



International Student Information Handbook 2020 - 2021

Table of Contents

WELCOME	3
CONTACT DETAILS	3
CODE OF PRACTICE	3
CAMPUS FACILITIES AND RESOURCES INFORMATION.....	4
POLICIES & PROCEDURES	14
Enrolment	14
Refund Policy.....	15
Services & Support	19
Change of Enrolment	21
Deferral, Suspension, or Cancellation of Enrolment	22
Transfer to another provider.....	22
Complaints and Appeals	23
Student Visa Conditions.....	24
Maintaining Enrolment	25
Updating Contact Details	25
Course Attendance.....	25
Course Progress.....	26
Work.....	27
Recognition of Prior Learning/Recognition of Qualifications Issued by Other RTOs	28
Issue Certificates	29
USI	29
PLAGIARISM	29
CONDUCT ASSESSMENT	30
REASSESSMENT PROCEDURE	31
ASSESSMENT APPEAL PROCESS.....	32
YOUR RESPONSIBILITY AS A LEARNER	32
YOUR TRAINER'S RESPONSIBILITIES.....	32
PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT	33
CHANGES	34
DEALING WITH PROBLEMS.....	34
Schedule of Fees.....	35
OVERSEAS STUDENT HEALTH COVER (OSHC)	35
LEGISLATION AND POLICIES.....	36

WELCOME

Our Training Organisation delivers a range of different courses to people who wish to qualify for further education. Our Trainer and assessors are highly qualified and have extensive experience. We are here to support our students throughout the training programs, and we hope you have an enjoyable learning experience. In this handbook, you will find information about our training organisations policies and procedures together with forms and documents that you may have to refer to. We hope that your time with our training organisation is a memorable and productive learning experience.

CONTACT DETAILS

College name: National Institute of Education and Technology

Email: info@niet.edu.au

Website: www.niet.edu.au

Address 1: 8 Clunies Ross Court, Eight Mile Plains, QLD (Brisbane Campus)

Opening hours: Monday - Friday, 9:00am – 5:00pm

Telephone: 07 3117 1772 (local) + 61 7 3117 1772 (International)

Address 2: Level 4, 2 Kirksway Place, Hobart, TAS (Hobart Campus)

Opening hours: Monday - Sunday, 9:00am – 5:00pm

Telephone: 03 6281 0009 (local) + 61 3 6281 0009 (International)

CODE OF PRACTICE

NIET undertakes to maintain quality training and to uphold the highest ethical standards. Our training organisation at all times act with integrity in dealings with all clients and members of the community. We shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant.

NIET will ensure:

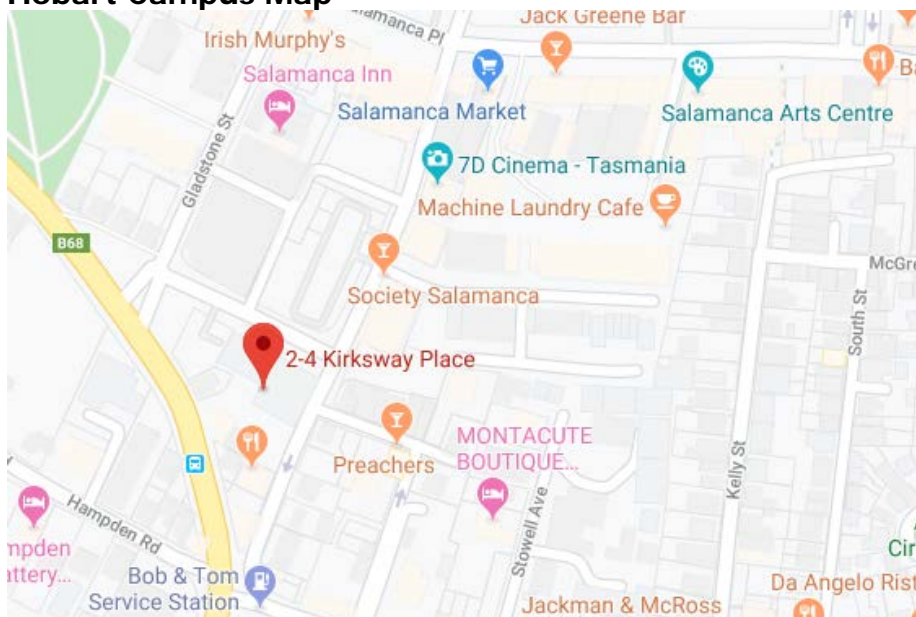
- Compliance
- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The support of adequate records and security of all current and archival records
- The accuracy of marketing and promotional advertising materials
- Client access to their records upon request
- The maintenance and continual improvement

CAMPUS FACILITIES AND RESOURCES INFORMATION

Brisbane Campus Map



Hobart Campus Map



Evacuation and Emergency Processes / Procedures

In the event of a fire or another emergency, please do the following:

1. Follow instructions immediately given by the appropriate NIET personnel.
2. Evacuate the building immediately leaving in an orderly manner and do not delay to take belongings.

Emergency Evacuation maps are in all classrooms.

3. Assemble at the designated assembly point.
4. Wait for further instructions from NIET personnel or emergency services personnel.

International Student 24-Hour Emergency Contact

International Phone: +61 420 835 520

Facilities and Resources

NIET's facilities and resources are all designed to make your time with us as productive and enjoyable as possible. These resources include:

- Free wireless internet access over the entire campus
- Internet-connected computers in each classroom and study lounge
- Tea/break room with refrigerator, microwave, and sink
- Study lounge/student room with library and computers
- Male and female toilets

The ESOS Framework

As an international student studying away from your home country, it is essential that you understand your rights and responsibilities are, under the ESOS framework (<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>).

The Education Services for Overseas Students (ESOS) framework comprises the laws that protect international students during their studies in Australia.

