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AUSCANUS

INSTITUTE OF AUSTRALIA

CRICOS: 04062J | RTO: 45202

INTERNATIONAL STUDENT HANDBOOK



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International Student Handbook

Welcome To AIA



Welcome to AIA

Welcome to Auscanus Institute of Australia Pty Ltd trading as Auscanus Institute of Australia (AIA). At AIA you will meet your trainers who are academic with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support in your studying with us or in your living in Australia, all our staff at Auscanus Institute of Australia will be very happy to help. You can have easy access to the Student Services Officers (SSO) on campus or via email. If you're having any difficulties regarding your study, you can meet our Student Welfare Officer (SWO), Learning Adviser or English Help Officer to make your journey as smooth as possible!

Good luck with your Studies at AIA.

Melbourne Campus

Auscanus Institute of Australia's Melbourne campus is situated in the heart of Melbourne, in the central business district (CBD), within walking distance to the worldwide travel attraction like Parliament, Swanston Street, Bourke Street Mall and Flinders Street Railway Station. Flinders Street Railway station is the closest to the campus and is accessible from most train line across metro network in Melbourne. Flinders Street railway station is on the corner of Flinders and Swanston Streets in Melbourne, Australia. It serves the entire metropolitan rail network. Backing onto the city reach of the Yarra River in the heart of the city, students will undertake their face-to-face training next to some of the Australia's best hospitality and tourism operations.



Scan this QR
to find us



Our 
Campus

International Student Handbook

Student Responsibilities and Expectations

Qualification Pathways



Student Responsibilities and Expectations

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect.

This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number, residential address & email address).
- Checking your email regularly throughout the course. This is the primary means by which the College correspond with you (e.g., cours progress, assessment results, outstanding fees).
- Replying in a timely manner to all AIA trainer and administrative communications to you, including emails, phone calls and text messages.
- To be eligible to issue the qualification, you must successfully complete all the assessment requirements of the course.



Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the School, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between Schools, VET providers and providers of Higher Education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.



Foundation Skills & LLN Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs and you need to demonstrate competency in these as well as your technical competencies. All new students to the AIA are required to take the LLN (language, literacy and numeracy test) as part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus





● Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

● Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- ▶ **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- ▶ **Not Yet Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- ▶ **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- ▶ **Exempt:** The student has been granted a credit transfer from studying the unit due to previous study.
- ▶ **Competent via RPL:** The student has demonstrated competency via a Recognition Process.

● Statement of Attainment

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

1. The student is not competent in all units of competence required for the full qualification,
- OR
2. A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees has not been paid, then no Qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

Certification



Course Provided by Auscanus Institute of Australia



CRICOS CODE

COURSE CODE

COURSE NAME

SCAN THE BARCODE TO
DOWNLOAD THE COURSE GUIDE

111213H	BSB40520	Certificate IV in Leadership and Management
111214G	BSB50120	Diploma of Business
111215F	BSB50420	Diploma of Leadership and Management
111216E	BSB60420	Advanced Diploma of Leadership and Management
114253J	SIT30821	Certificate III in Commercial Cookery
114254H	SIT40521	Certificate IV in Kitchen Management
114255G	SIT50422	Diploma of Hospitality Management
114256F	SIT60322	Advanced Diploma of Hospitality Management



What is USI? Why do I need it?



USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

Scan the QR
to Apply →



If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Visa and Conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



← Scan the QR
to Apply

Once you have received your visa, you must abide by it's conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- ▶ Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- ▶ Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- ▶ Maintain approved Overseas Student Health Cover (OSHC) while in Australia.

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International Student Handbook

Visa and Conditions / Orientation Information

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- ▶ Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- ▶ Complete the course within the duration specified in the CoE you received.
- ▶ Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.



