



INTERNATIONAL STUDENT HANDBOOK



Education is the key to unlocking your potential. At Illoura College, we empower you with the skills, knowledge, and support to achieve your dreams and succeed.



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INTRODUCTION



Welcome

Welcome to Illoura College! This handbook contains all the essential information you need about studying with us in Australia. By choosing Illoura College, you are opting for a high quality, industry-relevant education that prepares you for the future.

About us

Situated in Perth, Illoura College offers courses in Technical such as Automotive, Construction, Carpentry, Business Management and Hospitality Management. We provide comfortable, well-located facilities for students, with up-to-date trainers and assessors, and modern equipment and resources. As a vocational education and training (VET) provider, Illoura College operates within realm of Australia's VET sector.

Our VET courses helps you gain specialized skills against a competency-based training (CBT) system. You will be assessed as either Competent or Not Yet Competent, and if you achieve competence in all your units, you will receive your qualification which is recognised across Australia. For more information on vocational education and the different certificate levels, visit the Study in Australia website.

<https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

Our obligation to you

As a Registered Training Organisation (RTO) and CRICOS Education Provider, we are dedicated in maintaining the quality of our nationally recognized training and assessment processes. We adhere to the Standards for RTOs 2015, the Education Services for Overseas Students Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

We ensure compliance through robust policies, procedures, and systems. We take responsibility for any third parties we work with, such as training partners, education agents, and marketing providers. We participate in audits with the

regulator (ASQA) and provide necessary information as requested. Once you are deemed competent, we will issue your Australian Qualification Framework (AQF) certification documents. If you feel we are not fulfilling our obligations, you have the right to file a complaint. Please refer to the Complaints and Appeals section of this handbook for more details.

Our contact details

Telephone number: +61 8 6388 4890

Mobile Number: 0432712404

Email: bawa@illoura.edu.au

Website: <https://illoura.edu.au>

Student support contact details

CEO: Mr. Rajwinder Singh Bawa

Available 24/7 for emergency situations via the mobile number

Director of Studies/Compliance: Elyshza Azarael

Our location

We are located at:

113 Wharf St. Cannington WA 6107

Google Maps link:

