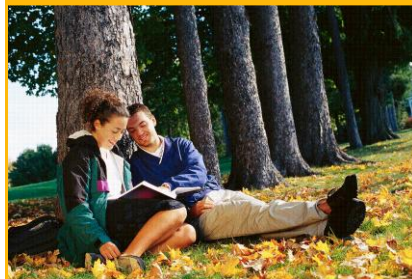
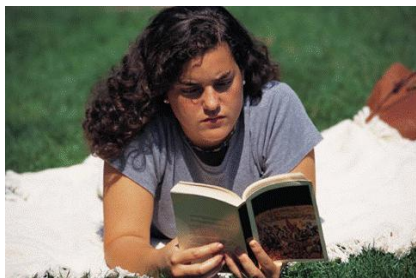




AUSTRALIAN NIT COLLEGE PTY LTD t/as

Swan Institute Australia

SIA STUDENT HANDBOOK



**Level 3, 335 Flinders Lane, Melbourne VIC
3000**

www.swan.edu.au



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WELCOME

Welcome to SWAN INSTITUTE AUSTRALIA

Swan Institute Australia (SIA) is a well-established, international college, located in the heart of Melbourne city, next to Flinders Street Station.

We offer quality education and training in a wide range of vocational, academic and English language courses in a friendly, caring and supportive environment.

At Swan Institute Australia (SIA), students are taught by experienced, well-qualified, professional and dedicated staff who encourage them to succeed in their life and study goals by providing specialised training in an inclusive, multicultural and positive learning atmosphere.

Swan Institute Australia (SIA) is the perfect choice for students looking for a unique learning experience, a range of study options, in a central location close to public transport and work opportunities.

Why choose Swan Institute Australia?

- ◆ Conveniently located in central Melbourne
- ◆ Easily accessible by public transport
- ◆ Dynamic and engaging classes
- ◆ Small class sizes with individual teacher support
- ◆ Option of day or evening classes
- ◆ Multi-cultural environment with students from different countries
- ◆ Diverse range of nationally recognised and accredited courses

Message from the Acting Principal

Together with my committed team, we look forward to welcoming you to Swan Institute Australia and working with you to ensure our courses and programs meet your individual needs and assist you in achieving your full potential.



ABOUT SIA

Swan Institute Australia (SIA) is a fully accredited private provider of vocational education and training registered with the Australia Skills Quality Authority (ASQA).

SIA works closely with a variety of industry and professional bodies to ensure programmes appropriately reflect industry best practice, and meet current and future demands for a skilled workforce.

This handbook provides you with information about SIA and the policies and procedures relevant to your learning experience with us.

Service commitment

SIA is committed to providing quality training and assessment services, to its learners in a caring and flexible environment.

SIA provides and ensures:

- training and assessment services meet industry needs.
- flexible learning opportunities.
- all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- all training is continually monitored and improved
- supportive effective pathways to higher education

SIA maintains a healthy and effective learning environment that is committed to providing professional service to all learners and clients.

SIA prides itself on being responsive to needs and continuing to develop products and services to meeting the diverse needs of our learners to meet the high standards required in today's global market.

SIA:

- Treats all persons with respect
- Displays courtesy and consideration to all
- Treats all persons professionally, fairly and equally
- Acts with integrity

Computer Facilities

Our facilities provide students with the latest technology to maximise their learning experience during their time with us. The campus provides students with extended access to our computers. We also provide backup services where students are able to speak with system support professionals should they experience any problems.

In addition, SIA provides its students with additional technological facilities including photocopying and printing. All of these services have been provided to make your time with us a positive, convenient and enjoyable experience.

Note: The Institute's computers and internet are protected with appropriate software to prevent the access of unauthorised websites and emails. Printing costs are clearly displayed in the reception area.

Internet

Students are able to access the internet in the computer laboratory and student areas for the purposes of academic study, research and administrative tasks. You are able to access the internet for private use but this is to be kept to a minimum when others are requiring the service for academic purposes. Free internet access is available in Melbourne CBD and can be used for personal use.



Pastoral Care

SIA recognises the importance of the spiritual dimension to human life and its value in building a caring community of students and staff, thus enriching the quality of life for all. Pastoral, theological (visiting religious representatives) and recreational activities will be advertised in the Student area.

Recognition

All programmes offered by SIA are approved by the Australian Government and internationally recognised. SIA maintains strong links with all relevant professional bodies and encourages and invites their participation in all of our validation meetings.

Cost

Our programmes are competitive in the marketplace. Our pricing structure provides students with confidence that they are receiving value for money on their investment.

Small Class Sizes

As part of our educational strategy, students will be placed into small class sizes in order to maximise student development and learning outcomes. This encourages active participation between students and teachers. This strategy also assists us in ensuring that cross-cultural understanding is promoted and enhanced.

Flexible Learning

We provide flexible study options and, where possible, schedule daytime and evening classes to meet the needs of all our students. SIA's timetables are driven by student needs and current industry practice. Students will be able to select from a larger range of timetabling options that better suit their needs.

Advanced Technology and Resources

Our facility uses state of the art equipment to ensure students are able to access materials both locally and overseas. This includes hard copies of all required reference materials.

