

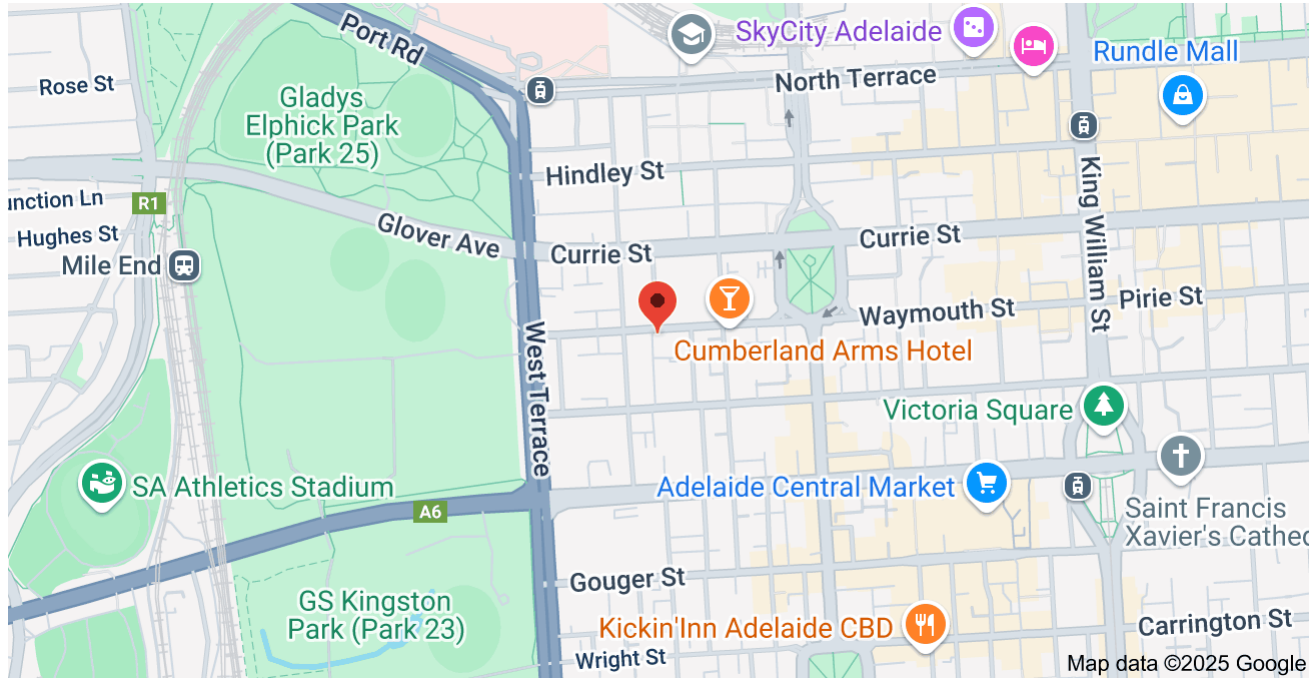


Adelaide Institute of Hair & Beauty

International Learner Handbook

Adelaide Institute of Hair & Beauty contact information

Address: 251 Waymouth Street, ADELAIDE SA 5000



Phone: 08 8123 2303

Email: info@aihb.net.au

International Student 24 Hour Emergency Contact

+61 (Holly Mai - 0435 275 980)

Emergency Telephone Numbers

Police, Fire, Ambulance – 000

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Introduction

This information booklet is designed to provide you with information about the services provided by the Adelaide Institute of Hair & Beauty and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Adelaide Institute of Hair & Beauty. This information is contained in the Course Brochure which is supplied separately.

About Adelaide Institute of Hair & Beauty

Adelaide Institute of Hair & Beauty is a Registered Training Organisation (RTO: 40852) providing high-quality training to learners in Australia. Adelaide Institute of Hair & Beauty has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers.

Adelaide Institute of Hair & Beauty 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 number 40245B). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Adelaide Institute of Hair & Beauty is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our Services

Adelaide Institute of Hair & Beauty provides training and assessment services to international students in support of the following nationally endorsed training product:

- ELICOS (English Language Intensive Courses for Overseas Students)
- SHB30416 Certificate III in Hairdressing

Our mission

Adelaide Institute of Hair & Beauty mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

We are located at:

251 Waymouth Street, ADELAIDE SA 5000

Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. Please note that this is paid parking and is monitored by Parking Inspectors.