<https://goo.gl/maps/v5yeEzRfj6iereU6>

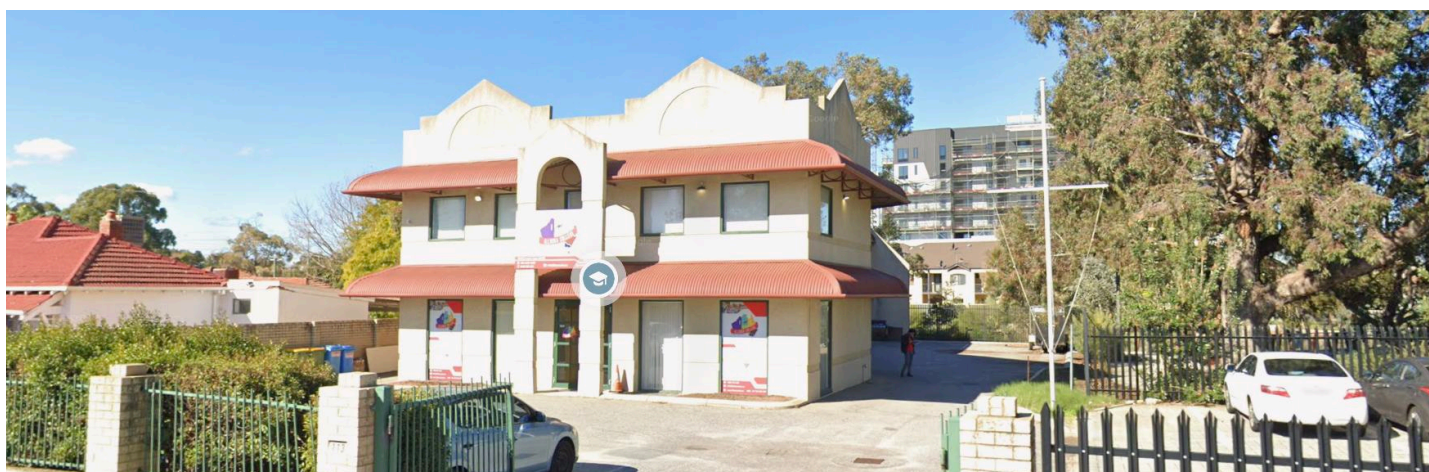
About our area

Perth is the largest city located in the state of Western Australia, situated between the Darling Ranges and the Indian Ocean, and is one of the fastest growing capital cities in Australia in terms of population and employment. A culturally diverse city, Perth has fantastic weather, is close to the world famous Cottesloe beach and has a spectacular view of the Swan River and Indian Ocean. It also has a fully integrated public transport ticketing system to make traveling easy.

We recommend you purchase a Smart Rider card for travel between trains, buses, ferries and trams. See <https://www.transperth.wa.gov.au/SmartRider/Using-SmartRider> for more information about purchasing, topping up and managing your Smart Rider card.

For more information about Perth please visit the website this information has been sourced from:

<https://visitperth.com/about-perth>



Courses we offer

Illoura College offers the following courses to international students:

- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advance Diploma of Hospitality Management
- BSB40120 Certificate IV in Business
- BSB50120 Diploma of Business
- BSB60120 Advanced Diploma of Business
- BSB80120 Graduate Diploma of Management (Learning)
- RII60520 Advanced Diploma of Civil Construction Design
- CPC30220 Certificate III in Carpentry
- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR31520 Certificate III in Automotive Diesel Engine Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR50216 Diploma of Automotive Technology



Visas and conditions

Once you successfully complete the application and enrolment process, you will receive a Confirmation of Enrolment (CoE). With the CoE, you can apply for a student visa through the Department of Home Affairs (DHA). You have the option to use a Registered Migration Agent or complete the application yourself. For more details on how to apply for a visa, visit the Department of Home Affairs website

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

After obtaining your visa, you must comply with its conditions. Failure to do so may result in being sent home and an inability to complete your course. These conditions include, but are not limited to:

- Meet attendance and course progress requirements, and keep your course enrolment valid. Work only if permitted by your visa, and do not exceed the allowed number of hours.
- Maintain approved Overseas Student Health Cover (OSHC) during your stay in Australia.
- Inform your training provider of your Australian address and any address changes within 7 days. Complete your course within the duration stated in your CoE.
- Stay with your primary education provider for 6 months, unless you receive a letter of release to transfer to another institution.

What is a USI and why do I need one?

A USI, or Unique Student Identifier, is a reference number that generates an online record of your training and qualifications in Australia. Without a USI, you cannot receive your qualification or statement of attainment.

According to the Unique Student Identifiers Act 2014, all Registered Training Organisations (RTOs) must have a valid USI for any student enrolling in nationally recognized training from 2015 onwards. This means that, unless you have an exemption from the USI registrar, you must provide us with your USI. For more information and how to create USIs, please visit the website

<https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/about/privacy-and-unique-studentidentifier/individual-exemptions-students>

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

Education agents

Illoura College collaborates with education agents to facilitate student recruitment. To ensure ethical practices, we have formal written agreements in place. We take our responsibility to students, the vocational education and training (VET) sector, and the overall reputation of the VET industry in Australia very seriously. You can find a list of our approved education agents on our website: www.illoura.edu.au