Orientation Information



On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- ▶ Course information.
- ▶ Facilities and resources available at our campus.
- ▶ Emergency evacuation procedures.
- ▶ Your rights and responsibilities as a student.
- ▶ Support services available.
- ▶ Legal, emergency and health services.
- ▶ Safety relevant to Australia and your environment.
- ▶ Critical incidents and critical incident reporting.
- ▶ Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- ▶ Student visa conditions related to course progress and attendance.
- ▶ Information about work rights.
- ▶ Question and answer session.
- ▶ Assistance in creating your USI if you have not done so already.

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Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.



● Timetable

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

Policies & Procedures

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the AIA's website.

Scan this QR



Please scan the barcode to stay up to date with AIA Policies and Procedures.

Alternately, please visit
www.auscanus.edu.au/forms-policies/





Campus Services

Learning Support

AIA provides academic support for all enrolled students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Learning Advisor will help you develop your understanding with assessments through individual help sessions and academic workshops.

Student Support Officer (SSO)

If you are experiencing any of the following, we suggest you contact our SSO, this is an on-campus free and confidential service.

- ▶ Stress / Anxiety / depression.
- ▶ Feeling sad and unable to function properly.
- ▶ Lack of concentration in study or completing normal day-to-day activities.
- ▶ Victim of harassment – either at the college, workplace or in your home.

- ▶ Grief and loss.
- ▶ Victim of abuse – psychological, physical, sexual.
- ▶ Cultural issues – difficulty in ‘fitting in’ to the Australian way of life.

Student Services

All AIA staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. SSOs are the first point of contact for students. SSOs will guide you through the whole process of your study with AIA from the orientation to graduation.

The SSOs will be responsible for:

- ▶ Providing students with up-to-date details of AIA’s support services.
- ▶ Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of AIA.
- ▶ Organising student orientation.
- ▶ Receiving student complaints and referring complaints to the RTO Manager.
- ▶ Providing students with information about AIA attendance and course progress requirements.
- ▶ Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- ▶ Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing, where relevant.
- ▶ If you need to contact the student support officer please email: SSO@auscanus.edu.au

Campus Services



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Critical Incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their Trainer, SSO or any staff member of AIA.

Critical Incidents include but are not limited to:

- ▶ Missing students
- ▶ Severe verbal or psychological aggression
- ▶ Death, serious injury or any threat of these
- ▶ Natural disaster
- ▶ Issues such as domestic violence, sexual assault, drug or alcohol abuse

Emergencies

For all emergencies that are life threatening, **phone 000** to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. **Dialling 000 is a free call.**

Please follow the instructions below for calling the emergency services:

- ▶ Dial 000.
- ▶ Ask the operator for the service needed (fire, ambulance or police).
- ▶ Wait to be connected.
- ▶ Describe the problem (be prepared to give the location/address).

If an emergency occurs at AIA, please notify a staff member and follow their instructions.



The Legal



Privacy

Information concerning students, including information submitted at enrolment, will be used by Auscanus Institute of Australia (AIA), or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

AIA is committed to upholding the Australian Privacy Principles:

- ▶ We will only collect information that is necessary to providing you the service we offer.
- ▶ We will collect information in a fair and lawful way.
- ▶ You will be told of why we are collecting it and who will have access to it.
- ▶ We will take reasonable steps to ensure that the information we keep regarding you is accurate.
- ▶ We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure.
- ▶ You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy.
- ▶ If there are mistakes in the information, we hold about you, we will correct them.
- ▶ We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference.
- ▶ Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement.
- ▶ Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

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Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by AIA, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, AIA is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by AIA for statistical, administrative, regulatory and research purposes. AIA may disclose your personal information for these purposes to:

- ▶ Commonwealth and State or Territory government departments and authorised agencies; and
- ▶ NCVER.

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Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- ▶ Populating authenticated VET transcripts.
- ▶ Facilitating statistics and research relating to education, including surveys and data linkage;
- ▶ Pre-populating RTO student enrolment forms;
- ▶ Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- ▶ Administering VET, including program administration, regulation, monitoring and evaluation.



AIA is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. AIA will not tolerate any form of harassment within the organisation under any circumstance and will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.

Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

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Examples of harassing behaviour include:

1. Offensive physical contact, derogatory language or intimidating actions,
2. Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
3. Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
4. Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
5. Sexual harassment, which can consist of any or all the following:
 - ▶ Unwelcome comments about a person's sex life or physical appearance,
 - ▶ Suggestive behaviour such as leering or ogling,
 - ▶ Unnecessary familiarity such as deliberately brushing up against a person,
 - ▶ Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
 - ▶ Sexual propositions or continual requests for dates,
 - ▶ Physical contact such as touching or fondling, or
 - ▶ Indecent assault or rape (which is a criminal offence).



It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

Access and Equity

AIA is committed to ensuring its training and courses are responsive to the diverse needs of all clients. AIA will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

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Occupational Health and Safety

Under the Victorian Occupational Health and Safety Act 2004, AIA exercises its duty of care towards students, to achieve a healthy, low risk and quality-working environment. To meet this responsibility AIA will:

- ▶ Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- ▶ Promote health, safety, and environmental and quality awareness in the development of standard work practices.

Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.

Information on the Victorian Occupational Health and Safety Act 2004 can be found at <http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety>

Scan this QR



● Plagiarism

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference.

Plagiarism includes:

- ▶ Submitting, as one's own, an assessment that another person has completed.
- ▶ Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment.
- ▶ Quoting or paraphrasing material from a source without acknowledgment.
- ▶ Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome

Note: Please discuss any concerns with your trainer/assessor or manager.

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Plagiarism

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

Credit Transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

RPL is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in our “Fees and Charges” policy on AIA Website.

RPL can also reduce your course duration and fees. We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

What can I expect during training & assessment?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.

Re-assessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/ assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment or re-enrolment, depending on your case.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us and your positive outcome and successes are successes of our college community also.

Stewing is suitable for the least tender cuts of meat that become tender and juicy with the slow moist heat method. This makes it popular in low-cost cooking. Cuts having a certain amount of marbling and gelatinous connective tissue

Living and Studying in Australia



Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 25 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world!

In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Global Recognition

Australian
Qualifications
Framework 

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

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➔ Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect.

➔ Your Learning Environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes.

➔ Live in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.

➔ Fundamental Freedoms

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

➔ Respect for the equal worth, dignity and freedom of the individual

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

➔ Freedom of Speech

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others. The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.



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➔ Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.



➔ Support for Parliamentary Democracy and the Rule of Law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

➔ Equality under The Law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

➔ Equality of Men and Women

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.



➔ Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

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➔ Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

➔ Australian Society Today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

➔ Laws and Social Customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.



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Cost of Living



As of October 2019, the 12 month living costs are as follows:

- 💰 For students or guardians - AUD \$21,041
- 💰 For partners coming with you - AUD \$7,362
- 💰 For a child coming with you - AUD \$3,152

Please refer to

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost of living calculator. The costs provided in the calculator are an approximate guide only and were last updated in November 2023.

Scan this QR to Visit



Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory,

please visit: <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>

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➔ Transport

Australia has great public transport options including trains, busses, taxis and other ride share options like Uber, Ola and/or Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

➔ Health and Safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared.

↙ Emergencies

↙ Home safety

↙ Sun and water

↙ Fire



↙ Transport and personal

➔ Working on a Student Visa

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit:

<https://www.studyaustralia.gov.au/en/work-in-australia>



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➔ Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OHSC and other optional insurances visit:

<https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>



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Living in Melbourne

» Living in Melbourne

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, there are some of the costs associated with living and studying, in Australia. For more information, please see links below.

<https://liveinmelbourne.vic.gov.au/live/money-and-tax/cost-of-living-in-melbourne>

» Public Transport

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and yellow taxis.

Buy a MYKI for flexible travel between trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day. Plan your trip, buy tickets online and download maps and timetables from Public Transport Victoria, the one stop shop for information about travelling on public transport.

Download the **PTV app** from your app store or google play store now.
Visit Public Transport Victoria for maps, timetables, tickets and route information.



