



INTERNATIONAL INSTITUTE AUSTRALIA

Course Prospectus and Pre-Enrolment Information

Version 4, September 2018

- Business
- English Language
- Aviation

International Institute (Aust) Pty Ltd Trading as
International Institute Australia, ACN: 601 493 529
Provider Number: 41295, CRICOS Number: 03445B
Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia,
Tel: 1300 446 842

Australia - The International Education Centre of the Southern Hemisphere

The International Institute Australia (IIA) is a Registered Training Organisation offering high quality education of Australian and international standards, in a range of discipline areas, to students from all over the globe.

The main campus of IIA is located in Melbourne - Australia's education capital.

The main language of instruction in all programme areas is English.

The Institute

The International Institute (Aust) (IIA), through its Management and staff, has an established reputation for higher quality Australian education provision.

IIA is a well equipped, modern and highly progressive institution offering unique education and career opportunities to students of broad backgrounds.

Mission Statement

IIA mission is to assist students in achieving their academic and career goals and in so doing playing a responsible and fundamental role in global cooperation and interdependence of young professionals.

Philosophy

Given the International Institute Australia's unique location within a multicultural nation, it fosters an international outlook in its overall development of young people of different cultures. It strives to enhance opportunities for education and career pathways of a globally competitive standard.

International Institute (Aust) is a Registered Training Organisation and delivers Nationally Recognised Qualifications.

A number of courses offered at International Institute (Aust) are endorsed for delivery to international students and registered for delivery to local students.

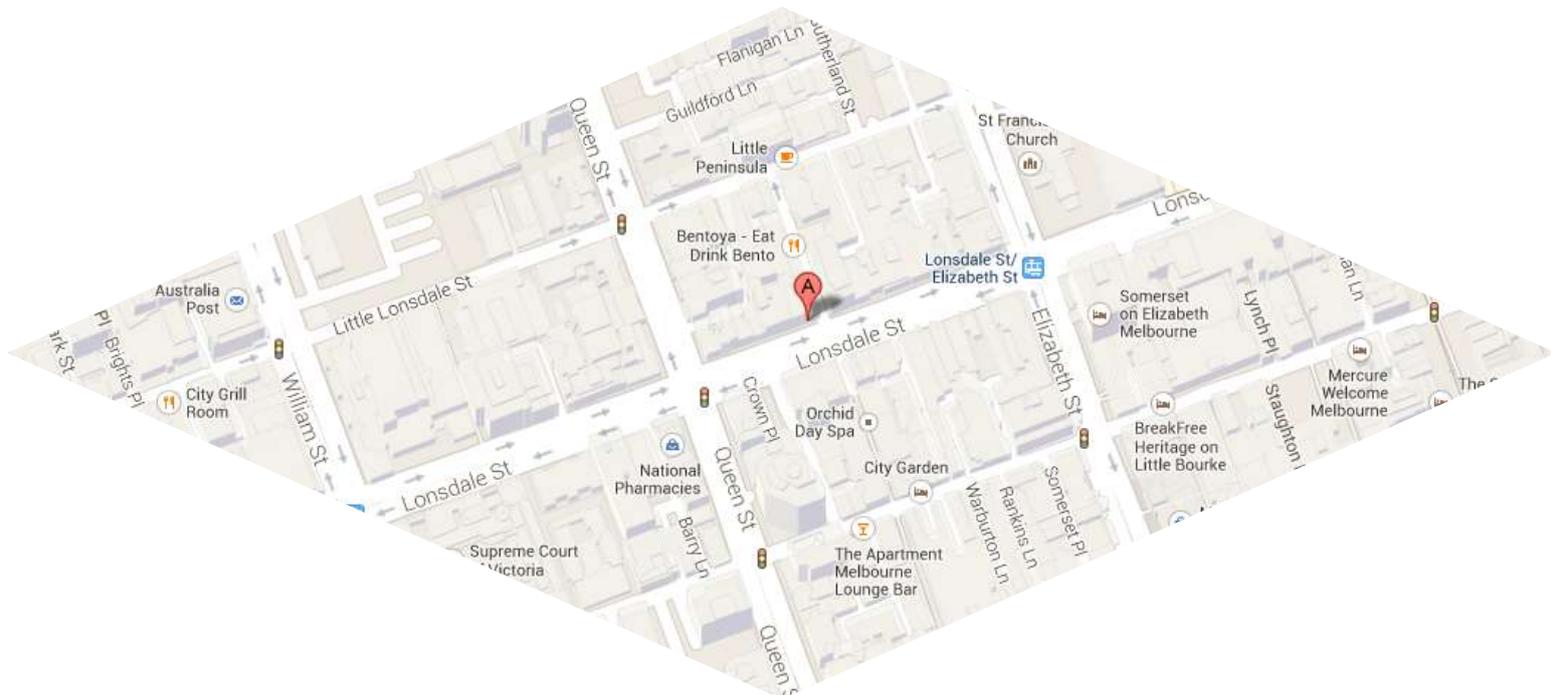
Upon completion, students may be eligible for credit in University Degree programs, some providing twelve credit points at undergraduate degree level.