RPL and credit transfer

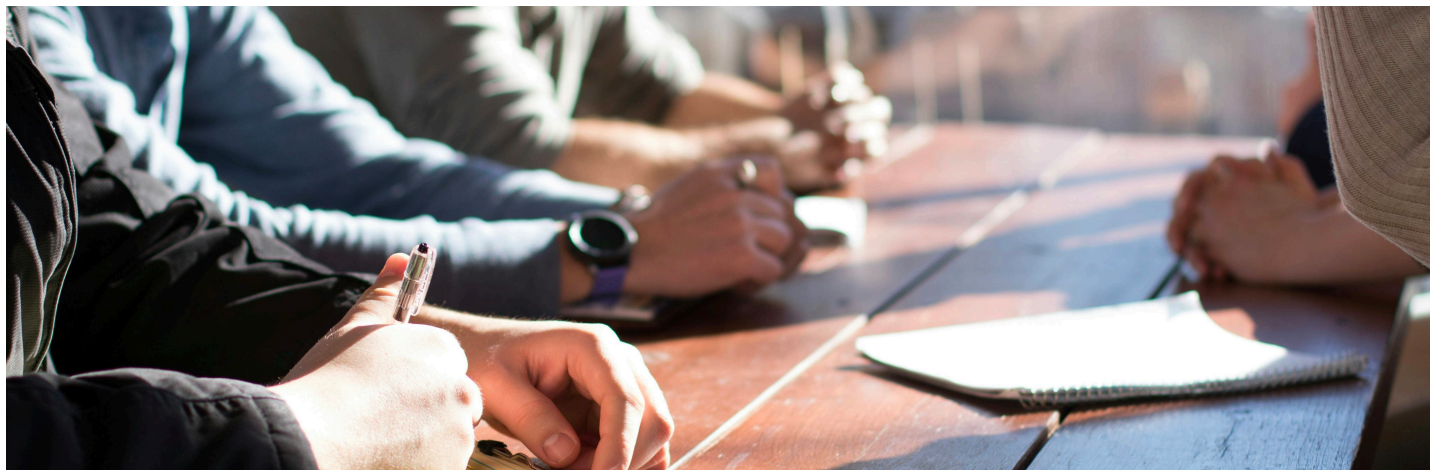
Credit transfer transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or skill sets within a unit.

Internal: There are no charges levied on the units which you seeking credit for based on the course that you have completed within Illoura College.

External: This is relevant to units completed with other Australian training providers. There is a \$250 administration fee for the application. We will need to verify the credentials with the issuing provider directly via email before processing credits, or you can provide an authenticated VET transcript from the USI Registrar, or present the original copy.

Recognition of Prior Learning (RPL) an assessment only process, allows you to formally acknowledge skills and knowledge gained through work, life experiences, and other unrecognized training. To apply for RPL, indicate your interest on the application for enrolment form in the relevant section. There is a fee for RPL, detailed in the Fees and Refunds section of this handbook. RPL can also shorten your course duration and reduce fees.

We will notify you in writing about any reduction in course duration and fees due to credit transfer and RPL and issue your CoE for the adjusted course duration.



Course orientation

On the first day of your course, you will attend a compulsory orientation and induction session. Attendance is essential, and missing it means you will not be permitted to attend classes. The orientation will cover the following topics:

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

What can I expect during training and assessment?

Vocational training and assessment emphasize practical, hands-on training and competency-based learning, ensuring relevance to industry needs and the modern world.

You will learn both in the classroom and in practical environments that simulate industry conditions to prepare you for your chosen field. Depending on your course, you will undertake various assessment activities. These assessments will be marked as either Satisfactory or Not Yet Satisfactory. Achieving a Satisfactory result for all

assessments within a unit of competency leads to a competent mark for that unit. Once you have competent marks for all units required for the qualification, you will be eligible to receive your qualification.

Reassessment arrangements

Reassessment arrangements will be made directly with your trainer/assessor if necessary. You are entitled to two attempts at each assessment task. If you use both attempts, you must pay an additional fee for reassessment, as outlined in the **Fees and Refunds** section and your Student Agreement signed at enrolment. Please refer to the Fees and Refunds section for more details.

