Hays International College

CRICOS Number 02790D Provider Number 21838

Student Handbook

2019

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STUDENT ORIENATION CHECKLIST

Student Handbook

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Introduction

Hays International College (HIC) is an ASQA Registered Training Organization providing education services for International and local students and is also registered on CRICOS as a provider for International students in Victoria since 2006, located in Box Hill South, Melbourne. The Commonwealth Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

Student Information

Student Orientation Program

Orientation is conducted on the first day of commencement. This provides information that affects your study, if you are an international student your visa and also information to aid your enjoyment of your stay in Australia, including most aspects of life at the College and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation.

In addition College staff will be introduced, a tour of the College will take place and an opportunity to ask questions will be given.

List of Information to be provided at Orientation

- College training and administration staff contact details
- Student Support Services
- Staff point of contact for students
- Emergency contact
- Fees and fee refunds
- LLN Placement test
- English support classes
- Recognition of Prior Learning and credit transfer
- Student visa conditions
- Working and your student visa
- Banking and tax file numbers
- Living in Melbourne
- Attendance requirements (visa and workplacement)
- Course progress requirements
- Completion of the course in the normal amount of time
- Student complaints, grievances and appeals procedure
- Student code of conduct
- Keeping address and contact details up-to-date
- Communication (e.g. internet and mobile phones)
- Health insurance and maintaining OSHC
- Emergency and Health Issues
- Facilties on Campus

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When meeting with your course coordinator and team you will receive:

- Course outline – outlines course requirements
- Information about requirements of work placement if Practical placement is a part of the course
- Course timetables – individual learning plan

Qualifications Offered

Hays International College (HIC) offer the following accredited and nationally recognised qualifications to overseas students –

CHC33015 Certificate III in Individual Support (Ageing, Home and Community)

CHC43015 Certificate IV in Ageing Support

CHC43415 Certificate IV in Leisure & Health

CHC53415 Diploma of Leisure & Health

College Contact Details

Street Address	15 Hay Street, Box Hill South, Victoria 3128, AUSTRALIA
Postal Address	15 Hay Street, Box Hill South, Victoria 3128, AUSTRALIA
Phone	+61 3 9898 7222
Email	admin@hic.vic.edu.au
Web	www.hic.vic.edu.au

Making contact with staff

If you need to contact a member of staff use an e-mail where possible. E-mails are checked regularly so your message will be received. You can contact training staff by telephone but due to training & delivery commitments, they are often unavailable. If you need to meet with a member of staff, contact them by e-mail or phone. (Ph. 03-98987222)

If you need to discuss issues about your course or class, you can discuss these with your trainer, or another in the department, or with the PEO or Student Services Officer.

PEO:
Joseph Wong: Email: joseph.wong@hic.vic.edu.au

Administration & Student Services Enquiries:
Amy Jiang
Esther Loong

Email: admin@hic.vic.edu.au
Phone: (03) 98987222

Important dates

Term Dates:

Term 1..... 07/01/2019 – 15/03/2019

Term 2..... 08/04/2019 – 14/06/2019

Term 3.....08/07/2019 – 13/09/2019

Term 4..... 07/10/2019 – 13/12/2019

Training Facilities

The training classrooms and administration of Hays International College are located on a 12-acre campus at 15 Hay Street, Box Hill South. This location is on a main road about 15 km from the centre of Melbourne. It is easily accessed by train with frequent services to Box Hill station (30 minutes from the City Centre) plus a brief 10 minutes walk from the College from the bus stop.

At the end of this handbook is a map of the area and the bus timetable and routes within Box Hill

Campus Facilities

Hays International College has the facilities to provide to our students. There is an oval with cricket training facilities. The Aged Care Lab have been purpose built for the students to engage in safe, supervised practical experience. Students are also welcome to make use of the College's Resource Library with free broadband.

Language, Literacy and Numeracy for Aged Care / Leisure and Health

Students require language, literacy and numeracy capacity equivalent to the descriptions below -

Qualification level	Reading	Writing	Maths	Oral communication
Certificate III and IV	Read and interpret texts that have several ideas which are non-routine, but simple. For example read workplace newsletters or read an agenda for a meeting	Produce and sequence several paragraphs to make meaning. For example fill in an accident report form or write a set of procedures for a new work task for personal reference	Use operations and % and fractions to solve problems For example calculate and compare costs of similar items/services from two sources or measure items for work tasks using formal units (millilitres. of hair dye, grams of flour etc)	Participate in oral exchanges where listener/speaker is required to vary and/or understand concepts which are simple, but non-routine. For example provide instructions for a new worker on how to perform a simple workplace task. Or listen to, and respond to a routine customer complaint.
Diploma	Read and understand texts with some complex ideas and non-routine vocabulary For example read a workplace report recommending a change or read a memo providing new instructions on workplace health and safety Writing	Write texts which convey ideas beyond everyday concepts For example write the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine	Use a range of algebraic formulae and calculating tools to solve work based problems For example apply formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on calculator to solve multi-step problems	Participate in oral exchanges that require control of non-routine language and structures. For example deliver a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarise the customer's concerns.

Entry Requirements

- All students must be aged 18 years or over at the time of their enrolment at HIC
- HIC will determine any prior learning that an individual may have acquired through formal, non formal and informal learning to determine the extent to which that individual meets the requirements which are specified in the course in which a student is wanting to enrol (as per Clause 1.12 RTO Standards 2015).
- HIC will provide credit for prior studies to learners for units of competency and/or modules (Recognition of Prior learning – Formal learning)as per Clause 3.5 where these are evidenced by:
  - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
  - authenticated VET transcripts issued by the Registrar.
- HIC will determine the support needs of individual learners and will provide access to the educational and support services where necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.
- HIC will not knowingly enrol a student who wishes to transfer from another training provider before the student has completed six months of their principal course except in circumstances outlined in Standard 7 of The National Code. These restrictions also apply to courses taken before the principal course in a package of courses.

Community Services Training Package entry requirements:

- There are no entry requirements for this Training Package.
- International students must have obtained or completed the following :
  - Have completed Year 12 as a minimum entry requirement to HIC. (See Table on Page 5 of the 'Assessing student qualifications, experience and English proficiency Pre- Enrolment Policy & Procedure' for equivalent overseas qualification);
  - Have obtained an IELTS band score of at least 5.5 or equivalent; or have been assessed by HIC as having the language and numeracy proficiencies to meet the course requirements; OR
  - Have completed a Certificate III, Certificate IV, Diploma or Advanced Diploma level Training Package course in Australia;

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Unique Student Identifier (USI)

From 1 January 2015, all students doing nationally recognised training will need to provide Hays International College (HIC) with a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools. A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements (transcripts will be available from January 2016) give students more control over their VET information.