Academic Staff

All trainers/lecturers at the IIA are fully qualified and highly experienced in their field. With a special appreciation and understanding for international students, they present new systems of learning in a pleasant, professional and caring manner, easily understood by all students, while concurrently making them feel comfortable.

Campuses

The main campus is located in Melbourne's Central Business District at: Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.



NOTE:

The information contained in this brochure is current as at September 2018. IIA reserves the right to update and amend this information including specified fees. Course details provided upon any letter of offer will not change once the place has been accepted unless the courses becomes no longer current, in which case the student will be notified and may either be enrolled in the course which replaces that course or discontinue the course. Information about the currency of all courses can be found at: www.training.gov.au, and searching by course code or title. The currency of information concerning the Institute should be confirmed against the Institute's website at www.intia.edu.au.

COURSES

English as a Second Language

22258VIC Certificate IV in EAL (Further Study)

CRICOS Code: 088960B

Note: This qualification is not currently available to International Students. International Students - Please refer to our English for Academic Purposes (Intermediate).

DESCRIPTION

The 22258VIC Certificate IV in EAL (Further Study) is designed for participants who need to develop English language skills to participate in a further study context in complex interactions and to critically analyse and produce complex texts relevant to further study.

Approximate ISLPR outcome for 22258VIC Certificate IV in EAL (Further Study) is 3/3+. Approximate ACSF level is 4. This is the equivalent of IELTS 5.5- 6.5.

These qualifications are consistent with the criteria and specifications of the AQF Level 4 as outlined in the Australian Qualification Framework Second Edition January 2013, as follows: Knowledge: Graduates of a Certificate IV will have theoretical and practical knowledge and skills for specialised and / or skilled work and learning through knowledge of:

- resources and strategies to support own English language learning
- English language structures and conventions to enable participation in complex extended verbal transactions, conversations and presentations, and to read and write complex printed and digital texts, relevant to own purposes and appropriate to audience
- knowledge of Australian culture to enable participation in complex extended verbal transactions, conversations and presentations, and to read and write complex printed and digital texts, relevant to own purposes and appropriate to context
- communication technologies

Skills: Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply a range of methods, tools and information to:

- read and evaluate a range of information about potential pathway options
- develop, document and evaluate a learning plan according to identified processes
- select and evaluate types of evidence to assemble a portfolio
- participate in extended transactions and conversations in English
- present and respond to complex instructions and information
- apply research skills to locate and evaluate information relevant to own goals and purposes

- critically analyse complex texts
- write complex texts relevant to a range of purposes and audiences
- use a range of learning/ communication technology to communicate in English

Application of knowledge and skills: Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters by:

- planning and monitoring future English language skills development in relation to identified pathways
- analysing and participating in complex verbal transactions and exchanges in English
- researching and analysing a range of information in complex texts
- writing complex texts
- applying digital literacy skills

The volume of learning for this qualification is typically between 0.5 and 2 years and incorporates structured and unstructured learning activities such as:

- structured activities to develop English language listening and speaking, reading and writing knowledge and skills at ACSF Level 4 to enable more effective participation in those activities relevant to the learner
- research and evaluate pathway options to independently develop and implement a learning plan over time to enable learning goals to be reviewed and amended

Students utilise English language structures and conventions to enable them to engage in complex conversation and presentations, and to read and write complex printed and digital texts. They also develop knowledge of Australian culture. Students learn to apply research skills to locate and evaluate information and plan their future development.

