



**AUSTRALASIA**  
INTERNATIONAL SCHOOL  
EST. 1973  
RTO CODE: 6251 CRICOS: 02747G



## **CRICOS STUDENT HANDBOOK**

All of these documents are available:

1. In your pre-enrolment package (available from Administration/Student Support); or
2. From your Education Agent; or
3. For download from our website.

**Onyx Developments Pty Ltd T/A Australasia International School**

Telephone: +61 2 8278 7232 | Email: [info@aischool.edu.au](mailto:info@aischool.edu.au) | Web: [www.aischool.edu.au](http://www.aischool.edu.au)

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## A WORD FROM OUR PRINCIPAL EXECUTIVE OFFICER

Congratulations on your decision to study with us at AIS. I am committed in helping you in your journey to achieve personal study goals.

Our team will provide you guidance and assistance to ensure that you gain the maximum benefit from your studies. They work hard so that your time with us proves to be enjoyable, safe and productive.

Our programs are aligned to meet the needs of Australian Business offering you the ability to be industry ready after graduation.

All of us at AIS really want you to enjoy yourself whilst you learn.

Enjoy your time with us, Sydney is one of the world's best cities, there are a great variety of restaurants, cafes, shopping places and things to do.

I firmly believe in quality, quality of the training and of the resources so that you have the best opportunity to learn your chosen skill set. It is my job to deliver this to you.

If you have any queries or concerns whilst you are a student of Australasia International School, please do not hesitate to discuss them with me.

I wish you every success with your studies.

Bruno TINI  
Principal Executive Officer (CEO)

## ABOUT US

Australasia International School is a Registered Training Organisation (RTO), RTO Code: 6251, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA).

Australasia International School is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students (CRICOS Provider Code: 02747G). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Australasia International School is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

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## COLLEGE CONTACTS LIST

SSO	Student Support Officer	<a href="mailto:contact@aischool.edu.au">contact@aischool.edu.au</a> (02) 8278 7232
CEO	Responsible for the College as a whole	<a href="mailto:bruno@aischool.edu.au">bruno@aischool.edu.au</a> (02) 8278 7232
VETAM	Manages Trainers/Assessors and Resources	<a href="mailto:wesley@aischool.edu.au">wesley@aischool.edu.au</a> (02) 8278 7232
VET Coordinator	Assists Trainers Assessors and Students	<a href="mailto:veronica@aischool.edu.au">veronica@aischool.edu.au</a> (02) 8278 7232
Administration Manager	Assists Administration staff to manage Students	<a href="mailto:iris@aischool.edu.au">iris@aischool.edu.au</a> (02) 8278 7232
Student welfare officer	Assists students who are experiencing difficulties and wish to speak to someone about it.	Available on request, ask any SSO.
	Any SSO can arrange this as a service by request to the CEO.	
Interpreters	Ask any AIS Staff member for assistance here. A variety of staff have second languages and can assist in: <ul style="list-style-type: none"><li>• Armenian</li><li>• Bangla</li><li>• Bahasa Malaysia</li><li>• Italian</li><li>• Japanese</li><li>• Korean</li><li>• Mandarin</li><li>• Mongol</li><li>• Russian</li><li>• Slovakian</li><li>• Swedish</li><li>• Tagalog</li><li>• Thai</li></ul>	
Who is the SSO Officer?	All staff who work in Administration or in VET Administration are also Student Service Officers (SSO).	
	All staff can answer your questions and will refer you to the right person or provide you with information to help with your enquiry.	
Feedback, Concerns & Ideas	If you have any feedback AIS is always open to listening to your feedback, ideas and any concerns that you may have.	<a href="mailto:feedback@aischoll.edu.au">feedback@aischoll.edu.au</a> <a href="mailto:concerns@aischool.edu.au">concerns@aischool.edu.au</a> <a href="mailto:ideas@aischool.edu.au">ideas@aischool.edu.au</a>

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## ENROLMENT PROCESS

- STEP 1** Student enquiry and application form (via agent, exhibition, email, phone or email)
- STEP 2** International admission issues  
Letter of offer
- STEP 3** Student acceptance  
Student pays all fees
- STEP 4** Student acceptance  
International admissions issues  
Electronic Confirmation of Enrolment (eCoE) and Overseas Student Health Cover certificate (OSHC) issued
- STEP 5** Student finalises visa application on-line with Department of Home Affairs (DHA)
- STEP 6** Student makes travel and/or accommodation arrangements
- STEP 7** Student arrives in Australia (greeted at airport by student support, if required)
- STEP 8** First day at AIS - Student attends Orientation and Registration
- STEP 9** Student receives ID card and confirms AIS with bank account, mobile phone , etc.
- STEP 10** First Day Orientation
- STEP 11** Class begins!