For further information please visit https://www.usi.gov.au/students

Living in Melbourne

Australia

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 north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of 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.

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 considered to be 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 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.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring	September - November 12-22 degree
Summer	December to February 28-32 degree
Autumn	March to May 12 - 20 degree
Winter	June to August 7 - 15 degree

Melbourne does not have a specific wet season - it can rain at any time of the year.

The above temperatures are average temperatures – for more details please visit: Melbourne Travel Guide http://www.melbourneaustralia.org/

Sports and other outdoor activities are possible at all times of the year.

Festivals

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

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

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 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 per cent 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, in the 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 located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

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.

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.

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.

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.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates 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.

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. The public transport is divided into Zone 1 and 2. It is advisable to purchase a monthly or yearly ticket as it is cheaper than a weekly ticket. you can ask for more information at train stations, for visit its website: www.myki.com.au

Tickets can be bought at train stations, on buses and trams and at newsagencies. Alternatively, you can purchase a Myki Card online.The same ticket gives you flexible travel between trains, trams and buses (including Night Rider, Melbourne's after midnight bus service).

Myki Card

Students are required by law to always validate their Myki before entering a train platform and each time you board a tram or bus.

All night public transport on Friday and Saturday

From 1 January 2016, Melbourne commenced a one-year trial to provide 24 hour public transport on weekends. Trains, trams and late night buses operate through the night on Fridays and Saturdays and there is a 2am coach service to key regional centres. For more information about Night Network and specific services, visit Public Transport Victoria.

Free Tram Zone
From 1 January 2015, there is a Free Tram Zone in Melbourne's CBD and Docklands. Travel on trams within this zone is free. However, if your journey starts or finishes outside the Free Tram Zone you'll need to touch on with a topped-up Myki to ensure you have a valid ticket.

- Melbourne's Free Tram Zone map (from 1 January 2015)

Travelling by bus or train will still require a valid Myki even within this new Free Tram Zone.

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 Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of 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 a number of 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 state, 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—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Budgeting

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

The average international student in Australia spends about $320 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, and telephone and incidental costs.

School students in Australia typically spend a little less - about $265 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.

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. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

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 local 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 http://www.studyinaustralia.gov.au/

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Please check the trading hours with the bank you trade with.

Credit cards

Credit cards are widely accepted around Australia. The most commonly 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 cent, 10 cent, 20 cent and 50 cent 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 per cent of the bill for good service.

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

Accommodation

The following types of accommodation are available for International students:

1. Share accommodation – off site A$100.00 - A$200.00 per week (plus expenses).
2. Leasing a House/Flat A$ 350.00 - A$420.00 per week (unfurnished)

Further details can be obtained from the International Student Service Officer.

* The accommodation prices are subject to market changes

http://www.find-studentaccommodation.com/?gclid=CI2th4T7iJACFSK9YAoddlzqrw

http://www.youthcentral.vic.gov.au/housing-accommodation

https://flatmates.com.au/

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 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 tuition costs compare well with other countries and most overseas students are permitted to work part-time.

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
- 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.

Study Methods

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

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. It has been estimated by Department of Immigration and Border Protection that students will need a minimum of AUS $18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about $360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AUS $6,515 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Student transfer

Under the ESOS Framework, HIC cannot enrol students seeking to transfer from another college before the 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 HIC for a letter of release. This is always provided at no cost to the student.

The requirement in Standard 7 of ESOS National Code refers to a period of six months. This means completion of six calendar months of the principal course of study from the date that the student commences the course. For example if the semester begins in February and ends in June, a student who cannot transfer until the end of July may miss enrolment cut offs for other institutions.

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.

Students do not need a letter of release if:

- they have completed more than 6 months of their 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

A letter of release is issued at no cost to the student.
A complete policy and procedure for student transfer is available on the student information page in the HIC website. Please refer to the website (http://hic.vic.edu.au/documents/forms-policies-international/) for updated and full details of this procedure.

Read the Education Services for Overseas Students (ESOS) framework
https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

The above document outlines the legislative framework, including the security for overseas students and consumer protection if the need should arise.

Certification

Hays International College will issue:

- Certification Documents within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid.
- Certification Documents directly to the learner, not to another party, such as an employer
- Testamur and a Record of Results to learners who have completed all units in a qualification
- A Statement of Attainment to a learner who has completed one or more units (but not a full qualification) and has finished their training with Hays International College

Hays International College will issue AQF certification documentation when a learner has completed their program of training and assessment. Hays International College is not required to issue 'interim' documentation at any time but may do so at the discretion of the PEO.

Full Time Study and Attendance

As per ESOS National Code & Department of Home Affairs requires International students to study a full time study load. A full-time study load is normally a minimum of 20 hours per week.

Under Standard 8 of the National Code 2018, HIC does not have to monitor attendance for its VET courses.

Course Progress

Under Standard 8 of the National Code 2018, HIC has implemented the Course Progress Policy, HIC will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. HIC will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition HIC will report students, under section 19 of the ESOS Act, who have breached the course progress requirements as outlined in ESOS National Code – Standard 8.

- HIC's relevant Course Co-coordinator will be responsible for trainers monitoring and assessing the course progress of each of their student's for each course in which students are enrolled.
- As a minimum HIC's trainers will assess each student's progress at the end of each study period of a term (13 weeks). However HIC believes that it is more important to assist student's throughout their period of study so that are in the best position to achieve their academic goals within their enrolment period, HIC's trainer will regularly assess their student's progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. This means that HIC will continuously evaluate student's performance during their enrolment period.
- Whilst unsatisfactory course progress is often defined not passing or demonstrating competency in 50% or more of the course requirements in a study period, HIC intends to continuously evaluate student's performance during the study period. On this basis,

where necessary, HIC will evoke its intervention strategy that has been specifically designed to assist students in achieving their academic goals.