We cannot guarantee you will be awarded your qualification, as this depends on your effort and commitment to the course. We will provide all necessary facilities, equipment, trainers, and support, but your success depends on you. We also cannot guarantee job placement in your chosen field, as this depends on various factors beyond our control. However, we guarantee consistent training and an industry-relevant course with support and guidance from our dedicated trainers who care about your progress. Each student's success is a success for our college community.



Support and welfare

We all need a little extra support sometimes and when you are living and studying overseas - you may need a little bit more than you normally would. We are here to help you - so do not ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Information about external sources of support.

If you have not studied in a while, and or have English as a second language, or need extra help with literacy or numeracy, we will identify any additional support needed during your application and enrollment. Based on those needs, we might create a Student Support Plan for you based on those needs.

We provide information on a range of issues, including accommodation, legal or financial matters, cultural considerations, disability support, stress management, or homesickness. If you are facing it, we do care. Please communicate with us. Internal services are free, but you will be responsible for any external provider costs. We can assist you to find local groups of like-minded people in the area, connect with other students, or simply be a friendly ear when you need one.

Depending on your needs, we will refer you to the relevant local organisation and assist you in accessing their services.

Some support services are listed in the ***“Important Information about Australia”*** section of this handbook. However, it is best to speak with the administration staff for a confidential discussion and to get the right type of service or support for your needs or concerns.

Issuing certificates

Once you have been deemed competent in all units of your qualification and have paid all required fees, we will issue your qualification and record of results within 30 working days. If you withdraw and only partially complete your course, you will receive a Statement of Attainment (SoA) within 30 working days for the units you have completed competently. We may withhold issuing any certificates until all fees are paid, except where prohibited by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not create done prior to this.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification/s, we can re-issue these to you for an additional charge. Refer to our **Fees and Refunds** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback/suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey, which is issued by the **National Centre for Vocation Education and Research (NCVER)**. You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

In addition to Quality indicator, 'Student Feedback Forms will be provided for all students during specific intervals:

1. for new students: feedback will be collected every term.
2. for existing students: feedback will be collected twice a year, in May and November, during weeks 6-7 of the term.

This ensures timely feedback to help improve the learning experience

If your details change...

From time to time, your personal details may change. You might get a new mobile phone number; change your address or emergency contact details. It is actually a condition of your visa to notify us within 7 days if your details changed.

If you ever notice that something is not right with some of your personal information or our records - please let us know so we can amend your records and correct it.

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It is expected that you have read through and are familiar with this information - keep this handbook handy for future reference so you can refer to it when needed.