Please visit the Australian Government Department of Education and Training (DET) website if you wish to find out more on international education page at www.internationaleducation.gov.au. You are also able to download a fact sheet on the ESOS framework at <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

Living in Brisbane

The cost of living is cheaper in Brisbane than other major Australian cities. However, it is still high when compared with different global standards (Brisbane was ranked the 21st most expensive city in the world in 2014 by the Economist Intelligence Unit).

Within Brisbane, the cost of living can vary quite significantly depending on things like where you choose to live as in the suburbs closer to the city centre tend to be more expensive. Also, a consideration is needed regarding the type of accommodation you want to live in, e.g. a

room in a share house will typically be cheaper than renting a unit, or townhouse or whole house. You need to decide how you will get around, e.g. public transport which is more affordable or running your car, depending on where you live; and where you shop or eat buying your food from farmers' markets or supermarkets will be cheaper than frequently eating at restaurants.

Here are some links may helpful to check the weather and surrounding areas to visit.

BRISBANE WEATHER

<http://www.bom.gov.au/qld/forecasts/brisbane.shtml>

<http://www.weatherzone.com.au/qld/brisbane/brisbane>

Surrounding areas to visit

GOLD COAST

<http://www.visitgoldcoast.com/>

https://www.tripadvisor.com.au/Attractions-g255337-Activities-Gold_Coast_Queensland.html

<http://www.goldcoast.qld.gov.au/default.html>

SUNSHINE COAST

<https://www.visitsunshinecoast.com/>

https://www.tripadvisor.com.au/Attractions-g1132645-Activities-Sunshine_Coast_Queensland.html

<https://www.youtube.com/c/visitsunshinecoastaustralia>

Living cost in Brisbane

Item	Cost per week	Notes/further information
Accommodation	-Hostels and Guesthouses - \$90 to \$150 per week -Shared Rental - \$95 to \$215 per week -Homestay - \$235 to \$325 per week -Rental - \$185 to \$440 per week	www.realestate.com.au – Houses and apartments for rent; www.gumtree.com.au – Rooms for rent; www.housemates.com.au – Rooms for rent; www.rta.qld.gov.au/ – Tenancy information

Public Transport	\$30 to \$60 per week	<p>www.translink.com.au – Public transport fare information and journey planning;</p> <p>www.citycycle.com.au – Bicycle share scheme;</p> <p>https://www.uber.com/en-AU/ - Car share scheme;</p> <p>www.blackandwhitecabs.com.au;</p> <p>www.yellowcab.com.au – Taxi companies</p> <p>Cars and Fuel Varies greatly</p> <p>http://fuelprices.racq.com.au/fairfuelprices/Default.aspx - Fuel price information;</p> <p>www.carsales.com.au – Used cars for sale;</p> <p>www.redbook.com.au – Car values and pricing information</p>
------------------	-----------------------	---

Item	Cost per week	Notes/further information
Groceries and eating out	\$140 to \$280 per week	<p>www.coles.com.au; www.woolworths.com.au;</p> <p>www.aldi.com.au; www.iga.com.au – Major supermarkets;</p> <p>Google “Brisbane farmers’ markets” for farmers’ market locations;</p> <p>www.urbanspoon.com – Restaurant information and reviews</p>
Overseas Student Health	Cover \$10+ for a single student	https://oshcaustralia.com.au/en - OSHC comparison service
Phone and Internet	\$15 to \$30 per week	<p>http://www.whistleout.com.au/MobilePhones - Mobile phone comparison service;</p> <p>http://bc.whirlpool.net.au/ - Broadband internet comparison service</p>

Living in Hobart

Hobart is a city rich in history and culture. As the second-oldest capital city in Australia after Sydney, Hobart has a wealth of landmarks and activities that perfectly blend modern living with heritage beauty, resulting in a must-visit location for everyone around the world.

Hobart is one of the few locations in Australia with four distinct seasons. Enjoy the beach during the warm Summers, marvel at the red and yellow hues of Autumn, experience the spectacular snow-capped Mount Wellington during Winter and watch the land’s rebirth during the wetter Spring.

Savour international dining in Elizabeth Street, North Hobart, with an array of cuisine from around the world. Have a tour around the historic European houses at Battery Point – where our campus is located – in “Hobart Town”. A drive around Mount Wellington or any of Hobart’s other heritage locations is a fantastic way to spend a day.

As one of Lonely Planet’s top 10 locations to visit, Hobart offers a unique living experience to all who come to visit. Studying with NIET will give you the opportunity to enjoy all the opportunities Tasmania offers to their fullest.

HOBART WEATHER

<http://www.bom.gov.au/tas/forecasts/hobart.shtml>
<https://www.weatherzone.com.au/tas/lower-derwent/hobart>
 Surrounding areas to visit

TASMAN PENINSULA

<https://www.australia.com/en/places/hobart-and-surrounds/guide-to-the-tasman-peninsula.html>
<https://www.discovertasmania.com.au/about/articles/tasman-peninsula>
<https://tasmania.com/points-of-interest/tasman-peninsula/>

DERWENT VALLET

<https://derwentvalleytasmania.org.au/>
<https://tasmania.com/itineraries/derwent-valley-day-drive/>
<http://www.visithobartaustralia.com.au/derwent-valley.html>

Living cost in Hobart

Below is a table that indicates a summary of living costs. (Reference from <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>)

Item	Cost week per	Notes/further information

<p>Accommodation</p>	<p>-Hostels and Guesthouses - \$90 to \$150 per week -Shared Rental - \$95 to \$215 per week -Homestay - \$235 to \$325 per week -Rental - \$185 to \$440 per week</p>	<p>www.realestate.com.au – Houses and apartments for rent; www.gumtree.com.au – Rooms for rent; www.housemates.com.au – Rooms for rent; www.cbos.tas.gov.au/topics/housing/renting/beginning-tenancy/leases – Tenancy information</p>
<p>Public Transport</p>	<p>\$30 to \$60 per week</p>	<p>www.metrotas.com.au/ – Public transport fare information and journey planning; tasbicyclecouncil.org.au/ – Tasmanian Bicycle Council; https://www.uber.com/en-AU/ - Car share scheme: https://book.13cabs.com.au/ – Taxi company http://fuelprices.racq.com.au/fairfuelprices/Default.aspx - Fuel price information; www.carsales.com.au – Used cars for sale; www.redbook.com.au – Car values and pricing information</p>