Public Transport

Bus Stations are a short walk from the Adelaide Institute of Hair & Beauty. Services through this bus route occur approximately every 15 minutes.

Lunch Options

If you are looking to buy lunch whilst you are at our premises, we have a large number of eateries around Hindmarsh, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from. A few doors down from the Institute there is a convenience store and fast food shop.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Adelaide Institute of Hair & Beauty we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Adelaide Institute of Hair & Beauty, your Trainer Assessor will be always there to assist you throughout your course.

Adelaide Institute of Hair & Beauty trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

Our expectation of you

Adelaide Institute of Hair & Beauty expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Adelaide Institute of Hair & Beauty.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Adelaide Institute of Hair & Beauty publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Adelaide Institute of Hair & Beauty staff members and their right to privacy and confidentiality.

Australian Vocational Education and Training

What is VET?

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

National recognition

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

What is competency-based training?

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

Training Packages

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

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

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

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

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

Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides

comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

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

For more information see www.internationaleducation.gov.au

Student Orientation

Orientation is the essential first step for Adelaide Institute of Hair & Beauty students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Adelaide Institute of Hair & Beauty students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance

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

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

Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Tuition Fee Protection

Adelaide Institute of Hair & Beauty is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

Provider Registration and International Students Management System

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

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

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

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

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

Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and Adelaide Institute of Hair & Beauty
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with Adelaide Institute of Hair & Beauty.

- Inform the provider of any change of address.
- Maintain satisfactory course progress.

Conditions of your visa

All international students applying to enter a training program being offered by Adelaide Institute of Hair & Beauty must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant
 - Meet English language test score requirements
 - Demonstrate financial capacity
 - Hold Overseas Student Health Cover (OSHC)
 - Meet the health requirements
 - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Adelaide Institute of Hair & Beauty as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Permission to Work Arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 48 hours per fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course.

Further information about student visa conditions can be found at the Department of Home Affairs: Student Visa 500 subclass Eligibility – [Click Here](#).

Fair Work Ombudsman

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

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

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

Complaints about work

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

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

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

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

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Your safety whilst training

Adelaide Institute of Hair & Beauty is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Adelaide Institute of Hair & Beauty staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Adelaide Institute of Hair & Beauty will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility

for each training and assessment event; and to users of the office at least twice each year.

- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Adelaide Institute of Hair & Beauty unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.

- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Adelaide Institute of Hair & Beauty is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Adelaide Institute of Hair & Beauty staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Adelaide Institute of Hair & Beauty staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Adelaide Institute of Hair & Beauty that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Adelaide Institute of Hair & Beauty, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Adelaide Institute of Hair & Beauty takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Adelaide Institute of Hair & Beauty will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through

your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- Adelaide Institute of Hair & Beauty is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Adelaide Institute of Hair & Beauty will seek the written permission of the learner for such disclosure. Adelaide Institute of Hair & Beauty will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Adelaide Institute of Hair & Beauty is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Adelaide Institute of Hair & Beauty is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of

the fees, refund conditions and conditions of enrolment and agree to be a student at Adelaide Institute of Hair & Beauty.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Adelaide Institute of Hair & Beauty and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Adelaide Institute of Hair & Beauty is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Adelaide Institute of Hair & Beauty for statistical, regulatory and research purposes. Adelaide Institute of Hair & Beauty may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Fees and Refunds

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Adelaide Institute of Hair & Beauty. Adelaide Institute of Hair & Beauty may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Adelaide Institute of Hair & Beauty schedule of fees and charges.

Learner cancellation

Learners who cancel their enrolment part way through a training program must notify Adelaide Institute of Hair & Beauty in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Adelaide Institute of Hair & Beauty schedule of fees and charges.

Refund and Cancellation

The following refund policy will apply:

- **Prior to commencement.** Learners who give notice to cancel their enrolment **28 days** or more prior to the commencement of a course will be entitled to an 80% refund of fees paid.

- **Prior to commencement.** Learners who give notice to cancel their enrolment less than **28 days** prior to commencement of a course and before the course commencement date will be entitled to a 50% refund of fees paid. The amount retained (50%) by Adelaide Institute of Hair & Beauty is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.
- **After commencement.** Learners who cancel their enrolment after a course has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Adelaide Institute of Hair & Beauty fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- **Refunds – Refused student visa.** A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees paid less the application fee. Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Adelaide Institute of Hair & Beauty.