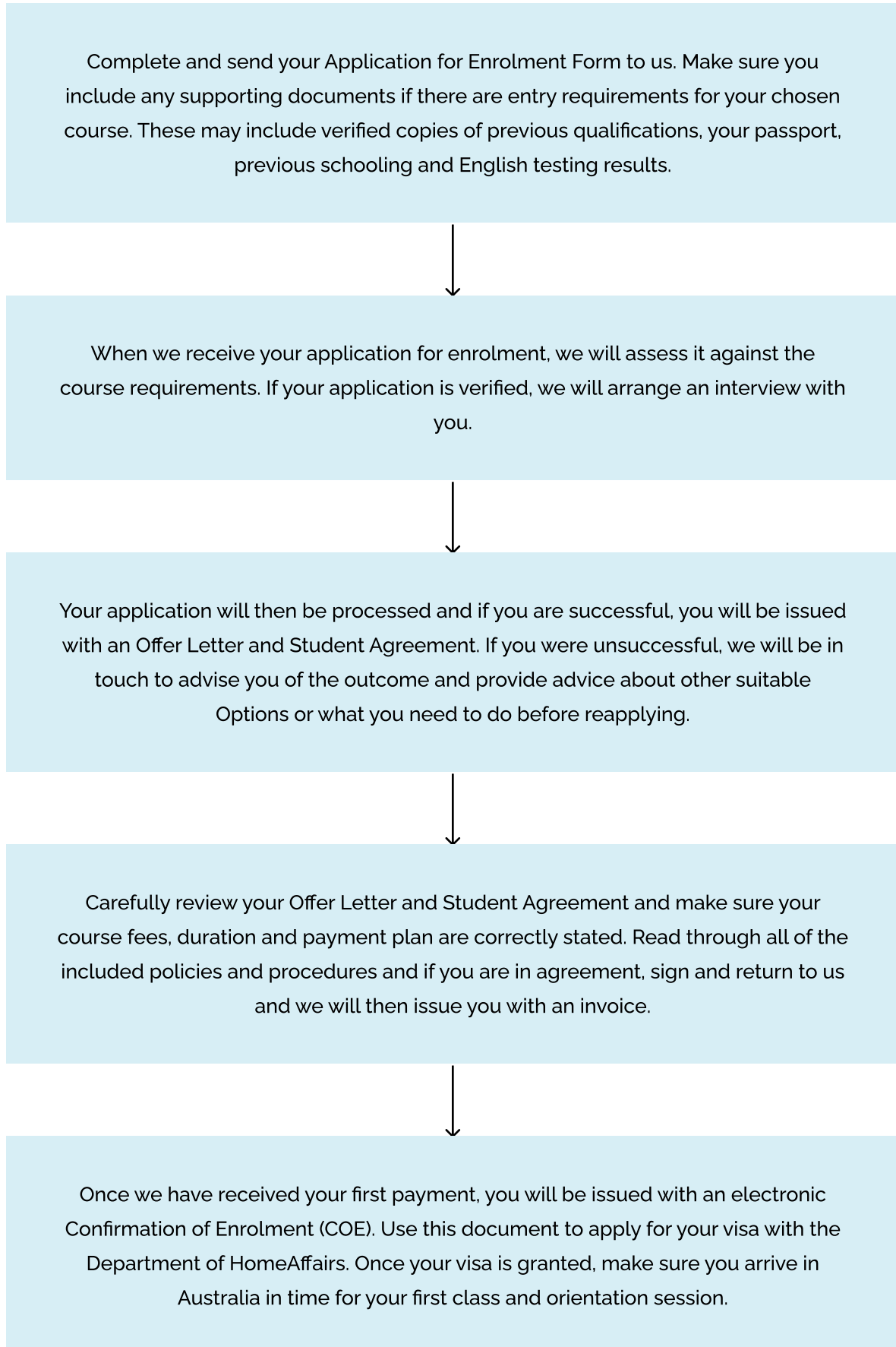
You are also expected to read through and abide by the Student Code of Conduct, which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at:

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

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia'

How can I apply?

The application process is outlined in the diagram below:



POLICIES AND PROCESSES



Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition, all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times by:

- Ensuring our account has sufficient funds to repay all tuition fees paid in advance.
- Through our membership in the Tuition Protection Scheme (TPS). The TPS assists international students if we are unable to fully deliver their course. It ensures you can either complete your studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- We do not require you to pay more than 50% of course fees before the course begins, except for courses shorter than 26 weeks. However, you can choose to pay in full or more than 50% by selecting the relevant option on page 15 of the Offer letter. Additional fees may apply beyond those listed in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Administration fee for Cancellation:	\$250
Recognition of Prior Learning (RPL) [if requested]:	\$350 per unit
Re-assessment fee (Theory):	\$50 per assessment
Re-assessment fee (Practical):	\$150
Catch up class fee:	\$350 per unit (if approved by DOS)
Re-print of any testamur:	\$50
Credit Transfer(student from different provider)	\$250
Re-issue of Student ID Card:	\$10
Airport greeting service (if requested):	\$120
Late Fee Penalty:	5% extra charge on the monthly balance of the outstanding fees to be collected for that term.

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

If your fees are overdue and no alternative arrangements have been made, you will receive a series of notifications. These will include a first warning, a second warning, and the final- notice of intention to report for non-payment of fees:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refunds

Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund.