Item	Cost per week	Notes/further information
<p>Groceries and eating out</p>	<p>\$140 to \$280 per week</p>	<p>www.coles.com.au; www.woolworths.com.au; www.aldi.com.au; www.iga.com.au – Major supermarkets; farmgatemarket.com.au/ - Farmers' market locations; www.zomato.com/ncr – Restaurant information and reviews</p>
<p>Overseas Student Health</p>	<p>Cover \$10+ for a single student</p>	<p>https://oshcaustralia.com.au/en - OSHC comparison service</p>

Phone and Internet	\$15 to \$30 per week	http://www.whistleout.com.au/MobilePhones - Mobile phone comparison service; http://bc.whirlpool.net.au/ - Broadband internet comparison service

Please visit our website for the most up to date information www.niet.edu.au

You and your family

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website <https://immi.homeaffairs.gov.au/home>). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

If you are bringing school-aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across schools. See <https://schoolsdirectory.eq.edu.au/> for information on

Queensland public schools. See <http://www.privateschoolsguide.com/Brisbane-Private-Schools> or individual school websites for information on private schools.

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.
2. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

Library in Brisbane Campus

The Garden City Library is located in the Garden City Shopping Centre at Upper Mt Gravatt.

Location	Garden City Shopping Centre, Corner Logan and Kessels Road, Upper Mt Gravatt
Phone number	07 3403 7745
Normal hours:	Closed on public holidays Monday, Tuesday, Wednesday and Friday: 9am-5.30pm
Opening hours	Thursday: 9am-8pm Saturday: 9am-4pm Sunday: 10am-4pm

Library in Hobart Campus

Location 1st Floor, 91 Murray Street, Hobart, Tasmania 7000
Phone number 03 6165 5597

Normal hours: Closed Sundays & public holidays
Monday, Tuesday, Wednesday and Thursday: 9:30am-6.00pm

Opening hours
Friday: 9:30am-7pm
Saturday: 9:30am-2pm

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a convenient way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the college/institute/school you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend. Please contact us if you are unsure of any advice you have been given by an agent.

Students can enrol directly to the college/institute/school with no agent.

- Students onshore are eligible to apply for a student visa before the visa they have entered on expires. For more details contact DHA.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Pre arrival information

Things to do before Leaving Home:

- Apply for passport
- Arrange your student visa
- Make contact with college/institute/school
- Complete required forms with college/institute/school
- Make payments to the college/institute/school
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise the college/institute/school of your travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - o Name and contact details of a college/institute/school representative
 - o Enough currency for taxis, buses, phone calls etc. in the event of an emergency

o Important documents:

- THIS HANDBOOK!
- Passport
- Letter of Offer & Agreement
- Confirmation of Enrolment (eCoe)
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, driver's licence, birth certificate (or copy)
- Receipts of payments made to the college/institute/school
- Medical records and / or prescriptions.

On arrival information

What to bring and what to do

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

For further information visit the Australian Customs website:

<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview>

Individuals and Travellers

Visit the following hyperlinks for more information:

- Visiting Australia <https://www.australia.com/en-us>
- Bringing Items into Australia / Entering or Leaving Australia
<https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>
- Moving to Australia <https://www.abf.gov.au/entering-and-leaving-australia/moving-to-australia>
- Visa support <https://immi.homeaffairs.gov.au/help-support/contact-us>
- Importing or buying from overseas <https://www.abf.gov.au/home>
- Studying in Australia <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- Working in Australia <https://immi.homeaffairs.gov.au/visas/working-in-australia>
- Visas <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>
- Check your visa and work entitlements (VEVO)
<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact college/institute/school
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at college/institute/school (compulsory)
- Advise college/institute/school of your Australian address, phone and email
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number (if seeking work)
- Get involved in student life and associations

POLICIES & PROCEDURES

Enrolment

NIET will recruit students ethically and responsibly while providing information that enables students to make informed decisions about studying with us, before enrolment.

Students are provided with the student handbook and course information before enrolment to enable them to make informed decisions about their studies with NIET.

The student's application will be assessed against NIET's entry requirements for their intended course. Only students that meet the entry criteria will be accepted.

NIET offers advice to the students about the training product appropriate to meeting students' needs, taking into account the students' existing skills and competencies.

If the student's application is accepted, the student will be sent an offer letter and tax invoice. If the application is rejected, students will be assigned written notice as to why within 14 days. Offer may be denied if the student does not meet the course entry requirements or there are no places available on the course.

All supplied documentation provided by students will be digitised and uploaded to the NIET's student management system.

Students must accept their offer by signing the Accept an Offer form and returning it to NIET before a CoE can be issued.

Upon receipt of the signed Accept an Offer form and payment of any fees due, NIET will send student confirmation information regarding the commencement of their course.

Refund Policy

Visa

- A) If your initial application for a visa is rejected, we will refund your tuition fees, less an administration fee of AU\$250 and an enrolment fee of AU\$200 (total AU\$450) after National Institute of Education and Technology has received your letter of visa rejection.
- B) If your initial application for a visa is rejected after commencement of education/Training, a refund of unused fees will be applied. Refer to heading Formal Course below.
- C) The terms of this policy with regard to withdrawal from study, also apply if:
 - i) You are granted Permanent Resident status during your formal studies
 - ii) If National Institute of Education and Technology excludes you from continuing your formal studies
 - iii) Your application for a visa extension is rejected or your existing visa is cancelled by the Department of Home Affairs.

Same refund policy also applies to students who hold other visas.