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## ABOUT YOUR TRAINING

### OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required to gain employment; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

### COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the personal services industry.

Our course offerings are:

#### **Business Courses**

##### **Project Management**

1. BSB41515 Certificate IV in Project Management Practice
2. BSB51415 Diploma of Project Management
3. BSB61218 Advanced Diploma of Program Management

##### **Leadership and Management**

1. BSB51918 Diploma of Leadership and Management
2. BSB61015 Advanced Diploma of Leadership and Management

##### **Massage Therapies**

1. HLT42015 Certificate IV in Massage Therapy
2. HLT52015 Diploma of Remedial Massage

##### **Beauty Therapies**

- SHB30115 Certificate III in Beauty Services
- SHB40115 Certificate IV in Beauty Therapy
- SHB50115 Diploma of Beauty Therapy
- SHB50216 Diploma of Salon Management

## ENTRY REQUIREMENTS – TRAINING PACKAGE SPECIFIC

Each course on our scope of registration has its own unique enrolment requirements, which have been designed to ensure, we only enrol someone who is most likely to complete the training and gain the qualification.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date entry requirements.

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## ENTRY REQUIREMENTS – RTO SPECIFIC

We have designed each course to meet the needs of the students most likely to enrol and successfully complete the training.

Each course we offer, has entry requirements, which we have determined are the minimum a person must hold prior to enrolling.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date entry requirements.

## ACCEPTANCE OF ENROLMENT

Your enrolment is accepted in full when you have completed the following:

1. Submitted an application for enrolment;
2. Undertaken an initial skills assessment;
3. Returned your written agreement; and
4. Paid the initial course fee payment or paid course fees in full.

## LICENCING REQUIREMENTS

Each course on our scope of registration may not have licencing requirements for the employment outcomes associated with the training and qualification.

As such we direct your attention to the brochure for the course you are seeking to enrol in for the most accurate and up to date licencing information.

## ENGLISH LANGUAGE REQUIREMENTS

At the time of enrolment or prior to commencing training, each prospective student must submit evidence of attainment of one of the following:

English language test providers	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test	Pass**	N/A	N/A

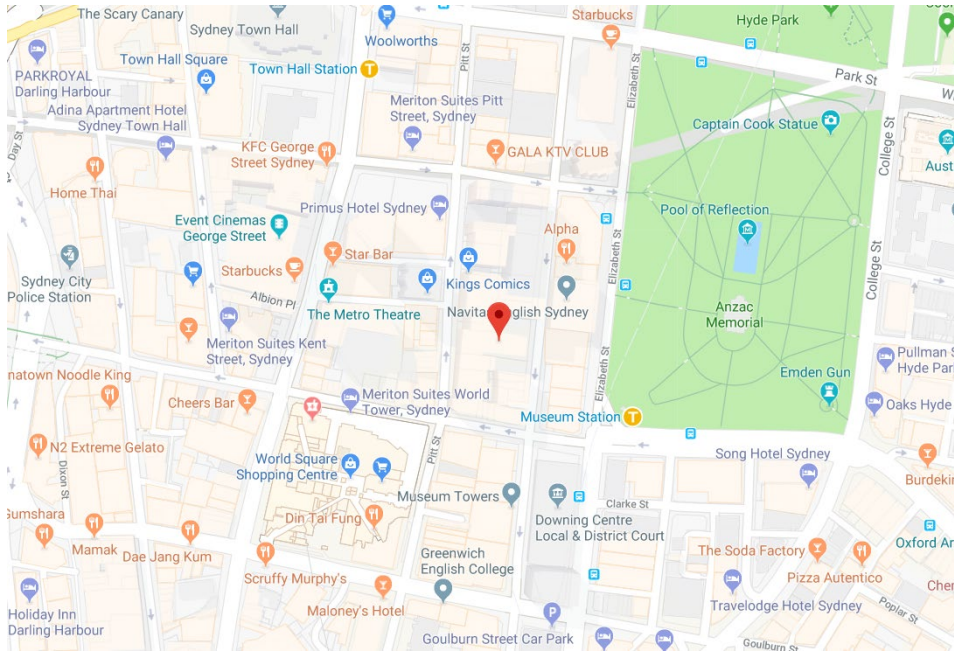


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## VENUE

All training and assessment services are conducted at Level 14, 233 Castlereagh Street, Sydney NSW 2000.



