and the application form. Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

- they have completed more than 6 months of your principal course
- they are a government sponsored student, and their sponsor supports a transfer
- their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

Transferring between providers may impact your student visa. Students should contact the Department of Immigration and Border Protection (DIBP) prior to transferring to another provider so they can establish how transferring will impact their visa.

### Student transfer policy and procedure (National Code Standard 7)

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The purpose of this procedure is to ensure Australian Institute of Trade & Training complies with standard 7 of the National Code of Practice 2018-part B standard 7.

The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code.

No fee can be charged to the student by the college for issuing a letter of release.

Registered providers are restricted from enrolling transfer students in the first six months of their principal course of study except in accordance with Standard 7 of Part B the National Code.

If a letter of release is refused by a registered provider a student may appeal the provider's decision.

For more information on this policy, please contact the college at [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com) or collect the current copy of this policy from Australian Institute of Trade & Training office reception.

## Complaints and Appeals

If students have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another college staff member. College staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form from the Reception or from the website (proposed). The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process. The Overseas Student Ombudsman is the external appeal body.

The Overseas Student Ombudsman will review the case to identify if the college has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

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Further information on the complaints and appeals process can be gained by contacting Australian Institute of Trade & Training at [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com) OR refer to our website.

## Course Progress

Australian Institute of Trade & Training monitors the academic progress of international students to enable the identification and support of those at risk of not progressing academically.

Australian Institute of Trade & Training monitors student's course progress to assist them in completing their course within the expected course schedule and implement intervention strategies where necessary.

Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, the Australian Institute of Trade & Training will review the results of all international students at the end of each study period. At the same time, the Australian Institute of Trade & Training will also check the student's progress towards completion of the program within the specified duration as per this policy. College provides support in accordance with the college's Student support policy and procedure to assist international students completing their course within the expected duration.

Australian Institute of Trade & Training may refer students to external resources if we are unable to sufficiently provide support

for students' learning needs. The college may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Australian Institute of Trade & Training takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule

For more information on this policy, please contact the CEO or collect the current copy of this policy from Australian Institute of Trade & Training's office reception OR [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

## Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements

Australian Institute of Trade & Training is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment and which meet the various statutory compliances.

In summary, under our WHS/OHS Policy, students are:

- required to take reasonable care of themselves and others in the college
- have a responsibility to cooperate with all health and safety provisions
- have a responsibility to comply with relevant WHS/OHS management

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- system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for WHS/OHS purposes
- are required to carry a student identification card at all times while on of Australian Institute of Trade & Training premises

For more details on WHS/OHS, please refer to Australian Institute of Trade & Training's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

### Critical Incidents

Australian Institute of Trade & Training is committed to maintaining a safe and supportive environment for staff and students and has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Dandenong where the campus is located. Information will include the contact numbers for emergency services and a senior staff member.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. Information is also available from the Student Orientation Handbook supplied free to our students. The Student Orientation document also provides information for student safety.

For the latest Critical Incident Policy and Procedure please email: [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com) OR from the website

### Use of personal information

Information is collected during your enrolment in order to meet the college obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the National Vocational Education and Training Regulator Act 2011.

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Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection Service (TPS). In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of VET Quality Framework that students can access personal information held by the college and may request corrections to information that is incorrect or out of date. Apply to the Training manager if you wish to view your own records. Once the request has been approved the Training manager will arrange a time for you to view your own records. You must view your records at the college and you cannot take records away from the college.

## Student Support Services & Resources

Australian Institute of Trade & Training students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

## Student Welfare and Support Services

In the first two weeks of your enrolment at the college the student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues then assistance will be provided and the student support officer will maintain regular contact with you until you have settled in and resolve your problems. There is no additional charge for this service.

The Training Manager, Student Support Officer, Teachers and Administrator are available to provide advice and assistance to you at no charge from the college. The teachers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact support Officer who may deal with the problem or may refer students to external welfare and support services if required. The college will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. However, the college will not charge any referral fees. Some fees may be partly met by your overseas student health cover.