Industry Focused Programmes

Broad practical, industry and professional participation in teaching through on-campus guest presentations and tutorials, as well as planned field trips and excursions, provide our students with a variety of on-the-job skills.

Cultural Diversity

We promote cultural diversity and encourage all our students to become leaders, by demonstrating culturally diverse practices. SIA actively encourages new ideas and programmes identified by all members of the SIA community, which will lead to enhanced understanding and tolerance of culturally and linguistically diverse practice.

Enhanced Employment Prospects

Through our industry focused and driven programmes, our networks and industry's participation in our learning and assessment programmes, students from SIA are supported by Students Support Services to develop links with major employers, further develop skills to assist them in becoming job ready, and prepare generally for the workforce.

Student Support Service

Our Student Support Service strives to provide the very best welfare and academic support for our students. With our commitment to ensuring a personalised service that meets your needs, our small campus, low class numbers and personal



approach to your education allows us to interact with you as often as you need.

Academic Support

Student Support is able to also assist you with study techniques, academic writing skills and English language skills to not only enable you to complete your qualification but to ensure you make the most of your academic learning. If you are experiencing any issues with your new learning environment and teaching styles, be sure to contact us so we can develop strategies to support you.

Reasonable Adjustments Disability

Students with disabilities are encouraged to discuss any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies. Careful consideration will be given to any requests for adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for SIA to accommodate or where other adjustment may be more appropriate. Such adjustments cannot compromise the integrity of competency based training and assessment.



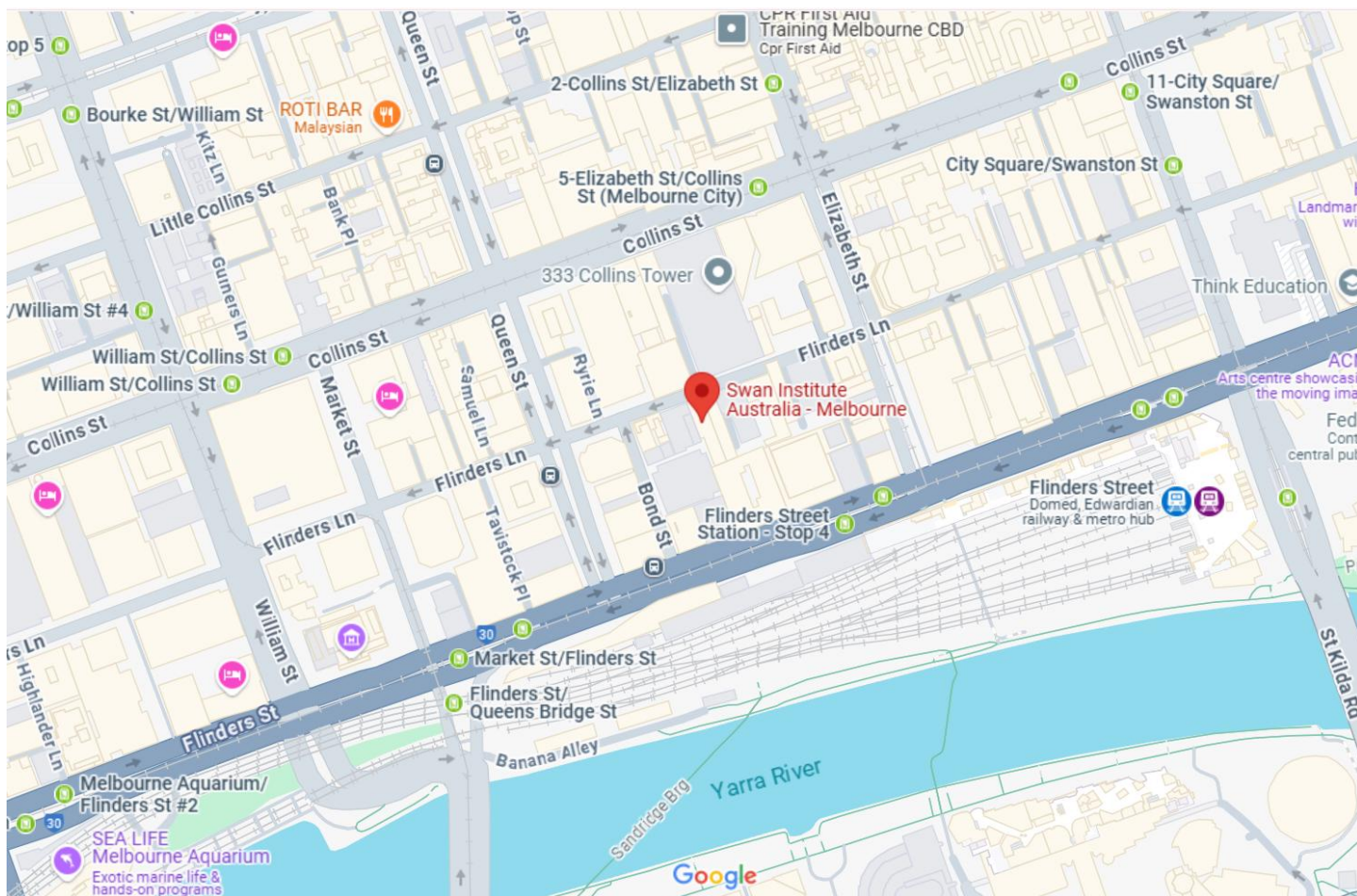
LOCATION

SIA is located at Level 3, 335 Flinders Lane, Melbourne VIC 3000. We occupy modern, state of the art, facilities that exceed minimum standards for education and training environments in Australia.