Discretion may be exercised by the Chief Executive Officer in all situations if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Adelaide Institute of Hair & Beauty Reception or from the website. The form must be signed by the student.

Adelaide Institute of Hair & Beauty enrolment fees are non-refundable in all circumstances where an enrolment fee applies.

In the case where a student enrolls through a registered Adelaide Institute of Hair & Beauty agent and enrolment and tuition fees were paid by the agent, a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. Adelaide Institute of Hair & Beauty requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

Adelaide Institute of Hair & Beauty refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

Adelaide Institute of Hair & Beauty reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Adelaide Institute of Hair & Beauty is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Adelaide Institute of Hair & Beauty.

In the unlikely event that Adelaide Institute of Hair & Beauty is unable to provide a refund or place a student in an alternative course, (provider default) Adelaide Institute of Hair & Beauty will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Adelaide Institute of Hair & Beauty reserves the right to change its fees and conditions in accordance with the Changes to Terms and Conditions policy.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Adelaide Institute of Hair & Beauty's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Adelaide Institute of Hair & Beauty reserves the right to deny a student access to Adelaide Institute of Hair & Beauty's premises and to withdraw its other services if their conduct disrupts the normal operation of the RTO. Adelaide Institute of Hair & Beauty's complaints resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Adelaide Institute of Hair & Beauty will be made within four weeks of receiving Adelaide Institute of Hair & Beauty Student Request for a Refund Form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Payment method

Adelaide Institute of Hair & Beauty accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Adelaide Institute of Hair & Beauty)
- Payment in cash is discouraged.

Transfers

Requests for transfers to alternate programs can be arranged if Adelaide Institute of Hair & Beauty is advised in writing more than 28 days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Adelaide Institute of Hair & Beauty has been notified in writing at least 28 days prior to the scheduled commencement date. All subsequent transfers will attract an enrolment fee in accordance with the fee schedule.

Statutory cooling off period

The Standards for Registered Training Organisations require Adelaide Institute of Hair & Beauty to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Adelaide Institute of Hair & Beauty do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If Adelaide Institute of Hair & Beauty cancels or ceases to provide training, Adelaide Institute of Hair & Beauty must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 1 of the 2 units. The learner’s enrolment would be finalised, and the learner would receive a Statement of Attainment for the 1 completed units. The learner would also receive a refund of \$300.00 which represents that value of the training not delivered.

Changes to terms and conditions

Adelaide Institute of Hair & Beauty reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Accessing your records

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Adelaide Institute of Hair & Beauty, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Adelaide Institute of Hair & Beauty reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Adelaide Institute of Hair & Beauty. To obtain this you must complete the Learner Records Request Form and return this to the Administration Assistant. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Adelaide Institute of Hair & Beauty beforehand, and the person must provide photo ID to validate their identity.

Continuous improvement

Adelaide Institute of Hair & Beauty is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this

commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Adelaide Institute of Hair & Beauty so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Adelaide Institute of Hair & Beauty for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Delivery of Courses

Students are required to undertake 20 hours' study per week during terms. Adelaide Institute of Hair & Beauty courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

Adelaide Institute of Hair & Beauty adopts a Course Progress Policy. Attendance is monitored as a component of unsatisfactory academic progress. Students are required to attend the scheduled training and assessment a minimum of 80% of the scheduled 20 contact hours per week.

Course Progress Policy

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress to successfully complete their program within the duration

specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

Adelaide Institute of Hair & Beauty has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress at the end of each compulsory study period.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

An intervention strategy is an individual student plan developed by the RTO Manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. Adelaide Institute of Hair & Beauty will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Adelaide Institute of Hair & Beauty will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Assessment

The course you are entering includes assessment. To complete the course successfully, you must satisfactorily complete all assessment tasks.

Adelaide Institute of Hair & Beauty assessment is conducted using a wide range of assessment methods. The following provides a brief explanation of the primary assessment methods:

- **Observation.** The learner is required to demonstrate a range of skills and applied knowledge whilst being observed by the assessor. These tasks typically involve the learner demonstrating their skills in meeting client services and hairdressing skills. These tasks will generally involve a discussion between the learner and the assessor immediately after the demonstration to gather further evidence of competency through skills observation. Skills Test assessment will typically be conducted in the

actual salon environment with real clients. Skills Test assessment will be conducted by a qualified assessor.