### Key College Staff

Position	Name	Contact
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Director	Jagroop Singh Gurvinder Singh	<a href="mailto:info.aittcollege@gmail.com">info.aittcollege@gmail.com</a>
Chief Executive Officer	Gurvinder Singh	<a href="mailto:info.aittcollege@gmail.com">info.aittcollege@gmail.com</a>
Marketing Manager	Gurvinder Singh	<a href="mailto:info.aittcollege@gmail.com">info.aittcollege@gmail.com</a>
Student Support Officer & Student Administration Officer	Jagroop Singh	<a href="mailto:info.aittcollege@gmail.com">info.aittcollege@gmail.com</a>
Enrolment Officer	Inderjeet Kaur	<a href="mailto:info.aittcollege@gmail.com">info.aittcollege@gmail.com</a>
Trainer and Assessor		<a href="mailto:trainer.aittcollege@gmail.com">trainer.aittcollege@gmail.com</a>

#### Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450

Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
Victoria Police Centre	155 Welsford Street, Shepparton Victoria 3630. Ph: <a href="tel:0358205777">03 5820 5777</a> Web: <a href="http://police.vic.gov.au">police.vic.gov.au</a>
Doctor	Princess Park Clinic <u>172 Welsford Street, Shepparton Victoria 3630</u> Ph: <a href="tel:0358219655">03 5821 9655</a>
Dentist	Knight Street Dentists 79 Knight Street, Shepparton · 03 5821 6997 Ph: 03 5821 6997
Community health centre	Goulburn Valley Health 121-135 Corio Street, Shepparton Victoria 3630 Ph: 1300 203 203

Counsellors	<ul style="list-style-type: none"> <li>• <b>Life support counselling</b> 174 Corio Street, Shepparton Victoria 3630. Ph: <a href="tel:1300735030">1300 735 030</a></li> <li>• <b>Headspace</b> 129 High Street, Shepparton Victoria 3630. Ph: <a href="tel:0358238800">03 5823 8800</a> <a href="http://headspace.org.au">headspace.org.au</a></li> </ul>
Psychologist	<ul style="list-style-type: none"> <li>• <b>Pure Empowerment</b> 187 Corio Street, Shepparton Victoria 3630. Ph: <a href="tel:0413819558">0413 819 558</a> <a href="http://pureempowerment.com.au">pureempowerment.com.au</a></li> </ul>
Legal assistance	<ul style="list-style-type: none"> <li>• <b>Victoria Legal Aid</b>, Goulburn region 320–322 Wyndham St, Shepparton Victoria 3630. Ph: <a href="tel:0358236200">03 5823 6200</a> <a href="http://legalaid.vic.gov.au">legalaid.vic.gov.au</a></li> <li>• <b>Goulburn Valley Community Legal Centre</b>, Suite 1 / 1 High Street, Shepparton Shepparton 3630.</li> </ul>

Religious institutions	<b>Anglican</b> Anglican Parish of Shepparton, 95-97 Maude Street, Shepparton Victoria. Ph: 03 5821 7630
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	Ph: <a href="tel:0358310900">03 5831 0900</a>   Web: <a href="http://gvclc.org.au">gvclc.org.au</a>
External appeals body (see complaints and appeals information)	<i>Overseas Students Ombudsman website <a href="http://www.oso.gov.au">www.oso.gov.au</a> or phone 1300 362 072</i>
Pharmacies	<b>Chemist Warehouse Shepparton</b> 425 to 429 Wyndham Street, Near Coles/K-mart, Shepparton Victoria 3630. Ph: <a href="tel:0358216000">03 5821 6000</a>   Web: <a href="http://chemistwarehouse.com.au">chemistwarehouse.com.au</a>
Physiotherapist	<b>Shepparton – Health First Group</b> , 39 Wyndham St, Shepparton Victoria 3630. Ph: <a href="tel:0358327634">03 5832 7634</a>   <a href="http://healthfirstgroup.com.au">healthfirstgroup.com.au</a>