NIET Course

- A) Withdrawal prior to acceptance of offer, full tuition fee will be refunded less an administration fee of \$250.
- B) If you have a student visa and withdraw from your formal course for any reason, excluding initial visa rejection:
 - i) More than 10 weeks before commencement, we will refund the first Study Period of your tuition fees, less an administration charge of \$800. If you have paid in advance any tuition fees for subsequent Study Periods, we will refund these tuition fees in full.
 - ii) More than 4 weeks and up to 10 weeks before commencement, we will refund 70% of the first Study Period of your tuition fees, less an administration charge of \$800. If you have paid in advance any tuition fees for subsequent Study Periods, we will refund these tuition fees in full.

iii) 4 weeks or less before commencement, we will refund 40% of the first Study Period of your tuition fees, less an administration charge of \$800. If you have paid in advance any tuition fees for subsequent Study Periods, we will refund these tuition fees in full.

v) After the course commencement we will not refund the current Study Period tuition fees.

(*Note: Unless otherwise stated “Study Period” is taken to mean one quarter of one year.)

C) All enrolments are accepted, subject to minimum numbers in a course. If National Institute of Education and Technology is unable to deliver the course because of a lack of numbers, all fees, including the enrolment fee, will be refunded.

D) Provider cancels/Withdraws student due to student defaults as follows:

- Student failure to pay an amount due to NIET
- Student breached a condition of their visa
- Grave misconduct by the student

No refund of course fee paid fee for the term which includes the cancellation or withdrawal date. Any course fees paid for subsequent terms will be refunded less \$800 of administration charge.

Conditional Offers

It is your responsibility to provide National Institute of Education and Technology with evidence that you have satisfied the conditions of entry to your course as stated in the Letter of Offer, before that course begins.

Penalties may apply if you fail to satisfy these conditions of entry or if you fail to advise National Institute of Education and Technology and subsequently have to withdraw from your conditional offer.

Refunds and the Tuition Protection Service

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

- complete their studies in another course or with another education provider, or
- receive a refund of their unspent tuition fees

Australia has a well-established international education sector with over 1200 education providers delivering high quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened

protection for international students through the introduction of the Tuition Protection Service (TPS).

Source: <https://tps.gov.au/StaticContent/Get/StudentOverview>

Payment of Refunds

A) All requests for refunds or credit transfers are subject to approval by the Student Administration Manager.

B) All requests for refund of any monies must be made in writing to the Student Administration Manager.

C) Approved refunds may be transferred to another institution or sent to your home country as requested.

D) Where National Institute of Education and Technology is unable to deliver the course which the student has enrolled, the full amount of fees paid will be refunded.

E) You can apply for a refund at any time but must allow enough time to National Institute of Education and Technology to process your application. National Institute of Education and Technology will approve/reject the request for refund within 4 weeks after receiving the written request and will notify you within 2 weeks after the decision was made.

F) Payment of refunds will be returned to the person entered into the contract (signed Student Refund Agreement), unless notified in writing by this person, within 4 weeks after the decision is made, in the currency that fees were originally paid.

G) Refunds may include fees paid by the student for:

Tuition

Oversees student health cover, and any other fees paid in advance for non-issued portions of training materials, field trips, uniforms, etc.

Note:

Fees do not include the cost of accommodation or meals, individual textbooks, stationery, uniforms, materials, tools or other individual items of equipment necessary for the course previously issued or utilised unless otherwise indicated.

Structure and duration of National Institute of Education and Technology courses are subject to change. Course fees reflect the content of the course and the award, not the duration; therefore, there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course. Tuition fees may be reduced, or refunds may be granted if you are granted sufficient credits or exemptions.

Fast Tracking

If you 'fast track' and complete your course in a shorter time than that specified in your Letter of Offer, you are not entitled to any refund of tuition fees. If you have not paid your total tuition fees you will not be eligible to graduate.

Payment of Fees

Students will not be allowed to commence studies until all applicable fees are paid. This includes tuition fees, Overseas Student Health Cover, enrolment fees and administration charges associated with this offer as well as any previous offers you have had with NIET.

Shared Information

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Australian Skills Quality Authority, Overseas Student Tuition Fund Manager in Tuition Protection Service department. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.

National Institute of Education and Technology uses students' personal information (such as name, address, attendance records and results) for general student administration as well as for planning, communication, research, evaluation and marketing activities undertaken by NIET. Only authorised departmental officers have access to this information. Your personal information may be disclosed to Commonwealth and Government Agencies.

It is your obligation to notify NIET of a change of address and contact details whilst enrolled in the course.

Payment is regarded as acceptance of the terms and conditions of this offer.

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

Students should read this agreement and agree to the terms and conditions. Students should accept this offer and pay fees.

The terms and conditions of this agreement should be explained in full.

Services & Support

The following support will be available to learners:

Language, Literacy and numeracy support

A formal entry test may be provided to students to identify these difficulties. Once the gap has been defined, we could offer sessions for our students:

- One-one individual lesson
- Small group lesson
- Discussion lesson
- Consultation and mentoring session

Online delivery support

Students are given a password-protected login to our learning platform. The website provides students with study materials, assessments, online email support, Skype, online chatroom and forum discussion. Telephone support and technology consultation are also available for students.

Study skills support

This program helps students to manage their time and plan their schedule. Academic writing skills and research skills are also included. Students also learn note-taking skills in this program.

Our training organisation caters to diverse student/ candidate learning needs and aims to identify and respond to the learning needs of all students/ candidates. Student/ candidates are encouraged to express their views about their learning needs at all stages of their learning experience from the initial induction and enrolment stage. Our organisation will assist all student/ candidates who enrol in their effort to complete our Training and Assessment programmes. If a student/ candidate is experiencing any difficulties with their studies, we would recommend that the student/ candidate should seek assistance from a Mentor or Tutoring staff. An intervention strategy is required to implement.

Counselling/ personal support

- Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

Mental health support

- headspace.org.au (Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.)

- Mindhealthconnect.org.au (Launched as part of Australian Government's National E-Mental Health Strategy, this site is a trusted source to identify issues regarding mental health care and initial steps to find relevant support and resources to meet mental health needs.