The program is designed to allow participants to undertake further study in vocational or higher education programs. This is reflected in the units making up the program.

The focus of the listening unit is on advanced listening skills in English to go into further study contexts, focusing on taking notes from complex and extended aural texts.

The speaking unit develops advanced listening and speaking skills in English to undertake further study. The program promotes discussion of ideas and information in complex formal presentations and group discussions.

The reading units develop reading, note-taking and research writing skills in English and producing a wide range of complex research-based texts. Students learn to analyse a wide range of complex texts.

The focus of the writing units is on using analysis skills for a range of study tasks, and using and creating formatted texts. They also develop language analysis and application of these skills to review own texts for further study purposes.

The further study skills units help students to design and develop documents using advanced features of word processing software. These units develop the skills and knowledge to investigate pathway options and plan skills development.

ENTRY REQUIREMENTS

Applicants should be over 18 years old at the time of commencement.

Entry to each EAL Course in / qualification must be determined according to the following criteria:

- a participant's current English language skills. (The Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level)
- a participant's prior formal education experience, both overseas and in Australia
- any prior EAL learning
- a participant's learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs

ENGLISH LANGUAGE ENTRY REQUIREMENTS

IELTS 5 or its equivalent OR

ISLPR 2+ OR

ACSF 3 OR

Certificates III in EAL, EAL Framework OR

CSWE III OR

CGEA I

IELTS International English Language Testing System (Cambridge ESOL, British Council and IELTS Australia Pty Ltd.)

ACSF Australian Core Skills Framework (© DEEWR)

CSWE Certificates in Spoken and Written English (© NSW AMES)

CGEA Certificates in General Education for Adults (© DEECD 2012)

ISLPR International Second Language Proficiency Ratings (Wylie & Ingram 1999)

COURSE RULES

To be eligible for the award of the 22258VIC Certificate IV in EAL (Further Study), learners must successfully complete a total of 9 units comprising:

8 Core units

1 Elective unit not previously completed from:

- elective units listed in this qualification
- Certificate III or IV qualifications in this EAL Framework

- unit which is first packaged in AQF levels 3, 4 or 5 in other accredited curricula and / or endorsed training packages

COURSE STRUCTURE (As Delivered by International Institute Australia)

- VU21353 Research pathways and produce a learning plan and portfolio
- VU21508 Give complex presentations for further study
- VU21509 Analyse and participate in complex spoken discourse for further study
- VU21510 Take notes from complex aural texts for further study
- VU21511 Read and write complex texts for research purposes
- VU21512 Read and write complex texts for further study
- VU21513 Use critical reading and writing skills for further study
- VU21514 Use language analysis skills to review own texts
- BSBITU303A Design and produce text documents

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

COURSE HOURS

540

DURATION

22 weeks (20 hours per week) [20 Weeks scheduled classes plus 2 weeks scheduled holiday periods].

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Tuition Fee: \$6,250

Application Fee: \$ 250

CLIENT GROUPS

Fee for Service - Domestic and International Students

ARTICULATION

There are no formal articulation arrangements for pathways into VET or higher education courses on completion of the Certificates in EAL.

A range of potential pathways are possible when EAL certificate courses utilise training package units of competency as electives. Successful completion of these units within Certificates in EAL will be eligible for credit into other training package qualifications. RTOs may design EAL certificate courses which contain a number of elective units from a particular Training Package qualification to provide a specific pathway to that qualification on completion.

Employment Pathway

- The program is designed to allow participants to undertake further study in vocational or higher education programs.

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and examinations as scheduled, with test generally scheduled during normal class time.



English for Academic Purposes (Intermediate)

CRICOS Code: 097080D

DESCRIPTION

The English for Academic Purposes (Intermediate) (EAP) course is designed to give students an introduction to the academic culture and English-language requirements of Australian vocational education. This course is intended for students wishing to undertake vocational education and training in Australia. The EAP course is designed to enable the students to proceed to courses at Certificate, Diploma and Advanced Diploma level. The course aims to develop student awareness, knowledge and skills in the use of English as the language of teaching and learning in a vocational environment.

The course includes reading comprehension, listening and note-taking, essay and report writing skills, oral presentation and debating skills, mastering academic and workplace speech, reference and research skills, and grammar, vocabulary and pronunciation.