- HIC's intervention strategy for any student who is not making satisfactory course progress will be made available to all staff and students (on HIC's website, in Staff & Student Handbooks, Orientation and Prospectus) will specify:
  - the procedures for contacting and counselling students;
  - the strategies to assist students in achieving satisfactory course progress; and
  - the processes by which the intervention strategy will be activated.
  - at the commencement of the course, students are informed about the specific course requirements, including units of delivery across the terms, additional requirements of the course, and work-placement, if relevant. Students are given their timetable and their individual training plan. The individual training plan outlines the competencies that the student will need to achieve in the study period.
- HIC's intervention strategy includes:
  - where appropriate, advising students on the suitability of the course in which they are enrolled;
  - assisting students by advising them of opportunities to be reassessed for tasks in units they had previously failed; and
  - advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA.
  - A termly student progress performance report is generated by the trainers in order to monitor, record and assess the course progress of the students.
  - HIC's relevant Course Co-coordinator responds to the recommendations/comments of the termly student progress performance report and informs the Director of Studies / PEO.
- A Risk Intervention Meeting will be established involving the HIC Training Co-ordinator / Trainer and the student to identify the reasons behind the unsatisfactory course progress and exploring alternative strategies so that the student is in better position to achieve satisfactory course progress.

Course progress policy and procedure for student is available on the HIC website. Please refer to the following link for further information http://hic.vic.edu.au/documents/forms-policies-international/.

Pathways

Graduates of Hays International College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of

persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to take out appropriate health cover known as Overseas Student Health Cover (OSHC).
This type of cover assists international students to meet the costs of medical and hospital care they may need while in Australia.

Students from Sweden, Norway, and Belgium may have special arrangements under their own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

If you are in Australia on a student visa from the United Kingdom, Sweden, the Netherlands, Belgium, Slovenia, Italy or New Zealand, you can also apply for Medicare under your country's Reciprocal Health Care Agreements. Students from Norway, Finland, Malta and the Republic of Ireland are not covered by the agreements with those countries.

What does OSHC cover?

OSHC policies assist to cover the cost of hospital and medical treatment.
Benefits are also paid for ambulance services but only limited benefits for pharmaceuticals apply, limited to $50 per pharmaceutical item to a maximum of $300 a year for single membership ($600 for a family membership). You may face significant out of pocket costs if you need treatment with pharmaceuticals, particularly oncology (cancer) treatment which can costs tens of thousands of dollars.

OSHC does not pay for general treatment (ancillary, or extras cover) such as dental, optical or physiotherapy. If you require cover for these treatments, you may take Extra OSHC provided by an OSHC provider or general treatment cover with any Australian private health insurer. You can also choose to supplement OSHC with other insurance such as international travel insurance.
Further information about OSHC is available on the following link
http://www.privatehealth.gov.au/healthinsurance/overseas/oshc.htm

- **Arrange OSHC through the College**

HIC arranges course-length OSHC with BUPA, the college's preferred health insurance provider. You can pay the health cover premium when accepting your offer of place. The College will inform DHA that OSHC is in place for you (and your family members) and will indicate this on your Confirmation of Enrolment (COE). For information about prices, claims, family cover and more refer to the BUPA Website http://www.bupaoshc.com

- **Arrange your own OSHC**

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

Student Visa Requirements

According to the Dept of Home Affairs (DHA) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your

financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues are available on DHA Internet site on http://www.homeaffairs.gov.au/ and the Study in Australia internet site http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes

Relevant legislation

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

Occupational Health & Safety	http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety
Consumer Affairs Victoria	https://www.consumer.vic.gov.au
Equal opportunity	http://www.humanrightscommission.vic.gov.au/index.php/the-law/equal-opportunity-act
RTO & CRICOS registration	http://www.asqa.gov.au/
Educational services for overseas students	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Department of Home Affairs	http://www.homeaffairs.gov.au/Trav/Stud
Education and Training reform Act	http://www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx

It is the responsibility of all students to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the student services if you require further information. There may be additional, course-specific, legislation that is relevant

Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

A complete policy and procedure for access and equity is available on the student information page in the HIC website. Please refer to the website (www.hic.vic.edu.au/student.html) for updated and full details of this procedure.

Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa.

Immigration laws allow students to work for a limited number of hours, currently 40 hours 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 tuition fees.

Employment Rights

There is a range of external agencies where you can seek assistance with employment related issues. Here is a listing of agencies where you can obtain help:

1) Work Cover Authority & Occupational Health

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system, and provides information on Workcover and workplace occupational health & safety issues. For more information, please visit the website http://www.worksafe.vic.gov.au

or contact Victoria Workcover Authority:
Ground Floor
222 Exhibition Street
Melbourne 3000
Phone: (03) 9641 1555
Fax: (03) 9641 1222

2) Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, visit: http://www.humanrightscommission.vic.gov.au or contact:

Enquiries line:

Toll Free: 1300 292 153,

3) Job Watch

Investigates exploitation in employment and training. Handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, visit: http://www.jobwatch.org.au or contact Job Watch : 53 Drummond Street, Carlton 3053

Phone: (03)9662 1933, Toll Free: 1800 331617, Email: jobwatch@jobwatch.org.au

4) Legal Aid Commission

Offers free telephone advice service and can assist with applications for legal assistance. Please visit http://www.legalaid.vic.gov.au for more information or contact any of the following Victoria Legal Aid Offices:
Melbourne Branch, 350 Queen Street, Melbourne 3000
Phone: (03) 9269 0234

5) Fair Work Australia

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to:

- the safety net of minimum wages and employment conditions
- enterprise bargaining
- industrial action
- dispute resolution
- termination of employment
- other workplace matters

Website: http://www.fwa.gov.au/, Email: Melbourne@fwa.gov.au

Change of Address

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 7 days. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act

2000 the College is obliged to communicate with you on the last known address for any communication relating to e.g. if you breach a student visa condition relating to attendance or academic performance. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure that you receive important information about your course, fees and possible breaches of your student visa.

Hays International College must have your current address as per Section 21 of the ESOS Act requires Hays International College to maintain your current address and to update the address in PRISMS every six (6) months.

Additional information on student visa issues is available on the DIBP web site at http://www.homeaffairs.gov.au/

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 2007; 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 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Director. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply in writing to the Office Manager if you wish to view your own records.

A complete policy and procedure for student access to information and privacy is available on the Form and Policies page in the HIC website. Please refer to the website (http://hic.vic.edu.au/documents/forms-policies-international/) for updated and full details of this procedure.

Recognition of Prior Learning (RPL)

Hays International College will determine any prior learning that an individual may have acquired through formal, non formal and informal learning to determine the extent to which that individual meets the requirements which are specified in the course in which a student is wanting to enrol (as per Clause 1.12 RTO Standards 2015).

Hays International College will provide credit for prior studies to learners for units of competency and/or modules (Recognition of Prior learning – Formal learning) as per Clause 3.5 where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, (**There is no cost to the student for credit transfer)** or
- authenticated VET transcripts issued by the Registrar.