- **Knowledge Assessment.** The knowledge test is prescribed for each unit of competency. These are completed as a non-supervised assessment task where the student will provide a written response to all questions. The student may utilise their references but must provide all answers in their own words to demonstrate their own knowledge and understanding. Knowledge test assessment will occur outside of scheduled course attendance hours. Students will submit the completed knowledge test according to a specified due date for each unit of competency and the work will be marked by the assessor and outcomes and feedback provided to the student. Students must answer all questions correctly. Students will have the opportunity to clarify or provide additional information where answers have been assessed as not satisfactory. This is conducted one-on-one with the assessor to moderate the student's response and knowledge. Where a student has provided significant answers which are assessed as not satisfactory, the assessor may require the student to undertake a re-assessment.
- **Workplace Supervisor Report.** The learner will be supervised by designated workplace supervisors during the work placement. These supervisor's work with students during the performance of their work allocating their work activity and monitoring their performance of work according to the required hair services. Importantly, the supervisors will observe the candidate's during the delivery of hair services and take note of the candidate's interaction with clients when providing hair services. Feedback from workplace supervisors is gathered directly by assessors. This is achieved by the assessor undertaking an informal interview with supervisors about a particular student's performance based on defined criteria within each supervisor feedback record. These records do not seek to gather feedback on every aspect on all units of competency but instead take a targeted approach on the types of tasks that is supervisor is likely to have observed and is best placed to provide feedback on to support the collection of valid and sufficient evidence.

Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Adelaide Institute of Hair & Beauty to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learner's requiring additional learning support are to be brought to the attention of Adelaide Institute of Hair & Beauty management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment **NOT** submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Missed Assessment

In cases where a student has not submitted an assessment, the RTO Manager and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The RTO Manager will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Adelaide Institute of Hair & Beauty complaints and appeals process if they are not satisfied with the outcome.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Where students are providing a written response for a question or assignment, students are required to provide those responses using their own words demonstrate their knowledge and understanding.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, Adelaide Institute of Hair & Beauty provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Adelaide Institute of Hair & Beauty scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;

- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. Adelaide Institute of Hair & Beauty reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy it self of a candidate's current competence.

Work Placement

You are required to complete 14 weeks work placement as part of this course. These weeks are completed in the final weeks of each term with most terms concluding in two weeks work placement at the end of each term except for terms 1 and 7 which require one week only. This requires a minimum of 20 hours each week. This is conducted as part of your normal 20 hours of contact hours. Each term is followed by a term break. This will be organised in consultation with you to balance your preference with work placement availability. It is important that your work placement is conducted over consecutive days to maximise the continuity of workplace supervision. The student must complete a minimum of 280 hours work placement.

The work placement will be organised, facilitated, and supervised by Adelaide Institute of Hair & Beauty. To commence work placement, you must have successfully completed the training and theoretical assessment tasks in Term One. You must also meet all workplace requirements and complete orientation/induction training prior to attending work placement. Work placement will be completed at Adelaide Institute of Hair & Beauty commercial salon located: 251 Waymouth Street, ADELAIDE SA 5000. You may also nominate an alternate workplace. Adelaide Institute of Hair & Beauty will need to verify the suitability of alternate workplaces regarding supervision arrangements, scope of work, safety and workplace conditions.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Credit transfer evidence requirements

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to Adelaide Institute of Hair & Beauty.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Adelaide Institute of Hair & Beauty scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Adelaide Institute of Hair & Beauty does not receive any funding when credit transfer is granted.

- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

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

- All agreed fees the student owes to Adelaide Institute of Hair & Beauty have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

Learner support services

During your enrolment, Adelaide Institute of Hair & Beauty will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Adelaide Institute of Hair & Beauty will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support.
- Studying and Learning Coaching.
- English as Second Language Tuition.
- Alternative Payment Plan.
- Counselling Support.
- Disability Access.
- Employment Services Referral.

Where specialist support services are recommended by Adelaide Institute of Hair & Beauty (such as Counselling Support for example), learners are advised that these services may incur additional cost by the service provider that is separate from the services provided by Adelaide Institute of Hair & Beauty. Learners should verify the cost of these services with the provider before proceeding with these specialist support services. Learners are also welcome and encouraged to use a services provider of your choosing. Services recommended by Adelaide Institute of Hair & Beauty are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support

needed to enable you to progress in your study and complete your chosen course. Adelaide Institute of Hair & Beauty is committed to our student's welfare both during and after hours of study. Your designated learner support officer is

Holly Mai

RTO Manager

08 8123 2303

managementvsl@aihb.net.au

Language, Literacy and Numeracy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Who requires LLN Assessment

The following guidelines are provided in guide which students making an enrolment must complete a mandatory LLN assessment:

- **International Students (onshore).** If you have completed a prior nationally recognised qualification in Australia at least to the level one below the qualification they are seeking to enter, LLN Assessment is not required. All other onshore international students that do not hold a qualification to this level must complete the LLN assessment as part of your enrolment.
- **International Students (offshore).** All offshore international students must complete the LLN assessment as part of your enrolment. Please note, IELTS assessment is not a substitute for LLN Assessment.