	<b>Catholic</b> Catholic Church South Shepparton, 18 Hamilton Street, Shepparton Victoria 3630. Ph: 03 5831 2194 <b>Islamic</b>
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	<p>Albanian Islamic Centre of Shepparton, Acacia Street.</p> <p><b>Hindu</b> Shri Shiva Temple, 52 Boundary Road, Carrum Downs. 03 9782 0878 Shirdi Sai Sanasthan, 32 Halley Avenue, Camberwell. 03 9889 2974</p> <p><b>Sikh</b> Gurduara Sahib Shepparton, 240 Doyles Rd, Shepparton Victoria 3630. Ph: 03 5821 9309</p> <p><b>Buddhists</b> Melbourne Tibetan Buddhist Centre, 1/246 Grange Road Carnegie VIC <a href="mailto:info@melbournetibetanbuddhistcentre.org">info@melbournetibetanbuddhistcentre.org</a> <b>W:</b> <a href="http://www.melbournetibetanbuddhistcentre.org">www.melbournetibetanbuddhistcentre.org</a></p>
Study in Australia	<a href="#">Study in Australia</a>
Youth Central	<a href="#">Youth Central link</a>
Study Melbourne	<a href="#">Study Melbourne</a>

## Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: [www.oso.gov.au](http://www.oso.gov.au)

## Attendance / Academic issues:

Students are able to gain advice and support to ensure they maintain appropriate academic levels, attendance levels and general support to achieve satisfactory results in their studies.

## Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Australian Institute of Trade & Training hours for advice and guidance on personal issues, accommodation issues or family / friend issues.

For more information, please email : [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

## Social Activities

Melbourne is a vibrant city and Australian Institute of Trade & Training will occasionally organise social events that allow all students to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting

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events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer at [info.aittcollege@gmail.com](mailto:info.aittcollege@gmail.com)

### **Medical Issues**

Student Administration and the Student Support Officer at the Australian Institute of Trade & Training will always have an up-to-date list of medical professionals within range of the college location. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.

### **Local medical services are as follows:**

<b>Referral Services Available</b>	<b>Name &amp; Location</b>	<b>Contact Phone</b>
Hospital (Emergency)	Goulburn Valley Health - Emergency Department	Graham Street, Shepparton Victoria
Doctor	Princess Park Clinic, 172 Welsford Street,	Ph: 03 5821 9655

	Shepparton Victoria 3630	
Dentist	Knight Street Dentist, 79 Knight Street, Shepparton Victoria 3630.	Ph: 03 5821 6997
Optometrist	Shepparton optical services, 58 High Street, Shepparton Victoria 3630.	Ph: 03 5822 1411

### **Legal Advice**

<b>Referral Services Available</b>	<b>Name &amp; Location</b>	<b>Contact Phone</b>
Free legal advice	Fitzroy Legal Service 124 Johnston Street, Fitzroy, VIC	9419 3744

Free legal advice	Ms Sanmati Verma	sanmati.verma@gmail.com or 0410 923 041.
Lawyer	Advice Line Lawyers 350 William Street, Melbourne, VIC	9321 9988

Australian Institute of Trade & Training is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

### Student with dependents

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

<http://www.education.vic.gov.au>

<http://www.dhs.vic.gov.au>

<http://www.familyassist.gov.au>

### General Information

#### Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

#### Upon Arrival in Australia – important things to remember to do

- Call home
- Settle into your accommodation
- Contact Australian Institute of Trade & Training
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

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## Important Websites

1. Department of Immigration and Border Protection  
<http://www.immi.gov.au>
2. Department of Education [www.education.gov.au](http://www.education.gov.au)
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
6. IELTS <http://www.ielts.org.au>
7. City of Melbourne <http://www.melbourne.vic.gov.au>
8. [www.training.gov.au](http://www.training.gov.au)
9. <http://australia.gov.au/about-australia>
10. <http://www.abs.gov.au>
11. <https://www.melbourne.vic.gov.au/>
12. [www.training.gov.au](http://www.training.gov.au)
13. <http://australia.gov.au/about-australia>
14. <http://www.abs.gov.au>

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