A complete policy and procedure for RPL is available on the Form and Policies page in the HIC website. Please refer to the website (http://hic.vic.edu.au/documents/forms-policies-international/) for updated and full details of this procedure.

Refunds

Refund condition	Refund Applicable
Visa refusal by DHA prior to course commencement	A refund of tuition fees received by Hays International College will be issued to the student based on the following calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014: The refund will be all course fees paid in advance by the student for each and every course less an administration and processing charge of the lesser of: (i) 5% of the amount of course fees received by Hays International College before the default day, or (ii) $500 (*Course fees = tuition fees + non-tuition fees received by Hays International College in respect of the student)
Visa refusal by DHA after course commencement	A refund of tuition fees received by Hays International College will be issued to the student based on the calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014: Refund amount = weekly tuition fee × weeks in default period Non-tuition fees will not be refunded
Visa Cancellation by DHA due to breach of Visa Condition	No Refund
Withdrawing or cancelling due to compassionate & compelling circumstances	A refund of tuition fees received by Hays International College will be issued to the student based on the calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014: Refund amount = weekly tuition fee × weeks in default period Non-tuition fees will not be refunded
Withdrawal 10 weeks prior to course commencement	Full refund less Administration Fee
Withdrawal 4 to 10 weeks prior to course commencement	80% refund less Administration Fee
Withdrawal less than 4 weeks prior to course commencement	70% refund less Administration Fee
Withdrawal after course commencement	No Refund
Student abandons Course without formally cancelling the enrolment	No Refund
Course cancelled or rescheduled by Hays International College	Full Refund
Transferring to another provider as approved by Hays International College	A refund of tuition fees received by Hays International College will be issued to the student based on the calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

	Refund amount = weekly tuition fee × weeks in default period Non-tuition fees will not be refunded

Deferring, Suspending or Cancelling the Student's 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. The College may decide to suspend or cancel a student's enrolment on its own initiate as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DIBP and may affect the status of a student visa. Please refer to the website (http://hic.vic.edu.au/documents/forms-policies-international/) for updated and full details of this procedure

Student Support

The PEO, training staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Services who may refer them to external support services if required. The College will not charge for support services it supplies or for referring students to external support services. Students will need to pay any fees charged by external support services that they use. Student contact officer details are:

Name - Amy Jiang

Phone – +613 9898 7222;

Email – admin@hic.vic.edu.au

A complete policy and procedure for student services is available on the student information page in the HIC website. Please refer to the website (www.hic.vic.edu.au/student.html) for updated and full details of this procedure

Helpful Contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	phone 131 450
Life Line 24 hour Counselling Services	Phone 131 114

24 Hour Clinic	National Home Doctor Service **CALL 13 SICK (7425) TO MAKE A BOOKING** Call centre is open for bookings: • From 4pm weeknights • From 10am on Saturdays • All day Sundays and public holidays Box Hill Medical Centre (ph 9890 1024) 528 Station Street, Box Hill, 3128, Victoria After Hours General Practice Clinic (ph 8820 7500) 36 Wellington Road, Box Hill, Vic
Normal Hour Doctor	Guardian Medical centre (ph 9890 4585) 453 Station Street Box Hill, VIC 3128 Australia. Box Hill Mall Medical Centre (ph 9898 6777) 8 Market Street Box Hill VIC 3128
Dentist	Box Hill Dental Clinic (ph 8676 1649) 106 Thames Street, Box Hill. Dentalcare for all (ph 9897 1174) 3/1A Carrington Rd Box Hill VIC 3128
Community Health Centre	Eastern Health (ph 9895 3281) 5 Arnold St, Box Hill VIC 3128
Physiotherapist	Box Hill Physiotherapy (9899 5575) 513 Station Street, Box Hill Vic 3128
Immigration agent / Lawyer	Fernadez & Johnson (ph 9899 1599) Suite 6,30-32 Ellingworth Parade Box Hill, Victoria 3128 Irene Ting & Associates (ph 9890 0001) Suite 5B, 10 Prospect St, Box Hill VIC 3128
Living in Australia	A web site booklet, produced by DIBP. To read or print the booklets, you will need to have Adobe Acrobat Reader, version 5 or later, on your computer. http://www.immi.gov.au/living-in-australia/values/book/
Box Hill Library	

<table>
<tr><td></td><td>

1040 Whitehorse Road, Box Hill, 3128.
Ph: 9896 4300
Fax: 9896 4349
<table>
<tr><th>Monday</th><th>Tuesday</th><th>Wednesday</th><th>Thursday</th><th>Friday</th><th>Saturday</th><th>Sunday</th></tr>
<tr><td>10am-8pm</td><td>10am-8pm</td><td>1pm-8pm</td><td>10am-8pm</td><td>10am-8pm</td><td>9am-5pm</td><td>1pm-4pm</td></tr>
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<tr><td>Religious institutions</td><td>
<u>Anglican</u> (ph 9899 5122)
1038 Whitehorse Road, Box Hill 3128
<u>Catholic</u> (ph 9890 6060)
299 Elgar Road, Surrey Hills, VIC 3127
<u>Islamic Prayer Facilities</u>
Deakin University
Building H2/3, 221 Burwood Highway. Burwood
<u>Islamic Mosque</u>
72 George Road, Corner Daws Road,
Doncaster East
<u>Hindu</u>
Mountain Highway, The Basin VIC 3154
<u>Buddhist</u>
939 Canterbury Rd, Box Hill, VIC 3128
<u>Christian</u>
Evangelical Community Church
12-16 Court St, Box Hill, VIC 3128
</td></tr>
<tr><td>Study in Australia</td><td>https://www.studyinaustralia.gov.au/</td></tr>
<tr><td>Legal Aid</td><td>
Tan & Tan Lawyers & Consultants
Level 3, 257 Collins Street,
Melbourne VIC 3000, Australia.
Tel 613 9663 8818
Fax 613 96639668

Victoria Legal Aid
Melbourne
350 Queens Street VIC 3000
Tel o392690234
www.legalaid.vic.gov.au
</td></tr>
<tr><td>Youth Central</td><td>http://www.youthcentral.vic.gov.au/</td></tr>
</table>

Student Handbook

Student Services

In order to assist students to achieve their academic and personal goals, HIC offers a range of appropriate and relevant student services.