For students considered to be "at risk", the following processes will apply:

- Identify particular requirements (such as literacy or English language) learners would need to complete this course
- Developing strategies to make support available where gaps are identified
- Students can obtain individual support with LLN, assistive technology, additional tutorial and other mechanisms, such as assist in using technology for online delivery components
- Students would be placed on an intervention strategy after meeting with the Campus Manager

Personal Safety

We take you /your child's safety seriously, so we strongly advise you to read all of the links below to be very well informed on all aspects of your safety prior to coming to Australia. The links below also cover health insurance and other useful information for you to reference.

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

If you have any difficulty assessing these links please advise the College to enable us to assist you.

For more information on this please visit:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

SUN AND WATER SAFETY

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>

<http://www.goldcoast.qld.gov.au/thegoldcoast/beach-water-safety-3240.html>

FIRE SAFETY:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire>

EMERGENCY INFORMATION:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies>

PERSONAL SAFETY:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

If you are planning to travel during your holiday breaks please ensure you are aware of any possible health risks for that area.

Australia is quite a safe country by world standards, but as with anywhere, there is still some crime.

To maximise your safety, consider the following, particularly at night:

- walking, jogging or cycling with a friend or dog
- varying your routes
- knowing where you are going
- choosing well-lit favourite roads and paths, or stay where you are visible to other people facing oncoming traffic, so a car cannot pull-up unnoticed
- carrying identification, a mobile phone, phone card, or change for a public telephone that wearing headphones while out and about can make you less alert to your surroundings
- maintaining a streetwise appearance, be confident in your body language
- walking without lingering or sauntering with your head down
- carrying your bag securely and talking to people in a confident manner
- teaching yourself to look people in the eye
- trusting your instincts – if you are feeling unsafe, threatened or nervous, do
- not ignore it
- building your safety habits based on your sense of comfort and security
- if travelling at night on public transport, keep your phone, laptop and other expensive items hidden, or use them discreetly so as not to attract unwanted attention

Student Behaviour

As part of your study experience, the student is required to meet specific standards of behaviour and to ensure that your educational experience at NIET is both safe and successful, as outlined in our Code of Conduct.

The behaviour required of students boils down to two things: respect for others (treat others as you wish to be treated), and common sense.

If you do not abide by the student code of conduct, your enrolment may be suspended or cancelled. For international students, this may affect your student visa. Refer to the NIET website www.niet.edu.au.

Change of Enrolment

Change of enrolment will not typically be considered after the course has commenced unless there is a compelling reason for the change. The shift in enrolments may occur if the Registrar agrees on the benefit of the change and it does not disrupt other students/ candidates and the course structure. Refunds may only be made as a result of a change of enrolment subject to our refund policy.

Deferral, Suspension, or Cancellation of Enrolment

Deferral of the commencement of studies, or the suspension of studies underway, may only be approved by NIET on compassionate or compelling grounds. All applications for the deferral or suspension of studies must provide supporting documents in English. Applications may require up to 7 working days to be processed. NIET may also choose to defer or temporarily suspend the enrolment of a student due to student misbehaviour.

Compassionate or compelling circumstances are those beyond the control of the student which affect the student's course progress or well being. This could include, but is not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to study
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster and this has impacted on the student's studies

A traumatic experience, which could include:

- Involvement in or witnessing a severe accident
- Witnessing or being the victim of a serious crime that has negatively impacted the student especially in these cases where they need to be supported by police or psychologists' reports
- Where the registered provider was unable to offer a pre-requisite unit

If your studies are cancelled, you will cease to be a student of NIET. Cancellation can happen before or after your course start date.

Once you have confirmed your enrolment, your studies may be cancelled by NIET if you:

- fail to meet the course progress or attendance requirements
- breach the student code of conduct
- fail to pay your fees on time

You can also request for your enrolment to be cancelled if you wish to leave Australia, or want to remain in Australia but no longer wish to study with NIET. If you're going to transfer to another provider, your request for cancellation may or may not be approved depending on your circumstances.

If you are an international student, suspending or cancelling your studies may affect your student visa.

Transfer to another provider

If you wish to leave NIET and study with another provider, you **must** request a release **if you have studied less than six (6) months of your main course**. If you are enrolled in more

than one course, your primary course is typically the highest-level and most expensive course in which you are enrolled.

NIET respects the right of international students, as consumers, to study with the provider of their choice and usually will approve requests for release.

However, NIET may refuse a student's request for release:

- If NIET considers that the course/provider to which the student wishes to transfer will be detrimental to the long-term work, education, or personal goals of the student
- If the transfer may jeopardise the student's progression through a planned package of courses
- If NIET believes that the student is seeking to transfer to avoid having their enrolment cancelled, to avoid being reported to the Department of home affairs for poor course progress and attendance, or otherwise attempting to circumvent, manipulate, or subvert the Australian Government's visa program
- If the student has not accessed all of the academic and non-academic support services available to them at NIET
- If the student still owes tuition fees to NIET. See <https://www.homeaffairs.gov.au/> for more information on changing courses or providers

Complaints and Appeals

NIET believes that a student, who has a complaint or appeal, has the right to raise the claim or petition and expect that every effort will be made to resolve it by this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing. The process commences within 48 hours of the formal lodgement of the claims or appeals.

NIET will manage all complaints and appeals reasonably, equitably and efficiently as possible. NIET will encourage the parties to approach the grievance or motion with an open mind and to resolve problems through discussion and conciliation. Where a complaint or motion cannot be resolved through dialogue and mediation, NIET acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to present their case to the independent person formally.

Mediation is arranged through Resolution Institute (LEADR)- <https://www.resolution.institute>. Students can contact one of the following bodies or another suitable external agency of their choice:

- Overseas Students Ombudsman (OSO)- <http://www.ombudsman.gov.au/about/overseas-students>;
- Queensland Civil and Administrative Tribunal (QCAT) - www.qcat.qld.gov.au;
- Queensland Government Department of Justice Dispute Resolution Branch - <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/mediation>.