Located in the Melbourne Central District, SIA is located in close proximity to the airport, and is very easily accessed by both private and public transport.

SIA is a fully equipped educational facility comprising training rooms, student area, library, and computer laboratories, simulated learning and assessment environments and office administration areas.

All training rooms are modern and comfortable with whiteboards, data projection and audio/visual units.



Street Address: Level 3, 335 Flinders Lane, Melbourne Victoria Australia 3000

Telephone: +61 3 8597 9790

Email: admissions@swan.edu.au

Website: www.swan.edu.au



SUPPORT

All students enrolled in SIA courses undergo a formal orientation day that explains the services available. These services include:

- Academic support
- Facilities and Resources
- Welfare support
- Re-settlement support
- Staff support (non-academic)
- SIA aims to maximise a student's experience and learning journey whilst studying for their qualification. We provide students with assistance, advice and support to ensure that all of their needs are met.

Students enrolled with us are supported through their studies in the following areas:

- Pre-arrival Information
- Airport Pickup Service (Upon request)
- International Student Orientation Programme (Compulsory)
- Education and course planning (Upon request)
- English language support
- Study skills support
- Career support
- Financial guidance and referral
- Personal issues
- Employment preparation
- Referral to other services such as legal, medical and accommodation.

Student Welfare

Student support is available to ensure our students have the educational, emotional and physical support they need during the period of their enrolment at SIA.

Students may occasionally experience difficulty with a variety of issues that may impact on them completing their qualifications such as homesickness, financial problems and accommodation. In these circumstances they are encouraged to access the confidential services offered by us. Our Student Support is available as the first point of contact to discuss any issues that you may have. If more intensive counselling services are required, you may be referred to an external agency which may be more appropriate to your needs, and where staff have more experience in a particular area.



COMMENCING STUDY

Student Orientation

The Orientation Programme at SIA is a compulsory programme of activities, information sessions, workshops and social events that aims to induct all students to SIA and assist international students with their transition to studying in Australia and their new living environment.

International students not only need to adjust to a learning environment that is delivered entirely in English with differences in study structure but have to overcome additional issues of adjustment such as:

- living in Australia and cultural differences;
- Life in Melbourne;
- Feeling alone, isolated and homesick; and
- Independence and coping financially.

Student will receive an email from SIA with the details of the compulsory orientation programme dates and programme outlines.

You will need to bring all correspondence, passport and letter of confirmation to the orientation.

Orientation is conducted every Friday with students asked to attend the week prior to their commencement. Orientation will include:

- Introduction to SIA, our organisation, structure, facilities and resources;
- Enrolment information, administration processes, student cards, timetables;
- Student Support and our team who will assist you with a smooth transition academically, environmentally and socially;
- Living in Melbourne, "Aussie" culture, accommodation, legal services and other referral services, working, transport and getting around, community and university services available to you;
- Introductions to the staff and trainers;
- Several excursions to help familiarise you with your new surroundings, amenities and resources in the area.
- Relevant policies and procedures including the complaints and appeals processes;
- Academic progress monitoring requirements; and
- Options for future study.

International students should aim to arrive in Melbourne a week prior to their compulsory Orientation Programme so they can familiarise themselves with their new surroundings.

Arriving early will also give you some time to arrange permanent accommodation if not already done.

Student Card

Students will complete paperwork in relation to their ID cards and have their photos taken on the first day of enrolment. Cards will be processed during the first week.

Returning students MUST retain their original student cards.

These are validated at re-enrolment. You must carry your card with you whenever you are on campus as it is needed for:

- Borrowing books from the library
- Photocopying and printing
- Assists in campus security



Student Portal

Students will be able to log in to the student portal. The portal is used for all communications with students and can be accessed from any computer with internet access via the website. It is expected that all students will check their portal on a regular basis.

SIA will use this mode of communication for all areas such as attendance related issues, appointments with students and general messaging.

If you are experiencing difficulty logging on, please inform student services who will assist you.

Student Numbers

Each student is issued with a student identification number on orientation day which will remain the same throughout your study. This number is to be entered on all correspondence while studying at SIA, such as student request form.

Unique Student Identifier (USI)

<http://usi.gov.au/Pages/default.aspx>

The Australian Government will introduce the USI to commence on 1st January 2015. This USI is private and should not be revealed to any other party except your education provider. All students doing nationally recognised training are responsible for applying for a USI and to ensure that this number is provided to SIA.

Your USI will remain with you for all your studies no matter which provider you are enrolled with.

Your USI will help keep your training records and results together in an online account controlled by you.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

Unless you have provided SIA with your USI and it is then recorded SIA are not permitted to issue you with your qualification, statement of academic record or statement of attainment.