Student Orientation Program

This Orientation program provides information to students about the study requirements and with issues related to living in Melbourne. But it also guides you to where you can assistance as you need it

- Provision of additional tutorial support
- Assistance with the development of study skills
- Referrals to English support services (including IELTS) which is offered free to HIC students

Pastoral care

- Provision of a **Student Services Officer** to address student concerns and provide personal support.
- **Personal Counselling service**: A Student Counsellor is available to meet individually with the student when and if required (referral available). The name and contact details are available from the Student Services Officer.
- Trainers are always available for mentoring of students. Students are encouraged to approach their trainers with any concerns related to their studies or other important personal concerns.

Social events

- HIC staff and students social events to promote better understanding
- Talk on topics that are of interest to the students

Additional services

- **Airport pick-up** may be arranged if required (fees apply).

Students arriving in Melbourne who have paid for this service will be met at the airport and transported to their accommodation.

Accommodation

- Access to Home Stay Accommodation
- Assistance with seeking rental accommodation

Life Line (24 Hours per day, 7 days per week - free service (local call cost)

- Provides free 24 hour counselling service for people in need of emotional support. This organization provides professional support for suicide prevention and support, loneliness, drug and alcohol-related issues, abuse and violence, family and relationship issues, mental health concerns, hardship, financial difficulties etc. Ph: 13 11 14

Student Handbook

Student Rights & Responsibilities

HIC Student Code of Conduct requires the following rights to be respected and adhered to by students at all times

You have the right to:

- receive appropriate assessment, including adequate written assessment guidelines or criteria sheets which outline the requirements upon which assessment is determined;
- negotiate alternative assessment tasks, or extensions where written assessment is deemed necessary;
- advice on meeting assessment criteria and/or extra support as required;
- expect assessed work to be returned within a maximum of four weeks of the submission date;
- be permitted to resubmit work **once** without penalty within a negotiated time frame, if the work has not met the stated criteria.
- If you have still not met the required standard to be considered competent you will need to re-enrol in the course. If you believe that you have not been assessed correctly you are encouraged to use the appeals process.

Student Code of Conduct

The Student Code of Conduct requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints, Grievances and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that student will maintain substantial attendance in order to pass his/her semester. Substantial attendance will imply a minimum of 80% attendance over a single semester or maintain a satisfactory progress that is pass at least 50% of the units taken for each semester.

For **non-compliance with the Code of Conduct** the following procedure for discipline will be followed:

- A HIC staff member will contact students in the first instance to discuss the issue or conduct and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)

- Where the issue or conduct continues, students will be invited for a personal interview with the Director of Studies to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should the issue or conduct continue, the student would be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, should the issue or conduct still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
- Suspension or cancellation of your enrolment has to be reported to DIBP and may affect the status of your VISA.
- At any stage of this procedure students are able to access the college complaints, grievances and appeals procedure to settle any disputes that may arise.

Conduct expected in the classroom

- Food and drink are not to be brought or consumed in the classroom.
- Classrooms and other areas used for training must be left clean for the following class and rubbish disposed of in the bins provided.
- Items are not to be removed from classrooms without permission.
- Students are required to wear appropriate uniform in practical classes.
- Mobile phones are to be turned off or on silent mode during class time.

Attendance

Attendance in all classes, seminars, excursions and workshops is encouraged for the following reasons:

- to respect the learning process;
- to respect other students;
- to display appropriate workplace conduct;
- to complete assessment where stated in the module outline.

If you are unable to attend due to sickness or other unforeseen circumstances it is advisable that you inform your trainer or in more serious cases, the relevant Course Co-ordinator.

Attendance requirements for work placement are course specific and will be explained by your trainer and will be in your course outline.

Non-return to college after a break

HIC may **cancel** a student enrolment for where the student has not completed his or her course and does not return to studies after a break and has not notified HIC of any reason.

Under these circumstances, by not-re-enrolling the student has 'inactively' advised HIC that they will not be continuing their studies.

Punctuality

Punctuality is an essential discipline in the workplace for practical reasons as well as a courtesy to trainers and other students. You are expected to be punctual, however there are times when lateness cannot be avoided. All classes will commence as timetabled. If you arrive after class commences, enter the class and apologise to the trainer.

Students may miss a learning outcome through late attendance and may be unable to complete the unit or a practical session which may need to be repeated.

Resubmissions and Appeals

If an assessment item is deemed unsatisfactory, provided that it was **handed in by the due date,** you will be given the opportunity to **resubmit** the work. There is only **ONE** opportunity for resubmission without penalty. The due date for resubmission and required changes is two weeks from the set return date. If you disagree with the outcome of your assessment you may lodge an Appeal through the College Complaints and Appeals process.

Special Consideration

You will need to apply for **special consideration** where you:

- receive a resubmit on an assessment item for which you had received an **extension** (see below)
- do not meet the performance criteria for a particular unit(s)
- fail to meet pre-requisites for continued study within the course (unsatisfactory progress across units) or
- have not met a specific course requirement

Under any of these circumstances you may apply for a **Special Consideration** to show due reason as to why you should be allowed to continue with the unit(s).

Plagiarism

Assessment and tests are a very important component of your studies. Plagiarism - cheating, copying, failure to quote and reference material and other people's work appropriately - is viewed as cheating in educational institutions. It is a serious offence and penalties apply. Repeated offences may lead to the termination of your enrolment.

Please remember that it is usually obvious to trainers when work is plagiarised. It is important that you understand what plagiarism is about and the consequences for plagiarised work.

Plagiarism is the deliberate misrepresenting of other people's work as your own work. This can take the form of copying material from texts without appropriate referencing or handing in work done by other students. If you are found guilty of plagiarism the work you submitted will be failed. You will be notified in writing by the Department.

Any of the following, without full acknowledgement to the original source counts as plagiarism or cheating:

- direct duplication, by copying **or allowing to be copied** another's work, whether from a book, article, web site or another student's assignment
- paraphrasing of another's work closely, with minor changes but with the essential meaning, form or ideas maintained
- piecing together sections of the work of others into a new whole
- submitting your own work which has already been submitted for assessment purpose in another subject

In your classes you will be shown how to avoid plagiarism and cheating. You will also be taught how to write summaries, use quotes and reference appropriately using a bibliography

"Neils Toolbox. Com" is a free site that has a plagiarism tester.
http://www.neilstoolbox.com/plagiarism-tester/index.htm

Referencing

If referencing is required, then use the Harvard System.

That means you need to note, in brackets:

- name of the source (book, website, newspaper article DVDetc.)
- year it was published or produced
- page or web address etc

"Neils Toolbox. Com" has a Harvard Referencing tool.
http://www.neilstoolbox.com/bibliography-creator/index.htm

Complaints and Appeals

This policy ensures compliance with the Standard 6 of the Registered Training Organisations 2015 and ESOS National Code Standard 10, so that all complaints and appeals are recorded, acknowledged and dealt fairly, efficiently and effectively by Hays International College (HIC).