“The person or body which hears the external complaint or appeal must be independent of, and external to, the registered provider. To be considered independent and external, the person or body would generally:

- *be separated in structure from both parties involved in the complaints and appeals process*
- *have no personal or professional interest in the outcome of the complaints or appeals process*
- *not influence the policy setting of the provider*
- *be financially and administratively independent of the provider; and*
- *not have the same directors or managers as the provider.”*

The mediation appeal process must commence within 14 days of the student receiving written notice of the outcome of their internal appeal. NIET will not be responsible for the cost of any legal services incurred by the student during the process. If any external complaint handling or appeal process results in a decision that supports the student, NIET will immediately implement any decision and corrective and preventative action required and advises the student of the outcome.

Confidentiality must be upheld throughout the complaints process if making and resolving complaints. NIET seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Any stage of the complaints and appeals process, NIET may request to meet with a student who has the right to be accompanied by a support person at any meeting with NIET.

If NIET has made a decision to suspend or cancel a student's enrolment and report the student to the Department of Home Affairs, and the student commences the appeals process within the designated timeframe, NIET will maintain the student's enrolment until all appeals (internal and external) are complete.

NIET will notify the student as to whether or not NIET will continue to offer the student learning opportunities (e.g. allow them to continue to attend classes) while the appeals process is ongoing.

Records of all complaints, decisions, appeals, and all associated documents/evidence, will be securely stored by NIET for seven (7) years.

Full version of the complaints and appeals policy and procedure:

<https://www.niet.edu.au>

Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

Work up to 40 hours in a fortnight. A fortnight means the period of 14 days starting on a Monday. If you are a member of the family unit of a primary student visa holder, you must

not work in Australia until they have started their course. Family members of students studying a masters or a doctorate degree can work unrestricted hours once the primary student visa holder has started their course.

Unrestricted work rights also applies to family members of subclass 573 (Higher Education Sector)

- Complete the course within the duration specific on the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance – you must attend full time classes as per your timetable
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless released from the college/school/institute to attend CRICOS registered school. Also Refer NC Std 7 Transfer Policy and Procedure.
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of mandatory and discretionary student visa conditions including rules for working while studying visit

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Maintaining Enrolment

A student must remain enrolled in a course registered on CRICOS (www.cricos.education.gov.au) while on a student visa.

If you wish to transfer to a course at a different level to the one you are currently studying (e.g. from an ELICOS course to a VET course, or from a university course to a VET course), then you must apply for a new visa. See the Department of Home Affairs website (www.homeaffairs.gov.au) for more information.

If you wish to transfer to another provider before studying six (6) months of your main course, then you must request that NIET grant you a release from your studies.

Updating Contact Details

You must ensure that NIET has your current contact details (including email address, contact phone number, emergency contacts and residential address). You must provide these to NIET within seven (7) days of arriving in Australia, and update NIET within seven (7) days of any of your details changing.

Course Attendance

English courses require **international students** to meet minimum attendance standards. This means that you must attend a **minimum** of 80% of your scheduled classes to maintain satisfactory attendance. Attendance will be monitored weekly.

If you fail to attend English classes for five consecutive days, NIET will contact and counsel you, unless NIET has approved this absence.

Failure to maintain satisfactory attendance may result in NIET cancelling your enrolment and reporting you to the Department of Home Affairs. This can result in the cancellation of your visa. If you have a compassionate or compelling reason for missing class (e.g. illness), please notify NIET as soon as possible and provide evidence (e.g. a doctor's certificate). Please see the NIET Attendance Monitoring Policy for full details of attendance requirements.

Course Progress

You must pass more than 50% of your units in each 12-week study period to achieve satisfactory course progress.

If you fail more than 50% of your units in one (1) study period, you will receive a warning and will be requested to meet with the Academic Director to discuss strategies to improve your academic performance.

If you fail more than 50% of your units in two (2) consecutive study periods, your enrolment may be cancelled, and you may be reported to DHA, which may result in your visa being revoked.

If you have a compassionate and compelling reason for failing to achieve satisfactory course progress, or you are struggling with your studies, please let NIET know as soon as you can so we can work together, to achieve satisfactory course progress.

Please see the NIET Course Progress and Completion Within Expected Duration Policy for full details of course progress requirements.

PLEASE NOTE: COURSE ATTENDANCE AND COURSE PROGRESS

All international students must participate in scheduled classes in accordance with their course timetable/s.

Full time attendance is mandatory to achieve satisfactory course progress.

Students who do not participate in regular classes and do not satisfactorily progress in their course, will be in breach of visa conditions.

Students who do not attend full time scheduled classes (20 hours per week) may be reassessed resulting in the course duration being adjusted if demonstrated, they already have the skills and knowledge to progress in the course, without attending their scheduled classes. This may result in the shortening of the COE duration. ASQA may at any time require a training provider to implement policies and procedures to monitor and report on minimum attendance requirements, and, if students don't meet these requirements, they will be in breach of a visa condition.

The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment

Work

You cannot work until you have commenced your course in Australia. Once your course has started, you are permitted to work a maximum of 40 hours per fortnight when your course is in session (between the start and end dates on your Confirmation of Enrolment certificate). You can work unlimited hours when your course is not in session (in the time between your courses and course holiday periods, if you are enrolled in multiple courses).

If you are found to be working more than 40 hours per fortnight, DHA may cancel your visa.

More hyperlinks and information below are for your reference.

The Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements. Website: <https://calculate.fairwork.gov.au/>

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

Your rights and protections include workplace health and safety matters.

Refer: <https://www.fairwork.gov.au/employee-entitlements>

Your employer cannot cancel your visa.

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia

Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Immigration as working. The amount you work then is to be deducted from the total 40 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Immigration and Fair work.

Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links.