The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be issued to you or the person or organization that paid the course fees, and they will be paid in Australian Dollars. If you need the refund to be paid to another party, you must fill out the "Alternative Payee Form" along with the refund form.

There fund policy does not remove your right to take further action under Australian Consumer Law.

International student refunds

In addition to the above circumstances, refunds apply as follows:

THIS POLICY APPLIES TO ALL COURSES AT ILLOURA COLLEGE			
ILLOURA COLLEGE calculates refunds of fees based on a Study Period Fee			
Reason for Refund	Notification Period	Cancellation Fee	Refund Amount
Application for visa is unsuccessful	Before Study Period/Course Commences	\$250 enrolment fee and \$250 cancellation administration fee and bank fee if applicable	Full refund less the \$250 enrolment fee and \$250 cancellation administration and bank fee if applicable
Application for visa is unsuccessful	After Study Period/ Course Commences	\$250 enrolment fee and \$250 cancellation administration fee and bank fee if applicable	Full refund less the \$250 enrolment fee and \$250 cancellation administration and bank fee if applicable
Student Default Student with a student visa withdraws Or Student is cancelled for breach of ILLOURA COLLEGE rules or breach of student visa rules	More than ten (10) weeks before study period/course commences	10% of a study period fee	Full refund less cancellation fee
	More than 4 weeks and up to ten (10) weeks before study period/course commences	30% of a study period fee	70% of a study period fee
	Four (4) weeks or less before study period/course commences	60% of a study period fee	40% of a study period fee
	After study period/course commences	100 % of a study period fee For subsequent study periods/course refer to Notification Period	No Refund on current study period/course fees For subsequent study periods/course Refer to Cancellation Penalty
If ILLOURA COLLEGE withdraws a student from the college due to submission of fraudulent documents	From the college due to submission of fraudulent documents Before and After Study Period/Course Commences	100 % of a study period fee	No Refund on current study period/course fees
<p>NOTE: If you have paid for more than two study periods in advance and decide to withdraw during a study period, more than four weeks before the next study period begins, the refund policy is as follows: no refund for the current study period's fees, at least 70% refund for the fees of the following study period, and a full refund for any subsequent study periods, minus cancellation fees.</p> <p>Where an international student cancels their enrolment and has tuition fees outstanding [in other words, they have not maintained their course fee payments in accordance with their payment plan and visa conditions], the cancellation fees above still apply and the fees owing would still be payable by the international student.</p>			

Non-tuition fee payments:			
Reason for Refund	Notification Period	Cancellation Fee	Refund Amount
Accommodation Service	Contact Accommodation Provider Direct	Contact accommodation service provider directly	Contact accommodation service provider directly
Airport Pickup Service	Minimum 24 hours pre expected flight arrival	Nil	100% of fee refunded
	Less than 24 hours pre expected flight arrival	100% of fee refunded	Nil
OHSC	Contact OSHC Provider Direct		
Resource Fee	After education commences	Material fee is nonrefundable	Nil
	Before education commences	Material fee prepaid for any future enrolled course will be 100% refunded	100% of fee refundable
NOTE: If students have paid money directly to an accommodation/homestay provider/booking service, this refund policy does not apply and students should contact the accommodation service provider directly.			

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal against a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the RTO, our trainers and assessors and other staff, another learner of Illoura College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be made in relation to any aspect of our services.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for Illoura College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception or you can download from the college website.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 20 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 5 working days of receipt. An undertaking that the procedure will commence within ten (10) working days of the formal lodgment of the complaint or appeal and supporting information, with all reasonable measures taken to finalise the outcome as soon as practicable.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Illoura College will write to the complainant or appellant to inform them about the reasons. Following this process, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision in regards to you.

Additionally, If the appeal is against our decision to report your unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and whether our decision to report you has been supported or not.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehavior, this will not take effect until after the outcome of the internal appeals process has been finalised.