STUDENT GUIDELINES

The following student etiquette guidelines will help facilitate a healthy learning environment for all learners.

Respect for others – Cultural Awareness

SIA has students from many different cultures and it is important that students be aware of cultural differences. It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and staff is expected.

Students are expected to behave in a professional manner at all times, taking others into consideration and being culturally aware. SIA retains the right at all times to remove disruptive students from the classroom.

- Students are expected to treat staff and fellow students with respect and observe any particular conditions which may appear in this handbook or be raised during the course by a staff member.
- Inappropriate language and actions will not be tolerated and maybe subject to discipline.
- Under the requirements of Equal Opportunity and Discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, ages, gender, sexuality, or religion.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Students are required to treat facilities and equipment with due care and respect.
- Students are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Politeness

Students are expected to show respect and politeness to other students and to staff. Mobile phones are to be TURNED ON SILENT during all classes. Calls maybe returned at break times. Continual breach of this will result in a letter of warning from the Manager Academic Studies. Students are to ensure class rooms are kept neat and tidy at all times. If any study harasses or bullies another student, thy maybe instantly expelled.

Whilst on an excursion, students are expected to behave in accordance with the standards of Swan Institute Australia.

Punctuality

As a courtesy to other students and the trainer, all students must be punctual both at the start of the day and when returning from breaks. Students later than 15 minutes from the commencement time of the study period are required to wait until the next period to avoid disruption to other students and the trainer.

Dress & Hygiene

- Neat, comfortable clothing suitable for an office is considered appropriate
- Appropriate footwear must be worn at all times (thongs are not acceptable footwear)
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is required

Tidiness

Student are expected to keep the Student Common Area clean by tidying up after they eat and making sure their cups are washed. Student are NOT, at any time, permitted to eat in the classroom.

English Only



It is the policy of Swan Institute Australia, to help students to practice and improve their English, to have a strict ENGLISH ONLY rule within the college premise. Students are expected to use English only on all College excursions, unless there is some problem that needs to be dealt with.

Duty of Care

- Under Occupational Safety and Health legislation students have a duty of care to maintain a safe environment for both themselves and their fellow students.
- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer immediately.
- If you have a personal health condition which may become critical while attending the course, please advise us before commencing the course. All information will be treated in strict confidence and is only needed to enable SIA to provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by SIA in the interests of health, safety and welfare
- Cooperate with health and safety directives given by staff
- Ensure that you are not affected by the consumption of drugs or alcohol.

Mobile Phones

All phones must be turned on silent mode during the training course, as a courtesy to the Trainer and other students. Mobile calls are to be received and replied to only during breaks. In an **emergency** where you need to be contacted, please advise your trainer so that arrangements can be made in advance.

Security

Do not leave handbags or other valuables unattended. Although SIA may be reasonably secure, ultimate responsibility for belongings lies with the owner of the item(s). SIA accepts no responsibility for any belongings which may be stolen or go missing.

Internet

Students are able to access the internet for the purposes of academic study, research and administrative tasks. Students are able to access the internet for private use but this is to be kept to a minimum when others are requiring the service for academic purposes.

Students are **NOT** allowed to download anything to any computer hard drive/desktop. Student are **NOT** permitted to search for, nor look at restricted or adult websites.

Student Attendance

Student attendance is noted each day. These records are required in accordance with the immigration requirements detailed under the students Visa conditions.

Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

You are required to arrive in class on time and stay for the full duration. Should it be necessary to leave a class early, you must advise the trainer before the class commences and your attendance will be marked absent for the period missed.



If a student is absent from class, it is the student's responsibility to catch up on work missed.

Students who are unable to attend class due to illness are required to advise SIA as soon as practicable by phone and to present a medical certificate on the first period of the day of return to class.

Change of personal details

Students must provide SIA with any and all changes to contact details, new postal and/or home address, email address, phone, mobile numbers and emergency contacts with seven (7) days of any changes.

Assessment

All assessment items must be submitted by the due date. If you are having difficulty completing an assessment item, you should discuss it with your trainer at least 2 days before the due date. This way the trainer may be able to offer support or grant additional time.

Please note that the granting of additional time to complete assessment items is only under special circumstances.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the SIA must abide.

SIA makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment literature.

Advice is given to all clients on the appropriate action if there is a need to update literacy and numeracy skills. SIA can assist in providing additional development prior to completing your enrolment into vocational skills.

All students undertake an English level placement test at orientation and those student identified as not meeting the required level for their chosen course will be counselled and provided the opportunity to enrol in a suitable English course before being permitted to commence their vocational study course.

Assessment malpractice

SIA regards the integrity of its assessments as critical to its professional responsibilities and therefore strives to ensure the assessment processes by which it assesses the competency of students are not compromised. SIA has policies and procedures in place for dealing with assessment malpractice.

Cheating

All assessments must be your own work. The use of another person's work and submitting as your own will not be accepted.

Collusion

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

Plagiarism

Copying from a published work (including the internet), without referencing, will not be accepted. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source



such as the Internet, published books or periodicals. You must follow referencing guidelines provided to you by your trainer.