Learning activities focus on writing, reading and listening, grammar and vocabulary development, oral presentation skills, research skills and web literacy. The course also aims to develop critical literacy and critical thinking.

ENTRY REQUIREMENTS

Applicants should be over 18 years old at the time of commencement.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

One of the following results is required for entry to English for Academic Purposes (Intermediate):

- IELTS (Academic) 4.5+
- TOEFL PBT 475/IBT 45
- Pearson (Academic) 30

COURSE STRUCTURE

The course components are structured as:

Oral Communication	Week 1 – Oral Communication, Conversational English
	Week 2 – Oral Communication, Learning
	Week 3 – Grammar (Nouns and Pronouns)
Grammar	Week 4 – Grammar (Adjectives, Verbs, Adverbs, Punctuation, Prepositions)
	Week 5 – Grammar (Determiners, Conjunctions, Tenses, Speech, Compound Words)
	Week 6 – Listening
Listening	Week 7 – Listening
	Week 8 – Listening
	Week 9 – Reading
Reading	Week 10 – Reading
	Week 11 – Reading

	Week 12 – Writing
Writing	Week 13 – Writing
	Week 14 – Writing
	Week 15 – Writing
	Week 16 – Speaking
Speaking	Week 17 – Speaking
	Week 18 – Speaking
	Week 19 – Speaking
Technology	Week 20 – Using Technology
Cultural Awareness	Week 21 – Cultural Awareness
	Week 22 – Business English
Business English	Week 23 – Business English – Negotiation
	Week 24 – Business English – Meetings
Academic English	Week 25 – English for Academic Purposes
	Week 26 – English for Academic Purposes

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

COURSE HOURS

520

DURATION

This program is delivered over 26 weeks at 20 hours per week face to face contact. In addition, there are 2 weeks break making a total course duration of 28 weeks. Participants spend a further 4 hours per week undertaking homework and practice activities.

Regular attendance to scheduled sessions is expected in order to maximise participant opportunities to develop their English Language abilities.

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Tuition Fee: \$8,000

Application Fee: \$ 250

CLIENT GROUPS

Fee for Service – International Students.

ARTICULATION

There are no formal articulation arrangements for pathways into VET or higher education courses on completion of the English for Academic Purposes (Intermediate).

Participants that satisfactorily complete the English for Academic Purposes (Intermediate) program may undertake further study in an EAP program such as English for Academic Purposes Upper Intermediate – Advanced or undertake a program in vocational education and training where the entry requirement is the equivalent of IELTS 5.5 or below.

EMPLOYMENT PATHWAY

- The program is designed to allow participants to undertake further study in vocational or higher education programs.

ASSESSMENT

Participants are required to complete the set summative assessment tasks through each week of program delivery. Performance is determined at the end of each week and at set Progress Checkpoints and recorded in the Performance Record. Participants also undertake pre-defined formative assessment activities throughout the program. The summative and formative assessment activities have been developed to specifically assess the program defined macro-areas: Oral Communication, Grammar, Listening, Reading, Writing, Speaking, Technology, Cultural Awareness, Business English and Academic English; which align to the program objectives.

Note: This is an ELICOS program and participants are required to meet attendance requirements.



Business Management

BSB30115 Certificate III in Business

CRICOS Code: 090547G

DESCRIPTION

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

ENTRY REQUIREMENTS

There are no entry requirements to this program. All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

A proficiency in English equivalent to IELTS 4.5 (or its equivalent) is required for all applicants.

PATHWAY FROM THE QUALIFICATION

After achieving this qualification candidates may undertake:

- BSB40215 Certificate IV in Business, or a range of other Certificate IV qualifications such as BSB40515 Certificate IV in Business Administration

Employment Pathway

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.