To support this approach, Adelaide Institute of Hair & Beauty will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Adelaide Institute of Hair & Beauty generally recommend the LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Adelaide Institute of Hair & Beauty and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints or appeals

Adelaide Institute of Hair & Beauty is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- www.aihb.net.au

Once you have completed the required form you are requested to submit this to the Administration Assistant either in hard copy or electronically via the following contact details:

- 251 Waymouth Street, ADELAIDE SA 5000
- adminvsl@aihb.net.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- 08 8123 2303

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Adelaide Institute of Hair & Beauty in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Adelaide Institute of Hair & Beauty within **28 days** of the learner being informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Adelaide Institute of Hair & Beauty applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Adelaide Institute of Hair & Beauty website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.

- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Adelaide Institute of Hair & Beauty including all details of lodgement, response and resolution. Adelaide Institute of Hair & Beauty will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Adelaide Institute of Hair & Beauty is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Adelaide Institute of Hair & Beauty will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Adelaide Institute of Hair & Beauty Chief Executive Officer considers that more than 60 calendar days are required to

process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Adelaide Institute of Hair & Beauty will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Adelaide Institute of Hair & Beauty and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- Adelaide Institute of Hair & Beauty shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Adelaide Institute of Hair & Beauty representative will disclose information to any person without the permission of Adelaide Institute of Hair & Beauty Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Adelaide Institute of Hair & Beauty to hear both sides of the matter before

making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Adelaide Institute of Hair & Beauty because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Adelaide Institute of Hair & Beauty also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Adelaide Institute of Hair & Beauty.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Adelaide Institute of Hair & Beauty to investigate the matter, then in these circumstances Adelaide Institute of Hair & Beauty reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Adelaide Institute of Hair & Beauty provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Adelaide Institute of Hair & Beauty to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review

by an independent person, the complainant or the person making an appeal should inform the Administration Assistant of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Adelaide Institute of Hair & Beauty Chief Executive Officer will advise of an appropriate party independent of Adelaide Institute of Hair & Beauty to review the complaint (and its subsequent handling) and provide advice to Adelaide Institute of Hair & Beauty in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Adelaide Institute of Hair & Beauty appoints or engages an appropriate independent person to review a complaint / appeal, the Adelaide Institute of Hair & Beauty will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Adelaide Institute of Hair & Beauty as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Adelaide Institute of Hair & Beauty and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline>

- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details:
<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

It is expected that the above agencies will investigate the persons concerns and contact the Adelaide Institute of Hair & Beauty for information. External agencies will typically request a copy of any record of how the complaint was handled. Adelaide Institute of Hair & Beauty will ensure that you are provided with a written response to use for this purpose.

The Adelaide Institute of Hair & Beauty will cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Adelaide Institute of Hair & Beauty considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Adelaide Institute of Hair & Beauty internal arrangements.

International students also may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The **Overseas Students Ombudsman** can consider matters relating to:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman. You can find more information at the following page:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

Critical Incidents

Adelaide Institute of Hair & Beauty is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Adelaide Institute of Hair & Beauty. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Adelaide Institute of Hair & Beauty; and
- Information which has the potential to negatively affect the reputation of Adelaide Institute of Hair & Beauty in the media and/or wider community.

Staff Responsibility

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible, the CEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The RTO Manager or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the RTO Manager or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The RTO Manager and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the RTO Manager as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Critical Incident Tasks and Responsibilities

The RTO Manager or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The RTO Manager should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any Adelaide Institute of Hair & Beauty campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed. The designated area is directly at the front door of the institute. When exiting out from the front door of the Institute, turn right off Waymouth Street and walk toward building Number 231 and wait at the front on the footpath. Please refer to image.



Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

Adelaide Institute of Hair & Beauty agrees to abide by the Work Health and Safety Act 2012 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the senior Adelaide Institute of Hair & Beauty representative.