Misconduct includes

- Theft, fraud, violence/assault
- Cheating/plagiarism
- Breach of confidentiality
- Inappropriate language
- Serious negligence including OSH non - compliance
- Discrimination, harassment, intimidation or victimisation
- Being affected by drugs or alcohol and being unfit to participate in learning activities

Evaluation and Feedback

- SIA values all feedback to enable an environment of continuous improvement.
- SIA will use the feedback to ensure the products and services we offer meet the needs of the student and the standards of industry. Students are encouraged to provide us with feedback, both positive and constructive.

As a Registered Training Organisation, SIA is obligated to collect feedback under the AQTF Quality Indicators and students will be requested to complete these feedback forms.

Thank you in advance for your comments.

Student Discipline

SIA may implement student discipline processes:

- should a student be found to be acting inappropriately
- due to misconduct or assessment malpractice.

These disciplinary processes may include:

- Suspension from the training room
- Expulsion from the training room
- Expulsion from the training course



POLICIES

Deferral, Suspension Or Cancellation

The Refund of Fees Policy & Procedure applies to all requests for Deferment, Suspension or Cancellation.

- Swan Institute Australia reserves the right to cancel the enrolment of any student whose performance or conduct are not of the high standards required by Swan Institute Australia, or whose tuition fees are not paid in full.
- A student can apply to defer commencement, temporarily suspend studies or cancel their course/courses by submitting the required form. Approval for suspension / deferral are subject to :

“the Migration Regulations 1994 ('the Regulations') which specify: “under Section 116(1A) of the Migration Act 1958 ('the Migration Act'), if an education provider defers or suspends the studies of a Student visa holder because of the student’s conduct, or on the basis of fraudulent/misleading evidence, or for reasons other than genuine compassionate or compelling circumstances, or these circumstances have ceased to exist, then these would be matters to which the Minister would have regard in considering visa cancellation under Section 116(1)(fa) of the Migration Act.”

Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the CEO or delegate.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members being immediate parents or grandparents, immediate brothers and sisters but not their partners or children; (evidence is required prior to departure)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; (evidence of declared disaster is required) a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime; (evidence of experience is required)
- where SIA was unable to offer a pre-requisite unit;
- inability to begin studying on the course commencement date due to delay in receiving a student visa. (copy of Visa reflecting the delay is required)

Note: Weddings are not considered by Immigration to be a compelling or compassionate reason for leave.

SIA will give the student a statement that explains how the refund amount has been worked out. If any refund is approved, it will be paid within four weeks of the college receiving a written request with all necessary and supporting attached documentation from the student.

DEFINITIONS

Deferral: A deferral of studies applies when you wish to delay the commencement date (as shown on your original CoE) of your course.

Suspension: A suspension applies when you have already commenced your course, but due to compassionate compelling circumstances require to suspend your studies for a maximum period of 3 weeks, during the calendar year of the study term of your CoE.

As a result of an approved suspension the end date of the CoE may need to be delayed. During the suspension of your studies your fees are placed on hold. To retain your enrolment and to extend the dates of your CoE for the period of the suspension, a fee of \$500 will apply.



Cancellation: A student can apply to cancel their course/courses by submitting the required form. Withdrawal/cancellation requests will not be processed until applicable fees are received. No release will be approved until 6 months of the Principal course has been completed and all outstanding fees have been receipted

Access and Equity

SIA is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to provide them with a positive learning environment to achieve success. SIA will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

SIA abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainers and assessors, learning and assessment materials and opportunities.

Student Records

SIA maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, record of enrolled courses and counselling. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secure location. Only those SIA personnel who need to have access to your file for training and assessment purposes can access it.

No other person may have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact Student services and complete a request form. The file remains the property of SIA and may not be removed by the student.

Privacy

The personal information held by SIA is strictly limited to that required for SIA to conduct its business of enrolment, progress and certification of students.

Information collected about student during enrolment and study can be provided, in certain circumstances, to the Commonwealth including TPS, or state or territory agencies in accordance with the Privacy Act 1988. In other instances information collected during enrolment and study can be disclosed without student's consent where authorised or required by law.

Complaints and appeals/grievance

SIA has in place formal complaints and appeals / grievance procedures designed to assist students who feel they have been treated unfairly. The complaints and appeals procedures ensure that students' concerns are addressed and resolved at the earliest possible opportunity to avoid the escalation of problems. The procedure applies to all students enrolled in SIA courses and persons employed by or contracted to SIA.

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of SIA in relation to the following processes:

- Enrolment process.
- Quality of training delivery.
- Competency assessment, including recognition of prior learning.
- Issuing of results, certificates and/or statements of attainment.



- Any other activities associated with the delivery of training and assessment services.
- Other issues such as discrimination, sexual harassment, student amenities, etc.

The principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.
- The complaints process is free of charge.
- Privacy and confidentiality will be maintained throughout the process.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

Student Procedure

COMPLAINTS AND APPEALS/GRIEVANCE PROCEDURES

- If the applicant has a grievance relating to Swan Institute Australia, he/she must, in the first instance, consult with his/ her trainer to resolve his/ her grievance.
(Note: The applicant may at any time nominate another to attend with the applicant at any stage of the grievance process).
- If the applicant's trainer cannot resolve the applicant's grievance, he/she will then consult with the Manager of Academic Studies/Director of Studies, who will then also try to resolve his/her grievance with the applicant, within 10 working days.
- If the Manager of Academic Studies cannot resolve the applicant's grievance, he/she will then refer the applicant to the Principal. The student should document details of the complaint using the Complaint or Appeal Form. Attach any supporting information and ensure that contact details are provided and forward documentation to Student Support.
- The student must maintain confidentiality about the complaint matter and do not discuss the complaint with others who do not need to know about it while the complaint is being considered and SIA is trying to resolve the applicant's grievance.
- If the applicant is not satisfied with the decision after having exhausted the Swan Institute Australia appeals internal procedure, the applicant may access the external appeals procedure by submitting a written appeal to the Overseas Student Ombudsman and include a copy of the Swan Institute Australia's written decision within 10 days.

NOTE: All Complaints and Appeals related issues shall be dealt with in accordance with the Complaints and Appeals Policies and Procedures of Swan Institute Australia. Available on website www.swan.edu.au

If you have difficulty in understanding the Grievance Procedure please ask the Student Services Officer at SIA to explain each step to you.

Swan Institute Australia (SIA), will always try and solve grievances amicably and as quickly as possible.

A copy of your grievance and the outcome will be given to you and a record of it kept in your student file.

SIA ensures that people who make complaints or act as witnesses are not victimised in any way.

Unfinancial Students

Fees for commencing students may increase from year to year; however the tuition fee applicable in the year of a student's commencement will remain unchanged while the student remains continuously enrolled in the course. If the student suspends or defers their studies, then the tuition fee payable on resumption will be applicable to the course fees for that year.

All fees must be finalised no later than 4 weeks from course completion. SIA encourages students to discuss instalment



payments if required; however, SIA retains all discretion of approval. Additional charges may be incurred for an instalment payment plan, if approved. Unfinancial students are not permitted to attend class without approval from Management. Students are responsible for all other costs including books and living expenses. Fees must be paid in full by the due dates. Failure to do so may result in exclusion from the course and the cancellation of your student visa.

Fee Refunds

Our fee refunds align with Australian Government requirements for CRICOS approved providers as outlined under legislation (Education Services for Overseas Students Act 2000). Full details are available in our refund policy and on your contractual documentation. Application for a refund of tuition fees in accordance with our refund policy must be made in writing on the refund form available from SIA's administration department or the website, stating reasons and relevant details and supported by appropriate documentation where appropriate. Application/Enrolment fees are non-refundable.

You must read this information carefully for your own protection. An administration fee applies to all fee refunds, except where SIA is in default within the meaning of the ESOS Act 2000; in which case no administrative fee is applied.

SIA reserves the right to amend the policy in accordance with the requirements of the governing bodies and the Institute's policies and procedures.

A copy of the Refund Policy is available from the Student portal on the website: www.swan.edu.au

Course progress

SIA will monitor, record and assess the course progress of each international student in accordance with ESOS legislation.

Students are required to maintain their academic progress throughout their courses.

The ESOS National Code Part D requires that SIA as a Registered Training Organisation:

- must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- must assess each student's progress at the end of each compulsory study period.

Unsatisfactory course progress will impact upon you, in a number of ways including your ability to comply with visa conditions. Any breach of a student visa condition or the ESOS Act 2000 by an international student could lead to your student visa being cancelled, and you being asked to leave Australia.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The Student Progression, Exclusion and Graduation Policy and Procedure is available on the website: www.swan.edu.au

Recognised Prior Learning (RPL)/Credit transfer (CT)

SIA offers to assess for recognition of the units of competency for any qualification the student is enrolled in.

RPL

Students who consider they already possess the competencies identified as part of any course/qualification offered by SIA may seek recognition.

RPL is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that RPL is an assessment process not an assumption of competence.

RPL is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and/or
- life experience.



RPL therefore determines the consequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of RPL is what has been learned rather than how, where or when it was learned.

RPL focuses on both the demonstration of competence and the currency of that competence to industry standards

CT

Credit transfer is defined as follows:

- Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

The definition of credit as follows:

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

The Recognition of Prior Learning Policy and Procedure is available on the website: www.swan.edu.au



LIVING IN MELBOURNE

Melbourne, the capital city of Victoria is one of Australia's most popular cities for international students, with thousands choosing to live and study here each year. Australia is one of the most politically stable countries in the world, where citizens from more than 100 nations live in multi-cultural harmony. Melbourne is a genuinely international city with a vibrant arts scene, a multicultural population, cosmopolitan cafes, restaurants and pubs and world renowned sporting events with many opportunities for social and leisure activities. The official language is English; however more than 200 languages are spoken by the city's residents.

Climate

Year-round Melbourne has four distinct seasons; however, the city is also known for often having four seasons in one day due to its unpredictability. Melbourne winters are chilly with an average temperature on 10°C but the city starts to warm up through September in time for Spring Racing festivities. The summer months have hot days and balmy nights with the average temperature in January being 21°C. For international students, the Australian heat can be a shock to the system, so we recommend staying hydrated and always lather on the sunscreen.