<https://calculate.fairwork.gov.au/>

Recognition of Prior Learning/Recognition of Qualifications Issued by Other RTOs

Learners can have their competency from prior learning and work experience recognised in this qualification through the following arrangements:

RPL is the acknowledgement of skills and knowledge obtained through:

- **Formal Training:** previous courses run by training providers or in-house training
- **Work experience:** on the job experience, including informal training
- **Life experience:** community group involvement, family activities, sports, hobbies, travel, unpaid work, organising events, and leisure activities

RPL applications will be assessed on an individual student basis. Each applicant will need to provide the necessary evidence to demonstrate their competency of that particular qualification for which they are applying. A portfolio of documentation of prior learning is the most common form of evidence. However, there are also other forms of evidence including:

- oral questioning
- third-party observations
- phone interviews
- self-assessment reviews
- real work samples such as logbooks, lesson plans, meeting minutes etc

It is up to the student to compile the evidence, in consultation with a trainer once they have enrolled. Evidence documents will be assessed against the rules of evidence namely:

- Validity
- Authenticity
- Currency
- Sufficiency

Students can apply for a credit transfer once enrolled. It provides the opportunity for students to gain credit by completed components of another Australian Qualifications Framework (AQF) qualification. The credit transfer (CT) process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment conditions of the different elements of another qualification, and
- Making a judgment about the credit to be assigned between the matched elements of the two qualifications. The granting of RPL or course credit may result in the shortening of your COE

Issue Certificates

Vocational Education and Training undertaken through our training is competency based. Assessments determine whether a client is competent/ or not yet competent. Students/ Candidates are issued with either a qualification or partial qualification resulting in the issuing of a statement of attainment listing the units of competency undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students/ candidates are issued with an academic transcript listing the units of competency undertaken within 30 days of being deemed competent for the course/qualification, and date achieved Records or outcome of the assessment are held for 30 years.

USI

It is now a Legal Requirement that all students are required to have a USI (Unique Student Identifier) number for all studies. Applying for a USI is free and will remain with you for life. Benefits to you as a student:

- Enable more straightforward access to secure digital transcripts of your achievements
- More accessible for you to find, collate and authenticate your VET achievements into a single transcript
- Ensure your records are not lost
- The USI will link information about your VET achievements regardless of where you studied
- Give you more access to, and more control over your educational information

For more information, please browse: www.usi.gov.au

PLAGIARISM

Plagiarism is the unacknowledged use of the work of others. This is not acceptable for our training organisation. There are some forms of plagiarism below:

- Copying select phrases without acknowledgement – using your own words to pad the selectively copied words of others
- Paraphrasing text without acknowledgement – rewriting content in your own words, but using the idea or argument as your own
- Using data gathered by another, claiming it as your own – even if you submit an analysis of the data that is yours alone
- Verbatim copying without acknowledgement – copying a whole paragraph or larger sections; in effect, claiming that the writing is your own

Fully acknowledging your sources not only avoids plagiarism but also enables you to:

- support your ideas and show how your work connects to and continues the work that has gone before
- lay claim to credibility and authority for your work and your place in the intellectual community
- distinguish your original ideas while demonstrating your understanding of the existing literature
- enable your readers to learn more by consulting your sources
- allow your readers to understand more about your interpretation of the sources

CONDUCT ASSESSMENT

The students/candidates level of performance is assessed against national standards. This means that the evidence provided and the competencies demonstrated must meet the standard of performance already set. During the assessment, the assessor reviews evidence and observes the demonstration of competencies.

The assessor records the evidence and demonstration as “C” – Competent or “NYC” – Not Yet Competent.

Broadly it's merely a matter of whether the student/ candidate can (“C”) or cannot (“NYC”) demonstrate the skills and provide supporting evidence to the performance standard.

When we gather evidence, we make sure

- Gather evidence by agreed competency standards and accordance with the assessment procedure, using specified methods and tools
- Document the evidence collected by the assessment procedure
- Ensure evidence gathered is valid, reliable and consistent

Provide feedback and advise the result

- Put the client/ participant at ease throughout the assessment.
- Give clear and constructive feedback to the client/ participant where appropriate.
- Discuss progress with client/ participant.
- Discuss with the client/ participant ways of overcoming any gaps in their competency revealed by assessment and give guidance on further training opportunities, if appropriate.
- Supply the client/ participant with a record of the assessment outcome at the completion of an assessment.
- Advise and confirm with the client/ participant reassessment opportunities and review appeal mechanisms available where the assessment decision is challenged.

Record assessment results

- Record assessment results promptly and by the detailed assessment procedure. Assessment results should be reported as "Competent" or "Not yet competent".
- Record assessment results accurately by the specified recordkeeping requirements.
- Store assessment records in a secure place to ensure access by authorised people only.
- Maintain confidentiality of assessment outcomes.

REASSESSMENT PROCEDURE

Our assessment is competency based and is designed to determine whether the client can demonstrate the targeted competencies. Students and assessment candidates are notified in advance of the assessment dates and times by the assessor/ trainer responsible for the assessment.

The following conditions apply to Assessment:

- Students/candidates who know in advanced that their assessment tasks cannot be met must inform the administration office, at the earliest possible time
- Students/candidates who have missed an assessment for any reason covered under the condition must apply for the missed assessment to be rescheduled
- If a student/candidate has previously attempted an assessment and has been deemed NOT YET COMPETENT, they can ask for free re-assessment.

ASSESSMENT APPEAL PROCESS

Students may appeal against a result shown on their student record/assessment.

The appeals process is as follows:

- The student lodges an Appeal to the Registrar.
- The Registrar will assess the result and assessment and moderate with the Trainers and give the written outcome to the student within 21 days.

Refer to the full Complaints and Appeals Policy and Procedure www.niet.edu.au

YOUR RESPONSIBILITY AS A LEARNER

NIET aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the broader community.