Change of Address or Contact Details

Students **must** notify Adelaide Institute of Hair & Beauty of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Adelaide Institute of Hair & Beauty issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to RTO communication and is reported on PRISMS.

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

If a student requests termination of a principle course of study within the first six months, the student must apply for a letter of release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform Adelaide Institute of Hair & Beauty that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Learner who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by the Adelaide Institute of Hair & Beauty, the learner's enrolment may be terminated in absentia. This action may only be taken where the Adelaide Institute of Hair & Beauty has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Administration Assistant if the learner makes contact.

International students who are not contactable or not responding to communication will be reported on PRISMS as required under Section 19 ESOS Act as not complying with visa conditions.

Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at Adelaide Institute of Hair & Beauty are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

Adelaide Institute of Hair & Beauty may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The RTO will inform the student of its intent to suspend or cancel their enrolment and advise of their right to appeal the decision through its internal

appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Adelaide Institute of Hair & Beauty must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Adelaide Institute of Hair & Beauty must report the student to DHA via PRISMS, as not complying with visa conditions.

Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Adelaide Institute of Hair & Beauty will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by Adelaide Institute of Hair & Beauty including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the RTO's complaints and appeals process within 20 working days if they want a review of the decision

Applications for transfer from Adelaide Institute of Hair & Beauty will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.

- The student must then make an appointment to meet with the RTO Manager to discuss the transfer request
- The RTO Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the RTO Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on RTO Data with required future actions.
- In all cases, students who have not had their termination request approved may access Adelaide Institute of Hair & Beauty's complaints and appeals process within 20 days
- Evidence will be retained on the student file.

Extension of Student Study

Adelaide Institute of Hair & Beauty will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where Adelaide Institute of Hair & Beauty has not been able to offer a pre-requisite unit of competency)
- Adelaide Institute of Hair & Beauty is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- Adelaide Institute of Hair & Beauty approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, Adelaide Institute of Hair & Beauty records this variation and the reasons on the student file and RTO Data. Adelaide Institute of Hair & Beauty will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Adelaide Institute of Hair & Beauty specified in the student CoE will not exceed the CRICOS registered course duration.

Reduction of Student Study

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Adelaide Institute of Hair & Beauty will notify this early course completion via PRISMS.

Holidays and Leave

Adelaide Institute of Hair & Beauty has timetabled in suitable holidays for students undertaking courses so students are not permitted to have additional holidays. Adelaide Institute of Hair & Beauty closes on all official Federal and state Public Holidays.

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;

- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies:
- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and the website and must be completed with supporting documentation attached to set an appointment with the RTO Manager. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify Adelaide Institute of Hair & Beauty as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Adelaide Institute of Hair & Beauty records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. Adelaide Institute of Hair & Beauty maintains copies of medical certificates in the student file.

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Adelaide Institute of Hair & Beauty from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider (Medibank or BUPA) office.

Students must make an appointment with the Student Services Support Officer if there are any problems with OSHC.

Living in Australia

Cost of Living

Based on living in Adelaide in 2023 as a **single** using Homestay accommodation, public transport, eating out 5 times per week with moderate food and entertainment costs, your cost of living in Adelaide is estimated at \$676 per week with the following breakdown:

- Accommodation - \$370
- Transport - \$29
- Food - \$184
- Personal - \$38
- Clothing - \$20
- Entertainment - \$35

You can estimate your own cost of living based on your own preferences at the following website: <https://costofliving.studyaustralia.gov.au/>

Working in Australia

On a student visa, students are permitted to work up to 48 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor. To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

- Go to www.ato.gov.au and apply online
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 2861 to make an appointment

Or you can visit: Australian Taxation Office (ATO), Ground Floor, 132-136 Henley Beach Road, Torrensville SA 5031

NB: International students will need their passport and visa number and an Australian address to apply for a TFN.

Working in Australia can be a great way to experience the local culture and connect with the community. International students have the same workplace rights and protections as anyone else working in Australia. Here's what you need to know before starting to work in Australia:

- You must be paid at least the minimum wage
- You must pay tax on your income

- You must receive a pay slip
- You have the right to be safe at work and treated fairly, equally and with dignity
- Casual work means you don't have a fixed number of hours every week.