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- Being refused admission to a course
- Course fees and refunds
- Being refused a course transfer course progress or attendance cancellation of enrolment
- Accommodation or work arranged by the Illoura College
- Incorrect advice given by an education agent.
- Taking too long in certain processes such as issuing results
- Not delivering the services indicated in the Student Agreement.

More information can be found at:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes.

Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their recommendations and/or take preventative or corrective action required in the recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the Organisations indicated below:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday-Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Compassionate or compelling circumstances

If following the Second Warning Letter you either do not attend a scheduled meeting with us or continue not achieving satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/ Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs (DHA), with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- The internal and external complaints processes have been completed, and the decision or recommendation supports our original decision; or
 - You do not appeal the decision within the 20-working day period; or
 - You do not access an external complaints and appeals process; or
 - You withdraw from the internal or external appeals processes by notifying us in writing.
- Please note that extensions to your course duration specified on the CoE may be allowed if, you can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

Deferring your course

Illoura College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Course Variation Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new revised letter of offer stating the revised start date

It is important to check the impact on your visa by contacting the Department of Home Affairs.

Suspending your course

Illoura College allows you to suspend your course. This means that although you have commenced your studies you will be able to take leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Course Variation Form and provide evidence of

compassionate or compelling circumstances.

If your request is approved, you will receive a new revised letter of offer stating the revised start date.

It is important to check the impact on your visa by contacting the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Transferring courses

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from RTO. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a Course Variation Form - see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check which you can do using the CRICOS course and institution search.

Illoura College will approve your request for transfer if:

- The course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy.
- You can prove that you need the transfer because of compassionate or compelling circumstances. The course outlined in your Student Agreement has not been delivered.
- You provide evidence that your reasonable expectations about the course are not being met.
- You provide evidence of being misled by Illoura College, or by an education or migration agent, regarding the Illoura College or the course, and the course is therefore unsuitable.

Illoura College will not approve your request if:

- You do not provide satisfactory evidence of compassionate or compelling circumstances.
- You cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress.
- You have unpaid course fees for the current study period.
- The transfer would put your progression through a package of courses at risk.

How to apply

If you wish to apply to transfer to another registered provider prior to completing six months of your main course, you must complete a Course Variation Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid

enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing the decision

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

Transferring courses with Illoura College

Illoura College offers students the options to transfer to other courses within Illoura College.

Illoura College will approve your request for transfer if you can show that:

- The course better meets your study capabilities and/or long-term goals
- You provide evidence that your reasonable expectations about the course are not being met.

Illoura College will not approve your request if:

- The transfer would put your progression through a package of courses at risk
- You require access to particular support services that have not yet been provided or offered to you.
- There is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- You have unpaid course fees for the current study period.

How to apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The Form will require you to include a statement of your reasons for seeking release. You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

Appealing the decision

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply to you, you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure and to appeal the decision within 20 working days of receipt of the decision.

We will not report you, until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

Privacy and access to records

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment for a vocational education and training (VET) course you are intending to study with us. If you do not provide this information, we will be unable to process your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE now Department of Education (DOE) and Department of Employment and Workplace Relations (DEWR), is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at:

<https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Illoura College to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

- Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

Student code of conduct

The following information outlines what's expected of you.

Policies and procedures

You are expected to:

- Read and follow our policies as document in this handbook Respond to our communications promptly
- Advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- Attend scheduled classes Actively participate in learning
- Bring Your Own Device (BYOD) for details please refer to the BYOD Policy
- Complete and submit all assessments on time
- Refrain from plagiarism; cheating and collusion Pay all fees due
- Ask for support if needed.

Classroom conduct

You are expected to:

- Arrive on time for your class Be prepared for class
- Dress appropriately
- Only use handheld devices in class when relevant to the activity Communicate in English.