Cost of Living

Estimating your living costs in a foreign city is an important task, but it isn't always easy. Luckily, the Australian government has calculated some average living costs to help guide international students. These costs will obviously vary from person to person, however, they can help gauge the cost of living in Melbourne for international students:

- Accommodation (house and apartment rentals) — \$165 to \$440 per week
- Groceries and eating out — \$80 to \$280 per week
- Public transport — \$15 to \$55 per week
- Phone and internet — \$15 to \$55 per week
- Entertainment — \$80 to \$150 per week

Overall, the average living cost for a student is calculated to be around \$20,000 a year. The Insider Guides Cost of Living Calculator is also a pretty handy tool to estimate living costs in Australian cities depending on your individual spending.

Culture

Culture in Melbourne revolves around art and music. What's special about this city is that our art culture is not confined to galleries and museums; some of the most interesting artwork is on our streets. Laneways in the city and streets around Fitzroy are iconic Melbourne locations for street art and graffiti. Art exhibitions also come from all around the world to galleries such as the National Gallery of Victoria, The Ian Potter Centre and the Australian Centre for Moving Image.

Live music can be found in all areas of the city any day of the week. Music venues such as The Corner Hotel and Cherry Bar run acts from Monday through to Sunday, whilst summertime in Melbourne is jam packed with music and arts festivals.

Life as a student in Melbourne is full of opportunities. From university life to cultural events this city has an endless list of activities and places to explore. As an international student, you will be greeted by a city that has something for everyone, and in such a multicultural place, you will never struggle to find some comforts that remind you of home.

Hopefully this blog gave you a good insight into what it's like to study in Australia for international students; and if you are interested, contact us to find out more about student life and student accommodation options in Melbourne.



Safety and Security

According to The Economist, Melbourne was the fifth safest city in the entire world in 2017. Australia as a whole is a generally safe country with low crime rates and political stability. International students in Australia can feel confident that they will be accepted and respected in Australia, due to its extremely diverse culture.

Melbourne also has Protective Services Officers, which are a part of a great public transport safety initiative. These officers are employed to patrol public areas, and in particular train stations. This means Melbourne commuters feel safe at any time of the night catching public transport.

Shopping

The city's main shopping district is in the CBD, where shoppers can make their way through a flow of large shopping centres. These shopping centres host all of the world's biggest brands alongside Australian boutique designers.

The city also has large shopping centres including Chadstone, which claims to be the biggest shopping centre in the Southern Hemisphere. If you're looking for a bargain, there are Direct Factory Outlet locations in South Warf and Essendon. It's also worth checking out some markets in Melbourne, such as the Rose Street Artists' Market or the Camberwell Sunday Market, which have vintage finds and unique items made by local artists.

Other shopping strips include the Chapel Street district, Brunswick Street in Fitzroy and Bridge Road, Richmond.

Accommodation

SIA does not have its own on-campus student accommodation but there are several housing and accommodation options available. Students can choose to share and/or rent an apartment, flat or house, or stay in student apartment complexes or hostels, or SIA can offer access to enable a student to live with an Australian family in a Homestay boarding situation.

Cost of accommodation can vary significantly and will be determined by location, type of housing and how many people are to share the accommodation.

Working while you study

While you are spending money on living costs in Australia, you will also have the ability to earn money while on an Australian Student Visa. International students are allowed to work up to 48 hours a fortnight during the study and full time on holidays.

Some common jobs for international students in Australia include:

- Retail sales assistant
- Waiter or bartender
- Call centre staff

If you decide to work in Australia you will need to get yourself an Australian Tax File Number (TFN). Online applications for TFN can be completed at www.ato.gov.au

Public Transport

Melbourne is famous for its trams, but the city also has trains and buses. All of the city's facilities are well connected through the Public Transport Victoria network.

To use public transport in Melbourne you will need your own Myki, which is a single travel card that works on trams, train and buses. International students in Melbourne are eligible to receive an iUSEpass which allows students to purchase a half priced annual Myki pass. A regular, annual Myki costs \$1,599, however an annual Myki is \$799.50 with an iUSEpass.

Melbourne's trams are free within the city centre and public transport runs 24/7 on weekends.



LEGISLATION FOR STUDENTS VISA REQUIREMENTS

ESOS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students Act 2000 (ESOS) and the National Code. The ESOS Act and associated legislation protects the interests of overseas students by providing tuition and financial assurance. . <https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-act/pages/default.aspx>

STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

<http://www.comlaw.gov.au/details/f2014l01377>

The Standards for Registered Training Organisations provides the framework for all RTOs to ensure consistency and ensures the high quality of training and services for students.

PRIVACY ACT

<http://www.comlaw.gov.au/series/c2004a03712>

The Privacy Act establishes a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information. The Act has special protection for sensitive information. Personal information is information that can identify a person, such as names, addresses, photographs, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, professional or trade association, sexual preference, criminal record, and health information. Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is incorrect.