Hays International College (HIC) endeavours to respect the right of students, staff and customers and provide them with a positive environment with transparent and fair complaints and appeal procedure easily accessible to all and includes access to an independent external body if necessary. This policy ensures that all complaints and appeals are addressed promptly and equitably thus increasing satisfaction of students, staff and customers. Please refer to the website (http://hic.vic.edu.au/documents/forms-policies-international/) for updated and full details of this procedure.

Student Safety Plan

Hays International College (H.I.C) is authorised to deliver training at Hay site from 8am to 9 pm. H.I.C is located in a well lit and well accessed suburban area. It is important that students exercise care getting to and from the H.I.C campus. This is particularly important if you are accessing public transport eg tram, train or bus.

If you are attending evening classes you are advised to consider the following:

- Where possible travel with a friend
- Do not display expensive electronic equipment such as mobile phones, portable music players etc
- Only walk in well lit areas and try to keep to busier roads
- Walk with confidence and a steady pace
- Avoid walking or parking in poorly lit areas or laneways at night
- If you are verbally harassed: ignore the comments, do not respond, keep walking towards an area where you can see other people ie tram stop or busy hotel
- If you are worried about being harassed return to H.I.C and request support
- If you are unsure you can ask an H.I.C staff member to escort you to the tram, train or bus stop
- Enter the H.I.C telephone number into your phone 9898 7222 and your trainer's number
- In case of emergency contact the Police on '000'

Overseas Student Health Cover - BUPA

e.g of BUPA confirmation letter with membership card :-

Bupa

Welcome to Bupa and a healthier you

We're glad you're joining us. At Bupa, we want to help find a healthier you whilst you are studying in Australia.

Let's get started

Inside this welcome pack you'll find items for you to start using your health insurance including your membership card/s and a brochure outlining all of your member benefits and important information about your cover.

Before you put it in a safe place, just have a quick check that the details on your membership certificate are correct. If you haven't purchased extras cover, ask us about our extras cover options for additional health services not covered by your Overseas Student Health Cover (OSHC) including dental, optical, physiotherapy and alternative therapies.

Stay in contact and keep your details up to date

Remember, it's a condition of your visa to maintain OSHC for the duration of your stay. If your circumstances change, get in touch with us to discuss your health cover needs. You can also register for myBupa at **bupa.com.au/myBupa** where you can update your contact details, view your claims history, order a membership card or contact us.

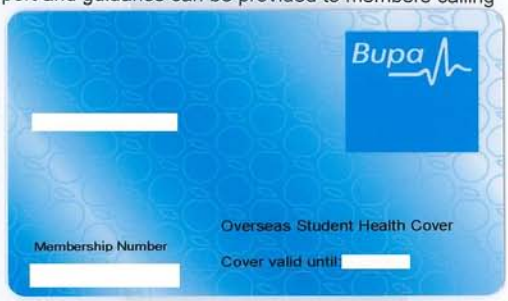
If you need information about your membership coverage, inclusions and exclusions, call our friendly Bupa team on **1800 888 942**, visit **bupa.com.au/student** or drop by your local Bupa centre.

Health advice while you're here or travelling overseas

If the unexpected happens while you're in Australia or travelling overseas, our 24-hour advice line provides support and information about simple medical problems, nearest medical facilities, translation services and passing messages onto family members. You can access this service by calling us reverse charges on **+61 3 9937 3999**. The number is also located on the back of your new membership card. Please note only general support and guidance can be provided to members calling this number.

Yours sincerely

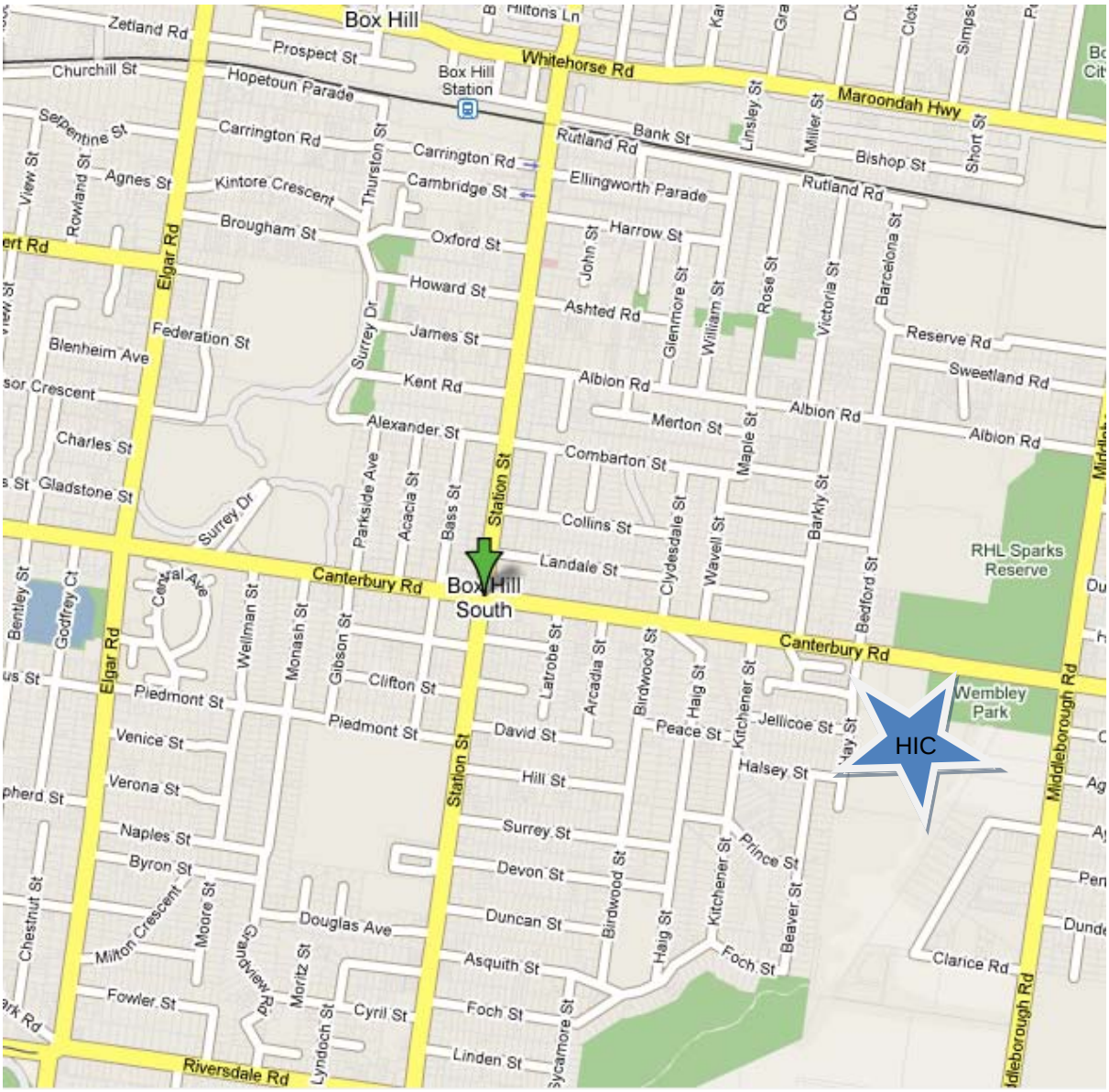
Tim Williams
Corporate & International Services Manager
Bupa Australia Group