PACKAGING RULES

Total number of units = 12

1 core unit plus

11 elective units , of which:

- 7 of the elective units must be selected from the elective units listed below

- 4 elective units may be selected from the elective units listed at <http://training.gov.au/Training/Details/BSB30115> information being current to the date of publication, from this Training Package (BSB) or from any current accredited course or endorsed Training Package at the same qualification level
- if not listed in <http://training.gov.au/Training/Details/BSB30115> information being current to the date of publication , 1 elective unit may be selected from a Certificate II qualification and 2 elective units may be taken from a Certificate IV qualification.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBWHS302 Apply knowledge of WHS legislation in the workplace

Elective Units

- BSBADM311 Maintain business resources
- BSBCMM301 Process customer complaints
- BSBCUS301 Deliver and monitor a service to customers
- BSBDIV301 Work effectively with diversity
- BSBFLM312 Contribute to team effectiveness
- BSBINM301 Organise workplace information
- BSBINN301 Promote innovation in a team environment
- BSBPRO301 Recommend products and services
- BSBSUS401 Implement and monitor environmentally sustainable work practices
- BSBWOR301 Organise personal work priorities and development
- BSBWRT301 Write simple documents

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

DURATION

20 weeks (20 hours per week) [18 Weeks scheduled classes plus 2 weeks scheduled holiday periods].

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Tuition Fee: \$3,390

Text Book/Resource Material: \$360

Application Fee: \$ 250 (Non-refundable)

CLIENT GROUPS

Fee for Service Students

ASSESSMENT

Assessment comprises written assignments and practical application projects. Assessment may include role play scenarios and presentations. Students are required to attend assessments as scheduled.

BSB40215 Certificate IV in Business

CRICOS Code: 089582D

DESCRIPTION

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

ENTRY REQUIREMENTS

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB30115 Certificate III in Business

OR

- with vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

A proficiency in English equivalent to IELTS 5.0 (or its equivalent) is required for all applicants.

PATHWAY FROM THE QUALIFICATION

Pathways from the qualification

After achieving this qualification candidates may undertake:

- a range of Diploma level qualifications within the BSB Business Services Training Package, or other Training Packages.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Accounts Clerk
- Customer Service Advisor
- Clerk
- E-business Practitioner
- Legal Receptionist
- Medical Receptionist
- Office Administration Assistant
- Student Services Officer
- Word Processing Operator

This breadth of expertise would equate to the competencies required to undertake this qualification.

PACKAGING RULES

Total number of units = 10

1 core unit plus

9 elective units, of which:

- 5 elective units must be selected from the elective units listed <http://training.gov.au/Training/Details/BSB40215> information being current to the date of publication, from this Training Package (BSB) or from any current accredited course or endorsed Training Package at the same qualification level
- 4 elective units may be selected from the elective units listed <http://training.gov.au/Training/Details/BSB40215> information being current to the date of publication, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 1 unit may be selected <http://training.gov.au/Training/Details/BSB40215> information being current to the date of publication, from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

- BSBADM405 Organise meetings
- BSBLED401 Develop teams and individuals
- BSBCUS402 Address customer needs
- BSBINN301 Promote innovation in a team environment
- BSBCMM401 Make a presentation
- BSBFIA402 Report on financial activity
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS403 Implement customer service standards
- BSBWRT401 Write complex documents

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

DURATION

26 weeks (21 hours per week) [20 Weeks tuition plus 6 weeks holiday periods].

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Tuition Fee: \$3,500

Text Book/Resource Material: \$250

Application Fee: \$ 250 (Non-refundable)

CLIENT GROUPS

Fee for Service students

ASSESSMENT

Assessment comprises written assignments and practical application projects. Assessment may include role play scenarios and presentations. Students are required to attend assessments as scheduled.

BSB51915 Diploma of Leadership and Management

CRICOS Code: 090545K

DESCRIPTION

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Job Roles

Job roles and titles vary across different industry sectors. The program is suitable to Department Manager in a small manufacturing business. Possible job titles relevant to this qualification include:

- Manager.

ENTRY REQUIREMENTS

All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

IELTS 5.5

OTHER Language of instruction in previous studies was English

or Language spoken at home is English

or Satisfactory standard achieved from the Australian Industrial Systems Institute

or Hong Kong C.E.E. Grade C

or better

or Other acceptable equivalents

PATHWAY FROM THE QUALIFICATION

After achieving the BSB51915 Diploma of Leadership and Management, candidates may undertake the BSB61015 Advanced Diploma of Leadership and Management, or a range of other Advanced Diploma qualifications

PACKAGING RULES

Total number of units = 12

4 core units plus,

8 elective units

- 4 elective units must be selected from Group A listed at <http://training.gov.au/Training/Details/BSB51915> information being current to the date of publication, up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package listed in <http://training.gov.au/Training/Details/BSB51915> information being current to the date of publication
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level listed in <http://training.gov.au/Training/Details/BSB51915> information being current to the date of publication