Our training venue is centrally located to public transport, cafés and restaurants, shopping precincts and off-street parking and meets the requirements of registration. We provide you with the following:

1. Training room;
2. Training resources;
3. Student computer kiosks;
4. Kitchenette break area;
5. Offices for confidential meetings with your trainer;
6. Simulated work environment for practical training and assessment where not able to be done in an actual workplace.



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## ACCESSIBLE AREAS AND ACCESS TO TRAINERS

Trainers are accessible as per timetable.

No access is granted to non-classroom area's including:

1. telephones,
2. photocopiers,
3. fax machines and
4. any other non-training related equipment.

Students have access to trainers on an individual and confidential level if there are any concerns in understanding; and the training information, or any other concerns relating to their attendance. Student Service Officers (SSO) are always available.

## ASSESSMENT

### ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
2. All our assessments will lead to the issuing of a Certificate being either a full qualification or a statement of attainment (SOA) under the AQF.
3. All of our Assessments will be:
  - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
  - Fair - Assessment procedures will be fair, so as not disadvantage any students. Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,
    - involve procedures in which criteria for judging performance are made clear to all Students,
    - employ a participatory approach,
    - provide for Students to undertake assessments at appropriate times and where required in appropriate locations.
  - Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.



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## ASSESSMENT TASK CRITERIA

All our assessments are explained thoroughly in how to complete them and what their purpose is. Assessments are resulted as Satisfactory (S), Not Yet Satisfactory (NYS) or Not Attempted (NA). When all Assessments tasks for each unit have been resulted either a Competent (C) or Not Yet Competent (NYC) result is given for the unit.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

## ASSESSMENT TOOLS

We apply a range of assessment tools for each unit of competency in a course as determined by what is most appropriate for us to measure a student against the training package requirements.

The assessment tools we use are:

1. Questioning;
2. Written report;
3. Project;
4. Assignment;
5. Written Questions
6. Case studies;
7. Role plays/Observations;
8. Clinic logbook/Supervisor reports;
9. Portfolios; and
10. Presentations

**Note:** Not all assessment tools are used for each qualification.

Our assessment tools do not:

1. disadvantage particular students or groups of students; or
2. place unnecessary demands on students that may prevent a student from demonstrating competence.

## RE-ASSESSMENT OPPORTUNITES

### NOT PROGRESSING SATISFACTORILY

In order to demonstrate good academic progress, we expect all students to successfully complete or demonstrate competency in at least 50% of the course requirements for each term.

This means a student must have achieved competency in 50% of all units in a term and not 50% of each unit of competency's assessment tasks.

Unsatisfactory course progress is determined as failing at least 50% of the course requirements for a term and is considered a reportable incident when it occurs in two (2) consecutive terms.

Assistance with maintaining course progress, in the first instance will require each student not meeting their obligation to participate in the Assessment Intervention Plan (AIP).

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## **NOT SUCCESSFUL IN ASSESSMENT**

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Yet Satisfactory (NYS), within the timeframe of a unit of competency. No additional fees will be charged.

Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee during Week 11 of Academic Intervention Program (AIP).

Reassessments are organised by the Student Services Department and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for reassessment.

Repeating a unit of competency is subject to timetable availability.

## **APPEALS**

Students not achieving competency for any units, will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants

**Note:** Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

## **ASSESSMENT APPEALS**

If a student disagrees with an assessment outcome or process, he/she may commence the assessment appeals process by application through Student Services.

An assessment appeal may only be lodged, if:

- The student has been assessed as Not Yet Competent in an assessment against specific competency standards;
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent or granted RPL (if applicable); or
- The student is able to demonstrate, they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

## **SUSPENSION/EXCLUSION APPEALS**

If a student disagrees with a suspension or exclusion from training outcome, he/she may commence the appeals process by application through Student Services

A suspension or exclusion appeal may only be lodged, if, the student has fully participated in the conciliation processes instigated prior to the suspension or exclusion.



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## ATTENDANCE

To be successful in completing your training and gaining the qualification, you must attend regularly and participate in the learning and assessment tasks.

The minimum standard to achieve satisfactory attendance is:

1. Attend a minimum of 80% of all structured training hours; and
2. Complete 100% of all assessment tasks satisfactorily.

We will monitor your attendance and will provide counselling and assistance to those students not meeting the attendance requirements.