EQUAL OPPORTUNITY ACT

<http://www.comlaw.gov.au/Series/C2004A03429>

In Australia, national and state laws cover equal employment opportunity and anti-discrimination in the workplace.

ANTI-DISCRIMINATION

Legislation covering anti-discrimination in Australia include:

- The Equal Opportunity Act 1984 (WA)
- Human Rights and Equal Opportunity Commission Act 1986 (C/W)
- Human Rights and Equal Opportunity Legislation Amendment Act 1992(C/W)
- Sex Discrimination Act and other legislation Act 1992 (C/W)
- Disability Discrimination Act, 1992 (C/W)
- Sex Discrimination Act, 1984 (C/W),
- Racial Discrimination Act, 1975 (C/W)

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law for any employer to discriminate against an employee or job applicant because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

WORK HEALTH AND SAFETY ACT 2011

<http://www.comlaw.gov.au/details/c2011a00137>

This Act sets standards for ensuring the safety of all staff, students and visitors relating to work health and safety, and for related purposes at the SIA campus.



TUITION PROTECTION SCHEME (TPS)

<https://tps.gov.au/>

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

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

STUDENT VISA REQUIREMENTS

Department of Home Affairs Website: www.homeaffairs.gov.au

Your student visa has mandatory conditions that are set by Australian law and cannot be changed or disregarded. The Department of Home Affairs may cancel your visa if you break (breach) any of these conditions.

Student Support is available to assist you successfully complete your studies and will support you through them. However, we also have legal obligations to DoHA and must report such circumstances as non-attendance or poor academic progression.

Notify SIA of Your Address

You are required to notify SIA of your new address within 7 days of arriving in Australia. If you change address during your stay, you will also need to notify us of this change in writing within 7 days. SIA may need to contact you and you must ensure we have your current contact details.

Study with SIA for 6 Months

You are required to study with SIA for 6 months where SIA is your principal provider. If the course that you have enrolled in is less than 6 months long, you must study for the duration of that course. For those students completing a Foundation Programme or English course as a pre-requisite, you must first complete this and then study at SIA in your principal course for a period of at least 6 months.

Only under exceptional circumstances are you able to change educational institutions prior to this 6 month period expiring and you are advised to seek advice on this from Student Support or DoHA. You will need to notify DoHA in relation to changing institutions and provide them with a release letter from SIA, confirmation of Enrolment from your new provider and evidence of your exceptional circumstances. Failure to inform SIA of your transfer to another provider will result in a non-attendance being reported to DoHA and your visa may be cancelled.

Academic Results

All international students are required to attain satisfactory academic results for each term or semester of study as determined by your educational institution. Failure to achieve these results will result in SIA notifying DoHA which could impact on your student visa.

Attendance

ELICOS Students are required to maintain a minimum of 80% attendance at all times. Warnings will be provided to any student when their attendance falls to 90%. Warnings and counselling will be provided at 90%, 85% and 80% in accordance with SIA's intervention policy and procedure. Below 80% attendance a student will be issued Notice of Intention to Report to DoHA.

Students arriving later than 15 minutes from the start time of a teaching period will not be permitted to disrupt the other students in the class and will be required to wait till the next session before entering the class. Students will be marked absent for that period.

All students are required to sign in and out of classes. Unapproved absences from class will be recorded and students will be marked absent for that teaching session.

Work Limitations

Since April 2008 international students on a student visa have been automatically granted permission to work on a student visa while studying in Australia. You will be able to work for a maximum of 48 hours per fortnight during a teaching period, semester or term and unlimited hours while on semester breaks or vacations.

Overseas Student Health Cover

International students and their families are required to pay for health insurance in Australia through the Overseas Student Health Cover (OSHC) scheme prior to being issued with a visa. Not only is it your responsibility to ensure that your OSHC



remains valid throughout your stay in Australia, recent changes to legislation require all international students on a student visa to purchase OSHC for the duration of their visa at the time of enrolment.

Norwegian and most Swedish students do not need to obtain OSHC because these countries have a national health scheme or other arrangements that provide acceptable health insurance for them while they are overseas. For the OSHC requirement to be waived, Norwegian students should have documentation proving that they are covered by the Norwegian National Insurance Scheme. Swedish students should have proof that they have insurance provided by CSN International (the Swedish National Board of Student Aid).

SIA is able to assist you with health cover requirements and can facilitate your initial payments and renewal fees for you. Your letter of offer from SIA will outline fees payable for your OSHC and will need to be lodged with SIA together with course enrolment costs.

Costs for OSHC are determined by how long you are going to be in Australia and most health funds will have comparative premiums.

On receipt of your payment SIA will issue a confirmation receipt which DoHA requires as proof of OSHC cover for visa applications. You will be covered from the date of your arrival into Australia.

OSHC covers most medical expenses and the cost of hospital care while in Australia including emergency ambulance and some prescription drugs. It will not cover dental and optometry and other ancillary services but you are able to take out additional cover which will include these. Your cover also does not include any pre-existing illnesses or conditions.



SIA – LEARNERS TODAY – LEADERS TOMORROW

www.swan.edu.au

admissions@swan.edu.au

+61 3 8597 9790