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

COURSE STRUCTURE (As Delivered by International Institute Australia) **Core Units**

- BSBLDR501 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness

Elective Units (Group A)

- BSBPMG522 Undertake project work
- BSBRSK501 Manage risk
- BSBMGT502 Manage people performance
- BSBFIM501 Manage budgets and financial plans
- BSBHRM405 Support the recruitment, selection and induction staff

Elective Units (Group B)

- BSBWRK510 Manage employee relations
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBADM502 Manage meetings

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may

take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

DURATION

52 weeks (21 hours per week) [40 Weeks tuition plus 12 weeks holiday periods]

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Application Fee:	\$200 (Non-refundable)
Text Book Fee:	\$300
Tuition Fee:	\$4180

CLIENT GROUPS

Fee for Service - Domestic and International Students

ASSESSMENT

Assessment comprises written assignments and practical application projects. Assessment may include role play scenarios and presentations. Students are required to attend assessments as scheduled.



BSB61015 Advanced Diploma of Leadership and Management

CRICOS Code: 090546J

DESCRIPTION

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Employment Pathway

Occupational titles may include:

- Area Manager
- Department Manager
- Regional Manager

ENTRY REQUIREMENTS

Applicants should have completed a year 12 or equivalent level of secondary education.

Applicants must be over the age of 18 at the time of commencement.

ENGLISH LANGUAGE ENTRY REQUIREMENTS (Does not apply to local student applicants)

IELTS 5.5

OTHER Language of instruction in previous studies was English
or Language spoken at home is English
or Satisfactory standard achieved from the International Institute Australia
or Other acceptable equivalents

CENTRELINK STUDENT RELATED PAYMENTS (LOCAL STUDENTS)

This course is PENDING for Youth Allowance, Austudy payment, ABSTUDY, and the Pensioner Education Supplement through Centrelink.

PACKAGING RULES

Total number of units = 12

4 core units plus,
8 elective units

- 4 elective units must be selected from the listed electives
- up to 4 may be additional units from Group A or Group B listed at <http://training.gov.au/Training/Details/BSB61015> information being current to the date of publication 4 elective units may be selected from the listed electives or from any currently endorsed Training Package or accredited course at Advanced Diploma level listed in <http://training.gov.au/Training/Details/BSB61015> information being current to the date of publication

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBFIM601 Manage finances
- BSBINN601 Lead and manage organisational change
- BSBMGT605 Provider leadership across the organisation
- BSBMGT617 Develop and implement a business plan

Elective Units

- BSBRSK501 Manage risk
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBMKG609 Develop a marketing plan
- BSBINM601 Manage knowledge and information
- BSBMGT616 Develop and implement strategic plans
- BSBHRM602 Manage human resources strategic planning
- BSBCUE601 Optimise customer engagement operations
- BSBMGT615 Contribute to organisation development

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all

progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.



DURATION

The course is conducted over a 38 week delivery plus 8 weeks holiday periods (totalling 46 weeks) at 20 hours per week required attendance (520 hours scheduled delivery).

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Full-Time Fee-for-service
Tuition \$6,250
Application Fee: \$ 250 (Non Refundable)

CLIENT GROUPS

Fee for Service – Domestic and International

ARTICULATION

Pathways from the qualification

After achieving this qualification candidates may choose to undertake studies at higher education level.

ASSESSMENT

Assessment comprises written assignments and practical application projects. Assessment may include role play scenarios and presentations. Students are required to attend assessments as scheduled.



Aviation

AVI30316 – Certificate III in Aviation (Remote Pilot – Visual Line of Sight)

CRICOS Code: 090547G

DESCRIPTION

This qualification is relevant to individuals operating remotely piloted aircraft systems (RPAS) within visual line of sight (VLOS), below 400 feet above ground level (AGL), in day visual meteorological conditions (VMC), outside of controlled airspace, greater than 3 nautical miles from an aerodrome, outside of populous areas.

Remote pilot duties include applying technical and non-technical aviation skills and knowledge within RPAS operational environments.