If the absence is due to a medical condition or illness, you are required to produce a medical certificate from a Legally Qualified Medical Practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid employment.

## FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend may place you at risk of not completing your course and in that case no refunds can be provided.

## LATENESS TO CLASS

1. Lateness to class on any day is not acceptable;
2. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
3. We expect that all Students will be in the room on time after breaks throughout the day.

## BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
- Inappropriate language means: no swearing or abusive language;
- Mobile phones: no mobile phone use during class times or recording of content;
- Eating: no eating in the classroom;
- Playing games on mobile devices during class times;
- Lateness returning to class from breaks is unacceptable;
- Disrespectful behaviour to all other students, trainers and other individuals;
- Misuse of our computer system;
- Littering;



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- Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means; and
- Jumping, standing on or putting shoes on furniture is not permitted.

### **SMOKING, DRUGS AND ALCOHOL**

Smoking: Is prohibited in all buildings and covered area's and Students are expected to use the ashtrays provided.

Drugs and Alcohol: Students are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

### **CHANGE TO OUR BUSINESS**

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or campus, and
5. Contact details of the organisation.

We shall notify students as soon as reasonably practicable and also advise how these changes affect their training.

### **CHANGE TO COURSE**

Should you wish to change the course, please see a Student Service Officer. Changing your initial course is not normally advised. Fees may apply.

### **COMPANY PROPERTY**

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

### **COMPLAINTS AND APPEALS PROCESS**

In keeping with the National VET Regulator Act 2011 and Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes

You may complain or appeal:

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1. Informally – a brief discussion with your trainer, where the trainer's explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals policy and procedure is available at [www.aischool.edu.au](http://www.aischool.edu.au).

**Note:** Nothing in our complaints and appeals procedure, prohibits or restricts your rights under Australia's consumer laws or from engaging with the Overseas Student Ombudsman.

## COURSE EXTENSION, DEFERMENT OR SUSPENSION

You may seek a course extension, deferment, or suspension under the special circumstances clauses in the relevant legislation. If a course extension is requested, we must not extend the duration of the enrolment if you are unable to complete the course within the expected duration, unless:

1. There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
2. The registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
3. An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (deferring, suspending or cancelling the overseas student's enrolment).

If we extend the duration of your enrolment, you must contact Home Affairs to seek advice on any potential impacts on your visa, including the need to obtain a new visa.

We are not obligated to extend the period of your enrolment if you have not completed your course on time.

An enrolment can be extended with a payment of an additional fee, which will be calculated based on the number of Units of Competency and Assessment Tasks to be completed.

Please talk to a Student Service Officer if you expect that you will require longer than the allocated course period.

## COURSE PROGRESS

**Satisfactory course progress** is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period (Term). So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student must achieve competency in at least two (2) of those units to be achieve satisfactory course progress. Some courses include units of competency that are delivered concurrently for a longer period than 1 study period (Term), in such cases, AIS will ensure that students will always complete successfully at least 50% of assessment tasks scheduled for the Term.

**Unsatisfactory course progress** is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two (2) units of competency in the study period.

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**Scenario:** There are five (5) units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in two (2) units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least three (3) units of competency.

Therefore, the student with only two (2) units is assessed to have unsatisfactory course progress.

## **MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS**

### **Responsibility for monitoring student progress**

The Administration/Student Support is responsible for:

- a) identifying any student who may, be in need of support or intervention,
- b) working with the student and trainer to provide appropriate intervention;
- c) identifying students who have not made satisfactory progress in two (2) consecutive study periods.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to Administration/Student Support.

When dealing with a student who is not progressing effectively in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;
3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress.
5. Ensure equity, consistency, transparency and natural justice principles are observed.
6. Ensure privacy laws are respected.

### **MONITORING ACADEMIC PROGRESS STEPS**

To ensure the effective monitoring of a student's progress, Administration/Student Support will:

1. At the end of each study period identify those students who have not demonstrated competency in at least 50% of the course requirements in the compulsory study period, i.e. students who have not made satisfactory course progress at the end of the compulsory study period;
2. Monitor the progress of students during each study period to ensure at all times, students are in a position to complete the course in the time as specified on their e-CoE;
3. Contact students who have failed to achieve satisfactory course progress and arrange a meeting to discuss any concerns with students and offer assistance; and
4. Continue to monitor and record student's academic progress on completion of each further study period.

### **INTERVENTION STRATEGY**

Reviews of the progress of all students at the completion of each term will be conducted.