If you think you are not being treated fairly at work, talk to your boss or contact the Fair Work Ombudsman for help. There is free advice in multiple languages for anyone working in Australia. Phone - 13 13 94 or Online - www.fairwork.gov.au. Download the [work ready fact sheet](#) to learn about your rights at work and help you prepare for working in Australia.

Schooling for dependents

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in South Australian government, independent and private schools every year. SA government schools are recognised for their excellent quality education programs.

You will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in, expect fees of around AUD \$8,296 to AUD \$17,000 per year, per child.

You can choose from a wide range of schools close to where you will be living. The SA government provides:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers

- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

Public Schools:

<https://www.education.sa.gov.au/parents-and-families/enrol-school-or-preschool>

International Student Program:

<https://www.internationalstudents.sa.edu.au/en/>

Further information about living in Australia is available at the Department of Immigration and Border Protection: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

The Department also published The *Life in Australia* book. This publication is filled with helpful information and is recommended reading. The booklet is available online at: https://immi.homeaffairs.gov.au/support-subsite/files/life-in-australia/lia_english_full.pdf

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Your safety

Adelaide Institute of Hair & Beauty has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some considerations to stay safe:

Home Safety

The home or your accommodation is usually a safe place but there are some considerations that you should apply to ensure that you are safe whilst resting at home:

- Check your home has working smoke alarms (these are compulsory by law)
- Change the batteries in smoke alarms when daylight saving time starts and ends
- Don't leave doors or windows unlocked
- Take out insurance to cover your belongings against theft and damage and keep records of model numbers (take photos)
- Have your name and phone number engraved on valuable items like laptops

Street Safety

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Adelaide is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer. Apply the following considerations when out on the street:

- Keep alert and walk with confidence
- At night where possible, walk with friends and keep to well-lit areas
- If you regularly walk alone, vary your route and carry a personal alarm
- Let someone know where you're going and when to expect you back
- Always have your keys ready as you approach your car or home
- Check public transport timetables to minimise waiting time
- Sit near the driver on buses, trains and trams
- Keep car doors locked when driving and keep valuables out of view
- Minimise the amount of cash you carry and don't use ATMs in dark or isolated locations
- Do not consume alcohol in public places and do not drink and drive.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc. are not allowed by Australian law and

you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

Data Safety

Cyber security and personal data security is important whilst living in Australia. The following are some simple steps that you can apply to ensure that you are data safe:

- Ensure your PINs and passwords are secure
- Beware of scams and don't give your details to strangers
- Be cautious with emails asking for financial information; be confident they're real before clicking any links
- Keep your mobile phone out of sight and locked with a PIN when not in use
- Keep up-to-date with the latest scams at [Scamwatch](#)

Beach Safety

The beach is one of Australia's most recognisable and enjoyable features. Here's how to enjoy a day at the beach safely and help prevent accidents or injuries. If you get into trouble, save your energy by floating on your back. Try and stay calm. This will ensure you have the energy to stay afloat until help arrives.

Lifeguards and lifesavers are trained to supervise beachgoers. They provide advice about beach conditions. You should note what uniform the lifesaving service at your beach is wearing. This will help you know who to look for in an emergency.

Every beach has permanent and occasional hazards that you will need to look out for. Lifesaving services use safety flags to help show these hazards. The flags also show you safe areas to swim in. A good rule is: NO FLAGS = NO SWIM.

The following are good rules to follow at the beach:

- Be aware of your swimming ability

- Never swim alone
- Swim at patrolled beaches and swim between the red and yellow flags
- Be aware of currents and powerful tides and rips
- Don't swim under the influence of alcohol or drugs
- Always check the depth of the water and never dive into the water
- Follow the direction of the Lifeguard or beach patrol

The following are some common flags used at the beach in Australia:

	A red and yellow flag tells you to swim between the flags. They show the supervised area of the beach. This means that lifeguards are watching that area. If there are no red and yellow flags it means, there is no supervision. Check with the lifeguards and if you are unsure don't go into the water.
	A red flag means that the beach is closed. There is no swimming, and you shouldn't enter the water.
	Yellow flag means that caution is required. You should be careful as there are hazards in the water. A yellow warning sign should be displayed nearby showing what the hazard is e.g. large waves or jelly fish.
	Black and white check flag shows where board riding and surfing is not allowed.

Sourced from: <https://www.healthdirect.gov.au/beach-safety>

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Adelaide Institute of Hair & Beauty Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

Banking hours:

Monday to Thursday 9:30am to 4:00pm

Friday 9:30am to 5:00pm

Health Services

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Adelaide Institute of Hair & Beauty, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency situation.

Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

Transport

Bus Train Tram Information Line

PH: 1300 311 108



<https://www.adelaidemetro.com.au/>

Adelaide Metro is Adelaide's public transport system, comprising buses, trains and trams. International students studying full time in South Australia are entitled to a concession fare for travel on tram, train and bus services. Single and daily tickets are available, as well as the rechargeable electronic metroCARD. You can buy or recharge a metroCARD [at many locations across Adelaide](#) or [order a metroCARD online](#) and will be posted to you. Students travelling with metroCARD must always carry their student ID card on-board.

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance / Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Support: Legal Services Commission SA helps people with their legal problems. Help over the phone Call Legal Services Commission SA to get started. Law Handbook (Find information here) Factsheets and resources are available to help you with your problem. Free face-to-face advice provided on most legal issues	1300 366 424
Lifeline Crisis Support	13 11 14
Beyond Blue – anxiety and depression	1300 22 4636
Health direct https://www.healthdirect.gov.au/australian-health-services	1800 022 222
Public hospitals with an emergency department: Royal Adelaide Hospital Flinders Medical Centre - Emergency Department The Queen Elizabeth Hospital - Emergency Department Women's and Children's Hospital - Emergency Department	(08) 7074 0000 (08) 8204 6065 (08) 8222 6000 (08) 8161 7044

Public Transport Information Line	1300 311 108
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis	
Yellow Cab Co.	132 227
Suburban Taxi	131 008

Consulates: To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'

What to do in Adelaide

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. Adelaide is a major centre for commerce, education, health care, research, and technology. There are plenty of things to do in Adelaide for students, from exploring the city's stunning architecture and neighbourhoods to taking a walk on the beach or enjoying a day at the zoo. For information on what to do and what's happening in and around Adelaide refer to the following:

Websites <https://whatsoninadelaide.net.au/>

<https://southaustralia.com/destinations/adelaide/what-s-on>

Ticketek – For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

<https://premier.ticketek.com.au/>

Daily Newspapers

The Advertiser: www.adelaidenow.com.au

The Guardian: www.theguardian.com/australia-news/adelaide

InDaily: <https://indaily.com.au/>

Free publications

SALIFE digital magazine – <https://salife.com.au/>

The Adelaide Review – <https://www.adelaidereview.com.au/>

Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website.

Event Cinemas: www.eventcinemas.com.au

Hoyts Cinemas: <https://www.hoyts.com.au/>

Sightseeing

The following is a list of some of the most popular sightseeing destinations in Adelaide.

Adelaide Zoo	www.adelaidezoo.com.au
Roofclimb Adelaide Oval	www.roofclimb.com.au
Adelaide Botanic Garden	www.botanicgardens.sa.gov.au
Treeclimb Adelaide	www.treeclimb.com.au
Rundle Mall	www.rundlemall.com
MOD	www.mod.org.au
Art Gallery of South Australia	www.agsa.sa.gov.au
Adelaide Festival Plaza	www.theadelaideriverbank.com.au

Homestay

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinnertime of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes
- Keep your bedroom clean
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Homestay Cancellation Policy

If a student chooses to terminate their Homestay, 2 weeks' notice is required or 2 weeks' cancellation fee is charged. Homestay terms finish on the Saturday at the end of Adelaide Institute of Hair & Beauty term.

Extension Placement Fee

Students must pay an extension placement fee if an accommodation booking is extended in the same Homestay location. The fee is 25% of the original accommodation placement fee.

Second Placement Fee

Students must pay a second placement fee if a second accommodation booking is requested. The fee is 50% of the original accommodation placement fee. A second fee applies if:

- Students want to extend their booking and the same accommodation is not available
- Students choose to change accommodation and request Adelaide Institute of Hair & Beauty to find other accommodation

Legislative and Regulatory Responsibilities

Adelaide Institute of Hair & Beauty is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Adelaide Institute of Hair & Beauty has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Adelaide Institute of Hair & Beauty.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and

- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework

- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Education Services for Overseas Students Act 2000

ESOS legislation makes sure training providers meet nationally consistent standards in education delivery, facilities and services, and provides tuition fee protection for international students.

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program. Breaches are treated seriously, and the penalties can be significant.

The Department of Education has released a factsheet for international students containing important information about their rights and responsibilities while studying in Australia.

<https://www.education.gov.au/download/3053/international-students-factsheet/30186/document/pdf>