This qualification forms some of the requirements for certification by the Civil Aviation Safety Authority (CASA) as described in Civil Aviation Safety Regulation (CASR) Part 101 Division 101.F.3—Certification of UAV controllers.

Civil and military personnel seeking certification as remote pilots should check requirements with CASA.

Career/Employment Pathways:

- Remote Pilot of RPAS
- Aerial Photography & Videography
- Mapping & Surveying
- Power line, Mining, & Agricultural Inspections
- May use an RPAS for various commercial purposes

The AVI30316 Certificate III in Aviation (Remote Pilot - Visual Line of Sight) qualification is aligned to the following defined role:

- Remote Pilot - Visual Line of Sight.

ENTRY REQUIREMENTS

Operational flight crew are to satisfy General and Aviation English Language Proficiency (ELP) requirements as directed by aviation regulatory authorities.

Candidates should check with the CASA or Defence aviation for specific requirements.

ENGLISH LANGUAGE ENTRY REQUIREMENTS (Does not apply to local student applicants)

International Student Entry: English Language level of IELTS 5.5 or its equivalent.

LICENCING

Additional requirements may be required in line with the Civil Aviation Safety Regulations before a licence will be issued. This qualification is relevant to operating remote pilot aircraft systems within visual line of sight (VLOS), below 400 feet above ground level (AGL), in day visual meteorological condition (VMC), outside of controlled airspace, greater than 3 nautical miles from an aerodrome, outside of populous areas.

This qualification will enable the participant, upon satisfactory completion, to also receive the following CASA licensed outcomes: Remote Pilots Licence (RePL), Certification of UAV Controllers and Aeronautical Radio Operators Certificate (AROC). Please also note this is all part of the course package and the participant will receive the appropriate CASA license after having satisfactorily completed their training.

PACKAGING RULES

- To gain the AVI30316 Certificate III in Aviation (Remote Pilot – Visual Line of Sight) a successful assessment outcome for the following 14 core units must be achieved. Details can be found as listed at <http://training.gov.au> information being current to the date of publication

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- AVIE0001 Operate aeronautical radio
- AVIF0013 Manage human factors in remote pilot aircraft systems operations
- AVIF3023 Apply regulations and policies during remote pilot aircraft systems operations
- AVIH3019 Navigate remote pilot aircraft systems
- AVIK3002 Use infotechnology devices in an aviation workplace
- AVIW3037 Manage remote pilot aircraft systems pre- and post-flight actions
- AVIW3038 Operate and manage remote pilot aircraft systems
- AVIY3073 Control remote pilot aircraft systems on the ground
- AVIY3074 Launch remote pilot aircraft systems
- AVIY3075 Control remote pilot aircraft systems in normal flight
- AVIY3076 Recover remote pilot aircraft systems
- AVIY3077 Manage remote pilot aircraft systems in abnormal flight situations
- AVIY3078 Manage remote pilot aircraft systems energy source requirements
- AVIZ3052 Apply situational awareness in remote pilot aircraft systems operations

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site

at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia. Practical work is undertaken at a range of suitable outdoor locations.

Delivery Mode

Each student or group of students will follow the delivery sequence provided once they commence. The student's individual journey will be managed by their Trainer/Assessor using a Training Plan. The delivery sequence provided at orientation is to be used as a guide and students will work at their own pace and may take longer to achieve competencies if needed. Once a student has achieved competency in a unit they will commence the next unit in the delivery sequence, all progression will be documented on their training plan, recorded in the student management system and evidence retained in their student file.

DURATION

This program will be scheduled to be delivered over 20 weeks of full time study (26 weeks with holiday periods, i.e. 6 weeks of scheduled holiday periods) - 20 hours of scheduled face-to-face classes per week (totalling 400 hours scheduled delivery).

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month.

COURSE FEE

Full-Time Fee-for-service

Tuition \$8,250

Application Fee: \$ 250 (Non Refundable)

Total Fee \$8,500 Includes licence application fees to CASA

CLIENT GROUPS

Fee for Service – Domestic and International

ARTICULATION

Pathways from the qualification:

After achieving this qualification candidates may choose to undertake further studies in aviation.

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects.

Assessment may include role play scenarios and presentations. Students are required to attend assessments as scheduled.