Evidence to be used to support a claim of unsatisfactory progress include:

1. poor attendance records;
2. samples of the student's completed and not completed assessment tasks; and
3. trainer feedback on training/classroom participation levels, etc.).

It is a requirement under the terms of the National Code 2018 that we must undertake an intervention strategy to attempt to resolve the problem.

### **USE OF INTERVENTION STRATEGIES**

Intervention strategies we may use to address attendance issues, include:

1. Move the student to a class behind;
2. Counsel the student to identify any personal issues affecting course progress;
3. Develop a learning contract in cooperation with the student;
4. Withdrawn the student from the class, so that we can provide 1:1 session with a Trainer;
5. Set additional tasks for the student to work on a particular area, of weakness; or
6. Appoint a student mentor to assist during classes.

Intervention strategies we may use to address course progress is:

The Assessment Intervention Plan (AIP).

In cases whereby a student is struggling with the learning materials, the trainer, is to recommend to Administration/Student Support a strategy or range of strategies which will benefit the student/s.

A course progress report including:

1. Strategy or range of strategies used;
  2. Progress of the student/s;
  3. Outcomes being achieved;
  4. Strategy/s not successful; and
  5. Students reported,
- is to be presented at the VET Leaders meeting.

We must report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

1. The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
2. The student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
3. The student has chosen not to access the external complaints and appeals process, or
4. The student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

### **EARLY WITHDRAWAL**

Students who leave the course prior to completion will receive a statement of attainment for all units completed.

### **EDUCATION AGENTS**

Education Agents are usually your first point of contact when intending to undertake study in Australia and the activities and ethics of all Education Agents is important to Australia's and our reputation as a desirable destination for students.



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When we engage with agents, we are committed to ensuring all Education Agents act ethically and appropriately when representing our business, life and study in Australia.

We will only appoint Education Agents whose company is registered in the relevant country, state or province and if relevant in Australia.

We will monitor its Education Agent's performance and activities using a variety of methods.

We will not engage in any activities with an Education Agent who has been found to be dishonest, lack integrity or have engaged in unethical behaviour.

## **EMERGENCY PROCEDURES**

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by our staff.

## **EMPLOYMENT OPPORTUNITIES**

Upon successful completion of your training may be able to gain employment in the areas for which you have been trained and prepared.

At no time does AIS guarantee that you will be employed at the successful completion of your training.

## **FEEDBACK AND COMMUNICATION**

We embrace an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

## **FEE PAYMENT**

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
  - arrangement is terminated early; or
  - we fail to provide the Services.



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As such we direct your attention to the brochure for the course you are seeking and our fee management policy for full and frank information on our fees, charges and refunds.

### **NO FEE SERVICES**

Where possible AIS will provide referrals to external services to assist the student in their learning. These referrals do not usually attract any charges.

AIS Complaint or appeal processes do not attract a fee unless an external third party is required to intervene as per policy.

### **FEE PROTECTION**

Your fee payments are protected by our admission to the Tuition Protection Service.

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and you receive the full services for which you have prepaid at no additional cost; or
2. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

### **INDUSTRY ENGAGEMENT**

We have engaged with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

### **INITIAL SKILLS ASSESSMENT**

To ensure each person is able to complete our training it is essential that they undertake an initial skills assessment each person is to:

1. Meet the entry requirements for the qualification; and
2. Successfully complete the AIS pre-course review

### **ISSUANCE OF AWARDS**

We shall ensure AQF certification documentation is issued 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 and providing all agreed fees the student owes to us have been paid.

Statements of Attainment will be issued where a student does not complete a full qualification or is only deemed competent in some of the Units of Competency.

In cases where a student has lost or misplaced their certificate or Statement of Attainment a fee of \$50.00 will be incurred for any replacement copies.

### **LEARNING DIFFICULTIES**

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or VETADM, prior to course commencement.



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## LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- The Corporations Act;
- The Trade Practices Act;
- National guidelines as approved by the Industry Skills Councils, National Centre for Vocational Education and Research, Australian Skills Quality Authority (ASQA);
- National Vocational Education and Training Regulator Act 2011;
- The ESOS Act, 2018;
- The National Code 2018;
- Training Policies and Procedures;
- Equal Opportunity Act 1984;
- Fair Trading Act 1987;
- Privacy Act 1988;
- Standards for Registered Training Organisations 2015;
- Work Health and Safety Act 2011;
- Work Health and Safety Regulation 2017
- Unique Student Identifiers Act; and
- All legislation relevant to the training you are undertaking.

## STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks,
2. Language, Literacy and Numeracy; and
3. English language courses at a registered English language school.

Our Student Service Officers can provide information (upon request) with:

- Accommodation assistance;
- Centrelink;
- Counselling;
- Food/Material assistance;
- Legal Aid;
- Personal Support;
- Australian Tax Office;
- Fair Work Australia;
- Ethnic Communities Council;

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- Women's Legal Resource; and
- Interpreting Services.

Our student support officer are:

1. Wesley Jones,
2. Iris Yang,
3. Lance Huang,
4. Bennie Bell,
5. Vishu Arora and
6. Veronica Webby

Students may seek support from our Student Support Officers by:

Coming into Level 14, 233 Castlereagh Street, Sydney;

Phoning reception on 02 8278 7232;

Emailing a support officer on:

[wesley@aischool.edu.au](mailto:wesley@aischool.edu.au);

[iris@aischool.edu.au](mailto:iris@aischool.edu.au);

[lance@aischool.edu.au](mailto:lance@aischool.edu.au);

[bennie@aischool.edu.au](mailto:bennie@aischool.edu.au);

[vishu@aischool.edu.au](mailto:vishu@aischool.edu.au); or

[veronica@aischool.edu.au](mailto:veronica@aischool.edu.au)

## STUDENT RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

1. Adhere to our policies and procedures;
2. Adhere to your VISA requirements;
3. Treat others with respect, fairness and courtesy;
4. Not plagiarise, collude or cheat in any assessment activity;
5. Attend class and arrive on time;
6. Notify your trainer if you will be absent or late;
7. Participate in the course;
8. Submit assessments on time and in the required manner; and
9. Provide written notice of any changes to your enrolment status.

You have a right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property protected from damage and other misuse;
- Learn in an environment that is conducive to success;
- Work and learn in a support environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);

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- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

## **OUR RIGHTS AND RESPONSIBILITIES**

We will maintain and deliver high quality training courses, complying with the Australian Quality Framework (AQF) accreditation requirements as a Registered Training Organisation.

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

## **PRIVACY**

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

4. In your pre-enrolment package;
5. For download from our website; or
6. By phoning or emailing our office.

A full copy of our privacy policy is contained in our Student Information Pack.

## **RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)**

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

To do this speak with Administration/Student Support at the time of enrolling.

## **COURSE CREDIT**

All students are made aware of the ability to apply for course credit via a RPL, RCC or CT application through the enrolment process of the course.

## **EVIDENCE REQUIRED FOR RPL OR COURSE CREDIT.**

During the enrolment process applications for course credit are to be submitted.



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All applications are to be submitted to administration/Student support and must include:

1. Original documents or certified copies of original Certificates/Statements of Attainment;
2. Evidence of work experience; and
3. Evidence of non-accredited training.

There is no fee attached to a credit transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

Applications for credit transfer and/or Recognition of Prior Learning must be made at the time of submitting an application for enrolment.

## **RECORDS MANAGEMENT**

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors;
6. Completed assessments – retained for 6 months.

***Participant records must be maintained for 30 years.***

## **ACCESSING YOUR PERSONAL RECORD**

To access your personal record, you need to see a Student Service Officer and make an appointment either by phoning the office.

## **THIRD PARTY ARRANGEMENTS**

We do not engage with any third party to provide any training and assessment services on our behalf.

From time to time, we may enter into an agreement with an education agent to provide marketing and recruitment services on our behalf.

Engagement with third parties to provide student support services will only be on a case by case basis and only when such services are outside of the scope and ability of our staff.





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## TRANSFERS BETWEEN PROVIDERS

For a student to transfer **to us** they must have:

1. Completed a minimum of 6 months training with the initial Registered Training Organisation. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course)
2. Pay an administration fee and the cost of providing training for the units yet to be completed.
3. Fit into an existing program, or
4. Await the commencement of the next scheduled course.

Administration/Student support is to ensure the following has occurred prior to enrolling a student involving a transfer:

1. Student has completed 6 months of their principal course.
2. Provided the existing RTO with a letter of acceptance of the student.

For a student to transfer **from us** to another provider, the Administration/Student support is to ensure the student has:

1. Completed a minimum of 6 months training. (This restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course)
2. Paid any outstanding fees and the cost of providing training for the units completed.
3. Provided a letter of acceptance of the student in the new RTO.
4. A letter of release has been provided.
5. There will be no detriment to the student.