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» Weather

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

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Living and Studying in Melbourne

» CONTINUED

Medical Services near City Campus



» Medical and Nursing Services near City Campus

- 📍 Medical One 23 QV Terrace, 292 Swanston Street, Melbourne
- 📍 Metropolitan Medical Centre Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- 📍 Lygon Court Medical Suite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton

» Dental services near City Campus

- 📍 Green Apple Dental 49/300 Lonsdale Street, Melbourne 3000
- 📍 Metro Dental 393 Swanston Street, Melbourne
- 📍 Bouverie Dental 69 Bouverie Street, Melbourne
- 📍 QV Dental 23 QV Terrace, 292 Swanston Street
- 📍 Royal Dental Hospital (emergency care only) 720 Swanston St, Carlton

For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.

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Living and Studying in Melbourne

» CONTINUED

» Accommodation

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called “share accommodation”). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

» Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available, they should contact the Student Admin and if required the emergency number (03) 9945 8247. For life-threatening or serious injury **call an ambulance on 000**.

If an ambulance has been called notify the nearest staff member of the situation.



Our Policies

● Course Progress Policy

AIA will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Auscanus Institute of Australia intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19. AIA assess student's progress at the end of each compulsory Term. The Term is usually 10 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable AIA to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.

Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutives successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation. AIA will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

For more details, please refer to **"Course Progress Policy and Procedure"** available on website www.auscanus.edu.au



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for more information

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● Deferment, Suspension and Cancellation Policy

AIA or their students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. AIA may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

For more details, please refer to “**Deferment Suspension or Cancellation Policy and Procedure**” available on website www.auscanus.edu.au/forms-policies/



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● Transfer to/from Another Provider Policy

AIA assesses requests from students for a transfer between AIA and other registered providers, prior to the student completing 6 months of their principal course of study, in accordance with this policy and procedure.

In line with Standard 7 of the National Code 2018, Auscanus Institute of Australia will not knowingly enrol an overseas student wishing to transfer from another registered provider’s course prior to the student completing 6 months of their principal course of study, except in limited circumstances. For more details, please refer to “**Transfer between Registered Providers Policy and Procedure**” available on website www.auscanus.edu.au



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● Refund Policy

Any student willing to apply for a refund must submit a completed ‘Refund Application Form’ available on www.auscanus.edu.au



Scan this QR for more information

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

For more details, please refer to “**Refund Policy and Procedure**” available on website



● Complaints and Appeal Policy

AIA ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which AIA must act in response to a student complaint or appeal against a decision made by Auscanus Institute of Australia.

For more details, please refer to “**Complaints and Appeal Policy**” available on website www.auscanus.edu.au



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International Student Handbook

Other Useful Information and Links



Other Useful Information and Links

- ▼ **AIA Student Support Officer (SSO):** SSO@auscanus.edu.au
- ▼ **AIA Forms and Policies Finder:** <https://auscanus.edu.au/forms-policies>
- ▼ **AIA Website:** www.auscanus.edu.au/
- ▼ **ESOS:** <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx> The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa.
- ▼ **Tuition Protection Service (TPS):** <https://tps.gov.au/StaticContent/Get/StudentInformation> TPS is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study.
- ▼ **ASQA:** <https://www.asqa.gov.au/>
- ▼ **Unique Student Identifier (USI):** <https://www.usi.gov.au/students>
- ▼ **Australian Visa Finder:** <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- ▼ **Occupational Health and Safety:** <http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety>
- ▼ **Cost of Living Calculator:** <https://costofliving.studyaustralia.gov.au/>
- ▼ **Accommodation & Legal Obligations:** <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>
- ▼ **Working on Student Visa:** <https://www.studyaustralia.gov.au/en/work-in-australia>
- ▼ **OHSC:** <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>
- ▼ **Tax Office:** <https://www.ato.gov.au/>
- ▼ **Home Affairs:** <https://www.homeaffairs.gov.au/>



AUSCANUS

INSTITUTE OF AUSTRALIA

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