Respect and ethics

Students are expected to:

- Respect others' values and beliefs
- Interact with others in a collaborative, professional manner Use our resources for the purpose for which they are intended Refrain from harassment and discrimination of any kind Resolve any conflicts calmly
- Respect ours and other people's property.

Your rights

Policies and procedures

You can expect to:

- Be informed of our policies and associated procedures Receive regular and relevant communications
- Learn in a safe environment
- Have your personal details kept confidential and secure Access the information that we hold about you.
- Have the opportunity to provide feedback on services received.

Learning and assessment

You can expect to:

- Be provided with high quality training, assessment and support services Receive the support you need
- Have your assessments marked and returned within 10 working days of submission. Receive feedback on assessments where the result is not satisfactory.

You can expect your trainer and assessor to:

- Be on time for classes
- Be prepared for class
- Be knowledgeable and engaging
- Dress appropriately
- Only use handheld devices in class when they are relevant to the activity
- Communicate in English.

Respect and ethics

You can expect:

- Have your values and beliefs respected
- Be treated fairly and equitably by staff and students
- Be interacted in a collaborative and professional manner
- Be respected for yourself and your property.

IMPORTANT INFORMATION ABOUT AUSTRALIA



Living and studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyinaustralia.gov.au/>

Cost of living

From 10 May 2024:

Primary Applicant (12 Months living cost): AUD 30,000/AUD 2500 per month

Spouse or Partner – AUD 10,394/AUD 867 per month

Child - AUD 5,000. / AUD 417 per month.

For a specific breakdown of accommodation and other living costs, please refer to

<https://immi.homeaffairs.gov.au/news-media/archive/article?itemId=1196>

and make use of the cost of living calculator provided by Insider Guides at

<https://insiderguides.com.au/cost-of-living-calculator/>



Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation>

Transport

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



Health and safety

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

- **Emergencies:** Know the emergency number 000 for police, fire, and ambulance. Have a plan in place for emergencies
- **Home Safety:** Lock doors and windows, be mindful of electrical hazards, and have a working smoke alarm.
- **Transport & Personal Safety:** Use well-lit areas at night, follow road rules, and be cautious when using public transport
- **Sun Safety:** Australia has strong UV rays—wear sunscreen, hats, and sunglasses, and stay hydrated.
- **Water Safety:** Swim between the red and yellow flags at beaches, be mindful of currents, and always supervise

- **Water Safety:** Swim between the red and yellow flags at beaches, be mindful of currents, and always supervise children around water. For more information please visit <https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

Working on a student visa

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work>

Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia - this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance>

Emergency contacts and other useful numbers and information

Emergency services:

Dial 000 and advise whether you require:

- Police
- Fire
- Ambulance.



Police station

The nearest police station is:

Cannington Police Station: Civic Centre Park, 1325 Albany Hwy, Cannington WA 6107

Tel: (08) 9451 0000

Website: <https://www.police.wa.gov.au/Contact%20Us/police/CANNINGTON>

Department of Home Affairs (DHA):

The nearest police station is:

836 Wellington St, West Perth WA 6005

Tel: 131881

Website: <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/offices-inaustralia/covid19-instructions-australia>

Department of Home Affairs (DHA):

The closest hospital to campus with an Accident and Emergency Department is:

St. John Urgent Care Cannington: 1472 Albany Hwy, Beckenham WA 6107

Tel: (08) 9350 8000

Website: https://www.stjohnhealth.com.au/walk-in-urgent-care/cannington-urgent-care/?utm_source=google&utm_medium=organic&utm_campaign=gmb_cannington_urgentcare

The closest medical centre is:

Northbridge Medical Centre: Unit 1, 7-9 Pattie Street, Cannington WA 6107

Tel: (08) 9258 1000

Website: <https://www.carouselmedicalcentre.com.au/>

Transport services

Public Transport: <https://www.transperth.wa.gov.au/>

Taxi company

Black and white cabs: 133222

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

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email.

Visit their site: www.beyondblue.com.au

See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/nationalhelp-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