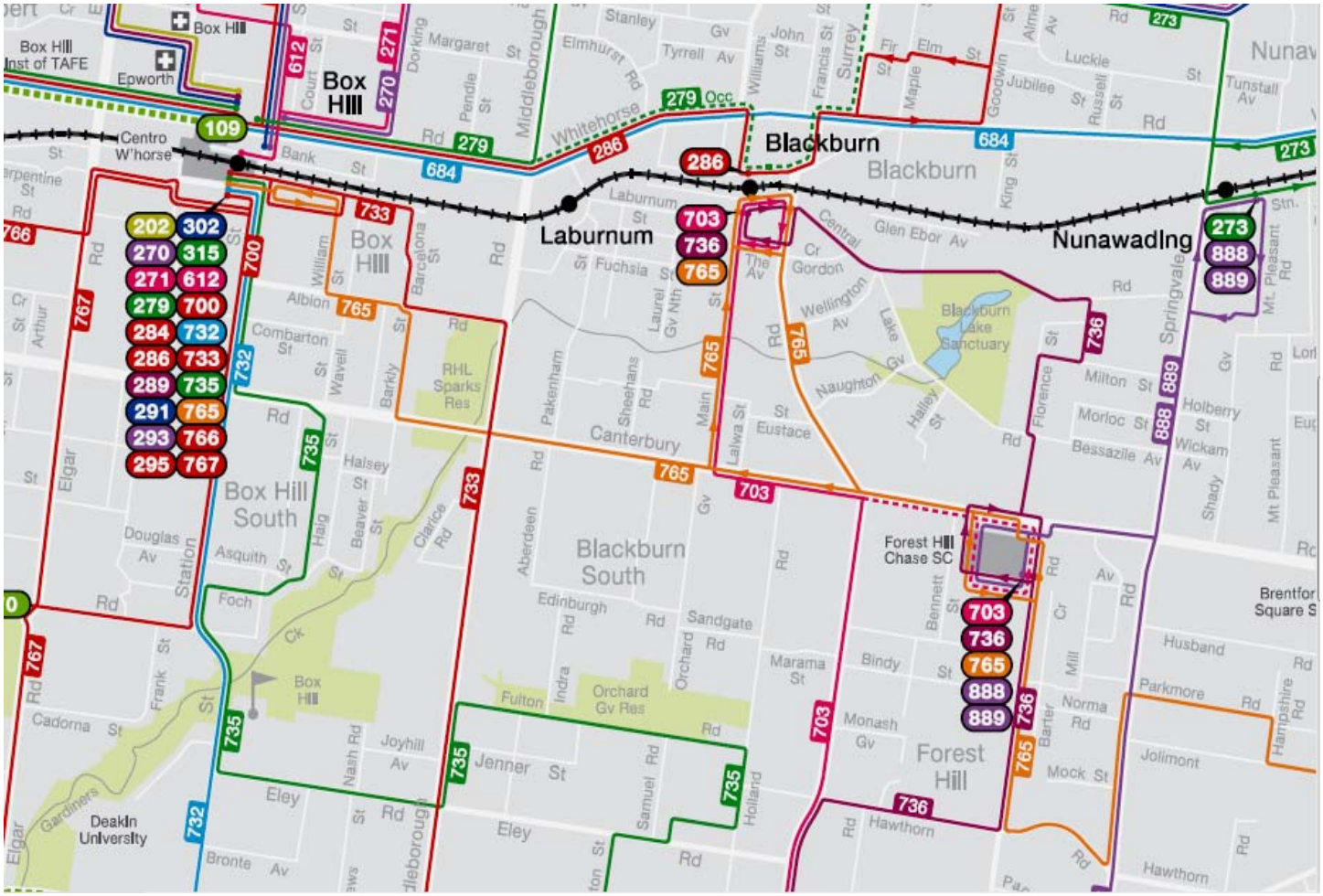
PO Box 14639 Melbourne VIC 3001 Telephone 1800 888 942 oshc@bupa.com.au www.bupa.com.au/student

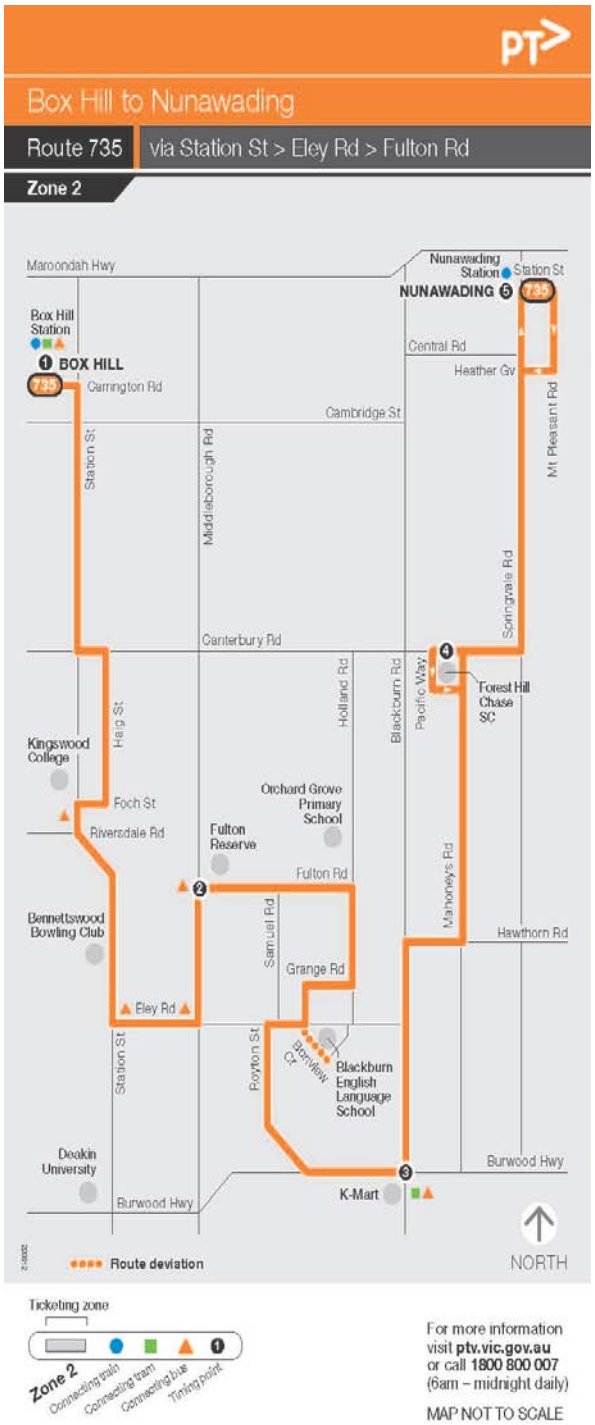
Bupa Australia OSHC is issued by Bupa Australia Health Pty Ltd ABN 81 000 057 590. A Registered Benefits Organisation.