The former Registered Training Organisation agrees to the transfer and provides:

- Reimbursement to the student for the unused portion of the training.
- A statement of attainment for units already completed and determined as competent.

## TRAINING DELIVERY

To meet student's needs, we provide the following methods of learning:

1. Lectures delivered by a trainer to provide students with the theoretical knowledge required to perform the required tasks and apply the knowledge to different situations in work environments;
2. Lecturer lead Moodle sessions incorporating online learning resources, Assessments (all Ass 1 are online) and how assessments are uploaded (assessment submission point). NB Moodle has not been noted in the volume of learning;
3. Practical training; and
4. Assessment activities

Additional training is to be completed through the student selecting appropriate non-structured activities which may include any or all of the following:

1. Private study, preparation & follow-up
2. Self-initiated learning
3. Research
4. Undertake practice in the industry skill sets in the qualification;
5. Attend Industry trade events;
6. Read industry magazines;



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7. Engage with industry networks including LinkedIn;
8. Participate in conferences and technical seminars

We will ensure students have every reasonable opportunity to complete their training.

The delivery approach is to be adjusted based on the students:

- level of Language, Literacy and Numeracy;
- personal circumstances;
- previous education and training; and
- experience

## TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of person who:

1. Holds the qualification you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

**Note:** We don't engage any other registered training organisation or third parties to deliver or assess on our behalf.

## STUDY PERIOD

The AIS student term runs for ten weeks and there are four terms per year. An additional week (week 11) is available to students to pass any failed assessments during that term, referred to as Assessment Intervention Program (AIP).

Each course will be delivered to meet the specific requirements for each student or group of students and a student calendar is updated and available at [www.aischool.edu.au](http://www.aischool.edu.au).

## WORKPLACE HEALTH AND SAFETY

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

## VISA REQUIREMENTS AND CONDITIONS (this information is provided from [www.homeaffairs.com.au](http://www.homeaffairs.com.au) )

## ENROLMENT

With limited exceptions, you must be enrolled in a course of study that is registered on the Commonwealth Register of Institutions and courses for Overseas for Overseas Students (CRICOS).

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If you are applying from outside Australia, you must include a Confirmation of Enrolment (CoE) for each intended course of study with your visa application. A letter of offer from your education provider will not be accepted.

If you are applying for more than one course in your student visa application, you must include all Confirmation of Enrolment (CoE) codes in the application form or the visa may only be granted for the CoE provided.

## **GENUINE TEMPORARY ENTRANT**

The GTE requirement applies to all student visa applicants.

The genuine temporary entrant (GTE) requirement is an integrity measure to ensure that the student visa programme is used as intended and not as a way for international students to maintain ongoing residency in Australia.

When assessing the GTE requirement, we will consider the requirements set out in direction number 69. To assess this, we will consider:

1. Your circumstances;
2. Your immigration history;
3. If you are under 18 years old, the intention of your parent, legal guardian or partner; and
4. Any other relevant matter.

The GTE requirement provides a useful way to help identify those applicants who are using the student visa program for motives other than gaining a quality education. The requirement is not designed to exclude students who, after studying in Australia, go on to develop the skills required by the Australian labour market and apply to become permanent residents.

## **FINANCIAL CAPACITY REQUIREMENTS**

You need to have enough money that is genuinely available to you, to pay for your course fees, and travel and living costs for you and your accompanying family members while you are in Australia.

You might need to provide evidence of your financial capacity with your visa application. Check the Document Checklist Tool (disclaimer) to find out the evidence you need to provide.

### **EVIDENCE OF FINANCIAL CAPACITY**

If you need to provide evidence of financial capacity, you will be able to demonstrate this by providing one of the following:

1. Evidence of funds to cover travel to Australia and 12 months' living, course and (for school aged dependents); schooling costs for the student and accompanying family members; and
2. Evidence that you meet the annual income requirement.

#### **Annual income option**

The annual income option requires a student to provide evidence of personal annual income of at least AUD \$62,222.

For students accompanied by family members, the requirement is at least AUD 70,000. The income demonstrated must be the personal income of your spouse (who is not coming with you) or parents. Where



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both of your parents are working, their combined income can be considered for this requirement. Evidence must be in the form of official government documents such as tax assessments. Evidence in the form of bank statements or information directly from an employer is not acceptable.

### **Twelve months' funds option**

Evidence of funds can include money deposits, financial institution or government loans, scholarships or sponsorships.

You can calculate the total amount of funds you will need by adding living costs, course fees, schooling costs and travel costs. Use the information below to calculate the total amount of funds you will need.