As a student in NIET, your responsibilities include:

- providing accurate and complete information to NIET
- behaving responsibly and ethically

For more information, please browse:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

YOUR TRAINER'S RESPONSIBILITIES

Trainers and assessors are required to undertake an on-going program of training or other industry experience, to appropriately maintain and upgrade professional competencies and knowledge relevant to the content, delivery and assessment of the program/module being delivered and assessed.

Training is undertaken both internally and externally to develop and enhance instructional preparation, presentation and assessment competencies and knowledge involved in presenting courses and skills training by ethical adult education principles and practice.

Management will identify, plan, implement, monitor and review training and development needs and activities with own staff. Training programs for staff will be coordinated in response to training needs, annual performance reviews and personal requests.

These activities will be directed towards reviewing and developing specific competencies, skills, knowledge and attitudes necessary for the satisfactory performance of their duties.

Trainers and assessors involved in the delivery, assessment, issuance of qualifications and record keeping are required to understand the principles and regulations concerning packaging qualifications. Staff will be trained as necessary on induction and during in-service sessions to maintain up to date knowledge and skills for packaging qualifications.

All training courses are approved by Management and are presented by qualified internal and external trainers.

PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT

Our training organisation collects regular statistical information to monitor, maintain and achieve ongoing continuous quality improvements in the delivery of vocational education and training. We value and welcome constructive feedback from our students/ candidates and staff concerning educational and service enhancements or changes that would improve the existing educational and client services provided by our training organisation. To provide management with this feedback student/ candidates will be asked to complete a learner survey which is available through the online learning portal on completion of the course. Students/ candidates wishing to provide additional feedback on any issue or area for improvement are encouraged to email issues to the administration office.

CHANGES

If there are any changes in the organisation, all the relevant staff members need to be informed. NIET will advise students as soon as practicable about any changes to agreed services, including about any new third-party arrangements or change in ownership or changes to existing agreements.

DEALING WITH PROBLEMS

It may be difficult for you at first when you moved to a new country, culture and maybe away from your family for the first time, so it is normal to have some problems in settling down. Sometimes the problem is because you do not understand the way things are done in this new country, but the best way to deal with any problem is to talk about it. So, if you have a problem, the first person to contact is your trainer unless the issue is one with your trainer. Remember we have a student Service who is trained to help you with personal issues and below is a list of staff best approached for specific problems.

For all enquires please feel free to first discuss with our friendly Student Reception Staff and they will assist you to find the right person to talk to and assist you.

If you call our campus you will be connected to the best available person to assist.

Problems	NIET contact person
Any academic problems that you face	Academic Team academic@niet.edu.au
The Student Services Team can provide you support for all issues you have. They will also refer you to our specialist staff as needed. Issues requiring support Eg: You do not get on with your trainer	Student Services Team Brisbane:bne.studentservices@niet.edu.au Hobart:hba.studentservices@niet.edu.au Call: xxxxxxxxxxxx 24/7 for urgent help. Or ask at Front Reception in each campus.
Unhappy with your stay	Student Services Team Brisbane:bne.studentservices@niet.edu.au Hobart:hba.studentservices@niet.edu.au
Medical problem	Student Services Team Brisbane:bne.studentservices@niet.edu.au Hobart:hba.studentservices@niet.edu.au

Visa problem	Admissions Team admissions@niet.edu.au
Financial problem	Finance Officer accounts.receivable@niet.edu.au
Personal problem - homesickness, loneliness harassment, bullying	Student Service Team Brisbane: bne.studentservices@niet.edu.au Hobart: hba.studentservices@niet.edu.au

Schedule of Fees

#	Fee description	Price
1	Student identification card Issue	\$10
2	Re-issue statement of attainment/Certificate	\$10
3	Administration fees for student enrolment	\$250
4	Enrolment Fee	\$200
5	International program / Course change	\$250
6	International deferral Charge	\$250
7	International late payment- 5 working days after payment due date	\$50
8	International late payment-20 working days after payment due date	\$250
9	Material fee - Consumables or retainable materials	Please refer to www.niet.edu.au

OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same.

Page 35 of 37

Students can purchase their OSHC through their Education Agent or contact us directly, however evidence will be required during enrolment that students have sufficient cover.

OSHC Providers

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You can select an OSHC provided from one of the four (4) registered health funds below. You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving. If you would like Charlton Brown to arrange your OSHC with our preferred provider please contact us.

Provider	Website
Medibank Private	www.medibank.com.au
NIB	https://www.nib.com.au/overseas-students
BUPA OSHC	www.overseasstudenthealth.com
Australian Health Management (AHM)	www.ahm.com.au

Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: Only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further Information on OSHC

For further information on OSHC, please visit the following websites and resources.

OSHC Resource	Website
The Department of Health – General information	http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm
The Department of Health – Frequently Asked Questions	http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1
Department of Home Affairs – OSHC Fact Sheet	https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf

LEGISLATION AND POLICIES

Current CRICOS legislation

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2001](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

Also refer: National Code Fact Sheets:

<https://www.legislation.gov.au/Details/F2017L01182>

Legislation Information for International Students

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws, set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further on the ESOS Framework for Students, visit the following links:

- <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
- <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- <https://docs.education.gov.au/node/39586>

In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the [VET Quality Framework](#), and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the [ELICOS National Standards](#).

For the most current versions of our policies and procedures please visit our website. If you are unable to access our website, please contact us for a printed copy or arrange to have one emailed to you.

NC Standard 3 – Refund Policy

NC Standard 5 – Younger Overseas Students Policy and Procedure

NC Standard 6 – Summary of Critical Incident Policy/Procedure, including emergency evacuation procedures

NC Standard 7 – Overseas Student Transfers

NC Standard 8 – Overseas Student Visa Requirements, including: Monitoring Course Progress Monitoring, Attendance monitoring (if required), Online Distance & Completed in Expect Duration Policies and Procedures

NC Standard 9 – Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy and Procedure

NC Standard 10 – Complaints and Appeals Policy and Procedure

For our most up to date information and services please visit our website: www.niet.edu.au