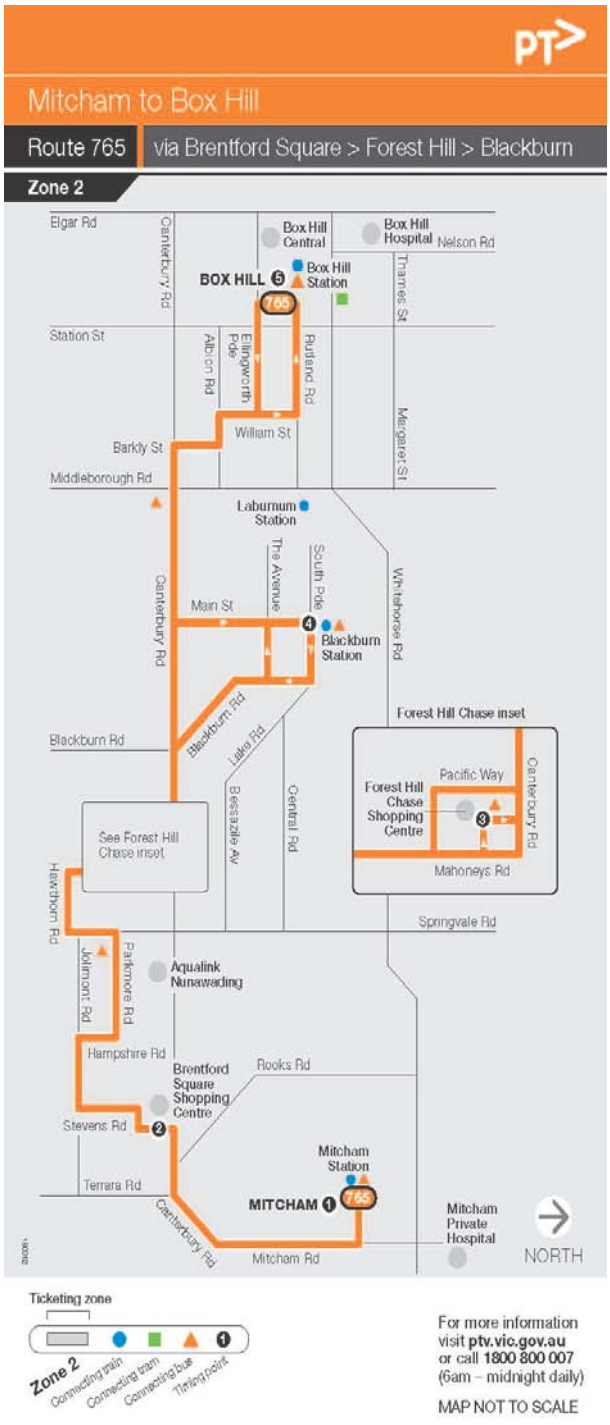
Map of the Box Hill Area



Buses in the Box Hill Area




PT
Box Hill to Nunawading
Route 735
via Station St > Eley Rd > Fulton Rd
Zone 2
Maroondah Hwy
Nunawading Station
Station St
NUNAWADING
Box Hill Station
BOX HILL
Carrington Rd
Central Rd
Heather Gv
Cambridge St
Station St
Middleborough Rd
Mt Pleasant Rd
Springvale Rd
Canterbury Rd
Holland Rd
Blackburn Rd
Pacific Way
Forest Hill Chase SC
Kingswood College
Hay St
Foch St
Riversdale Rd
Orchard Grove Primary School
Fulton Reserve
Fulton Rd
Mahoneys Rd
Bennettswood Bowling Club
Samuel Rd
Hawthorn Rd
Grange Rd
Eley Rd
Royton St
Blackburn English Language School
Deakin University
Burwood Hwy
K-Mart
Route deviation
NORTH
Ticketing zone
Zone 2
Connecting train
Connecting tram
Connecting bus
Timing point
For more information visit ptv.vic.gov.au or call 1800 800 007 (6am – midnight daily)
MAP NOT TO SCALE


PT
Mitcham to Box Hill
Route 765
via Brentford Square > Forest Hill > Blackburn
Zone 2
Elgar Rd
Canterbury Rd
Box Hill Central
Box Hill Hospital
Nelson Rd
BOX HILL
Box Hill Station
Thames St
Station St
Albion Rd
Ellingworth Pde
Rudland Rd
William St
Barkly St
Margaret St
Middleborough Rd
Laburnum Station
The Avenue
South Pde
Main St
Blackburn Station
Whitehorse Rd
Forest Hill Chase inset
Blackburn Rd
Lake Rd
Pacific Way
Forest Hill Chase Shopping Centre
See Forest Hill Chase inset
Bessazile Av
Central Rd
Mahoneys Rd
Hawthorn Rd
Springvale Rd
Jolimont Rd
Parkmore Rd
Aqualink Nunawading
Hampshire Rd
Brentford Square Shopping Centre
Rooks Rd
Stevens Rd
Mitcham Station
Terrara Rd
MITCHAM
Mitcham Private Hospital
Mitcham Rd
NORTH
Ticketing zone
Zone 2
Connecting train
Connecting tram
Connecting bus
Timing point
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