From 1 February 2018, the 12 month living cost is:

1. student or guardian - AUD21,040
2. partner or spouse - AUD7,362
3. child - AUD3,152.

### **Course fees**

Calculate the first 12 months of your course fees or include the total cost of your course if it is for a duration of 12 months or less. Deduct any prepaid costs and provide evidence of these payments (this should be on your Confirmation of Enrolment or provide receipts).

If you are in Australia and your course has already commenced, calculate the course fee payable for the 12 month period commencing from the date on which you lodge your application.

**Example 1:** if your course fee is AUD50,000 for three years, determine the fee for one year (12 months) by dividing the total amount by the number of years. The amount will be AUD16,666. Deduct any pre-paid amounts.

**Example 2:** If your course fee is AUD15,000 for ten months, and you have already paid AUD5,000, deduct this prepaid amount from the total amount. The amount will be AUD10,000.

**Example 3:** if your course fee is AUD20,000 for 18 months, determine the fee for one year (12 months) by dividing the total amount by the number of months, then times by 12 ( $20,000 / 18 \times 12$ ). The amount will be AUD13,333. Deduct any pre-paid amounts.

### **Schooling costs**

Where school aged children are included in your student visa application, schooling costs of at least AUD8,000 per year for each child will need to be added to the amount of funds required. You are responsible for researching schooling costs, which vary between states, territories and schools in Australia.

You do not have to provide evidence of schooling costs if you are:

1. a PhD student and can show you have enrolled your child in an Australian government school where the fees have been waived
2. received an Australian Commonwealth Government scholarship, including Foreign Affairs and Defence sponsored students, and you can show you have enrolled your child in a government school where the fees have been waived.

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## TRAVEL COSTS

If applying outside Australia, include AUD2,000 (except if applying from East or Southern Africa, include AUD2,500; West Africa include AUD3,000).

If applying in Australia, include AUD1,000 (except if returning to Africa, include AUD1500).

### Genuine access to funds

You and your accompanying family members must be able to access the funds shown while you are in Australia.

When considering whether the funds will be genuinely available, we will take into account additional information and supporting evidence you provide, such as:

1. The nature of the relationship between you and the person who is providing the funds, where applicable;
2. Your income, assets and employment or those of the person providing the funds;
3. Evidence of financial support history; and
4. Source of funds for any lump sum deposits.

## HEALTH REQUIREMENTS

You must meet the health requirements.

You might need to undergo health examinations as part of the visa application process.

The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.

More information is available about My health declarations.

## HEALTH INSURANCE

You must have adequate health insurance while in Australia. Students can show this by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

## CHARACTER REQUIREMENTS

Everyone who wants to enter Australia must be of good character and will be assessed against the character requirements.

You must answer a number of character related questions on your visa application form and the information you provide will be used to assess your character.

You might be asked for more information.

## **ACCOMMODATION – Student housing**

International students requiring accommodation are able to take advantage of a number of accommodation types in the region. These include:

1. Oz Homestay,
2. Living with a relative;
3. Private rentals, and
4. Student Housing.

## **WORKING WHILE STUDYING**

You must comply with the state and territory laws of Australia. The number of hours you can work in Australia can be found in your visa conditions.

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

### **WORK CONDITIONS FOR STUDENT VISA HOLDERS**

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

1. Is of benefit to the community
2. Is for a non-profit organisation
3. Is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

### **Family members granted permission to work**

Family members:

1. Must not start work until the primary visa holder has commenced their course in Australia
2. Can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

### **Fortnights**

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four week period:



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1. week one - 15 hours work;
2. week two - 25 hours work;
3. week three - 25 hours work; and
4. week four - 10 hours work.

In the fortnight comprising weeks one and two above (40 hours worked in that 14 day period) or in the fortnight comprising weeks three and four above (35 hours worked in that 14 day period), the work condition is not breached.

However, the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14 day period). **Students found to have breached their work conditions might be subject to cancellation of their visa.**

### **Course in session**

We consider your course to be 'in session':

1. For the duration of the advertised semesters, including examination periods
2. If you have completed your studies and your confirmation of enrolment is still valid (with the exception of masters by research or PHD students who have submitted their thesis for marking)
3. When you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

### **Additional information about student visa work conditions**

You can view your visa online using Visa Entitlement Verification Online (VEVO). VEVO is a free internet service, available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

### **TAX FILE NUMBER**

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

### **YOUR WORKPLACE RIGHTS**

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia.

**End of document.**