PRE-ENROLMENT INFORMATION

Admission

Admission to the International Institute (Aust) is granted under the individual requirements within the categories depending upon students qualifications, educational objectives and course selection.

Proficiency in English, student past academic records and age requirements are all specified within each course offered. See course outlines for specific details.

Note: All applicants are required to undertake a Pre-Training Review to determine their suitability to the course program and the likelihood the program will meet their learning objectives. At this time, the Applicants Language, Literacy, and Numeracy levels are established to ensure these are suitable for entry into the program.

Orientation

Orientation programs are offered on campus to all new participants within all IIA courses. At orientation students are addressed by the Campus Principal and have an opportunity to meet their lecturers and undergo a tour of the campus and its facilities.

Attendance

Lesson attendance is an important part in the educational process at IIA. All students are expected to attend classes regularly in line with course and student visa requirements.

Student Visa Obligations

Prior to making any study arrangements with International Institute (Aust), it is important for the overseas student to have an understanding of the Visa regulations of their country of origin. Please view the Australian Visa Regulations at the Department of Immigration and Border Protection (DIBP) website for further details, www.immi.gov.au.

CRICOS

(Commonwealth Registrar of Institutions and Courses for Overseas Students)

To be eligible for a student visa, you must first be accepted for full-time study for the whole or part of an education or training course offered by an Australian education provider who is registered on CRICOS.

IELTS (International English Language Testing System)

Each country has its own Pre-Visa Assessment level entry, ranging from Level 1 to 5. Requirements differ in each country and may be lesser than other countries, however it is desirable that the pending student has an IELTS Certificate of 5.5 or higher to gain maximum benefits from the courses we have to offer. To find out what your level of assessment is refer to Australia's Immigration Department and point you to the document called Vocational Education & Training.

Letter of Offer

Prior to enrolling, the overseas student may request a 'letter of offer', appropriate to the course of their choice. This letter will show all relevant information pertaining to the course on offer, and may aid you with your Visa requirements.

eCOE (Electronic Confirmation of Enrolment)

Upon acceptance of the overseas student to enter a training program at International Institute (Aust), the Institute will issue an eCOE. This enrolment form is required by immigration, preceding the application for a student visa. If the overseas student intends to complete an English course in Australia, prior to commencing at the Institute, it is necessary to obtain a separate eCOE for each individual course.

Overseas Student Health Cover (OSHC)

IIA will pay OSHC on behalf the new student direct to the OSHC fund. Details of OSHC membership will be provided upon the students arrival at the Institute.

Language, Literacy and Numeracy

Language, literacy and numeracy (LL&N) needs of all individuals are an important part of International Institute (Aust)'s Teaching and Learning Strategies. Where LL&N needs are identified at the commencement of, or during, a course, the student will be referred to a suitable internal or external support service. Trainers and assessors are responsible for ensuring that they are conscious of individual learning needs in class, and will adapt their delivery and assessment methods to suit the needs of their students. Additional assistance will be provided by the teacher where necessary to assist students in successfully completing their course.

Where necessary and appropriate, adjustments will be made to methods of delivery and assessment to suit the needs of the individual, so that the student has a reasonable chance of success in their program.

Recognition of Prior Learning

What is Recognition of Prior Learning (RPL) and Credit Transfer?

RPL and Credit Transfer acknowledge skills / knowledge / competencies you have learnt from:

- Education and Training (both formal and informal) including other programs, courses, secondary schooling, adult education courses, work-based training, etc;
- Work Experience; and/or
- Life Experience (including volunteer work, committee responsibilities, family duties, hobbies, etc).

Previous learning may be recognized in a variety of ways. Relevant formal qualifications or completed courses (subjects) from other recognized educational institutions that you have already gained can be recognized through Credit Transfer. Other relevant formal or informal learning may be recognized through Recognition of Prior Learning (RPL).

The RPL and Credit Transfer process matches skills / knowledge / competencies you already have against those being developed in the program you are doing, or intend to do.

Applicants are required to provide valid, current, relevant, and verifiable evidence to

substantiate the claim for RPL and Credit Transfer which in many cases is a collection or portfolio of evidence including: documentation, interview, demonstration, projects, etc. If what you have learned at work or elsewhere is relevant to the program, you may not have to do those parts of the program again.

The Institute recognizes and accepts any Australian Qualifications Framework qualifications and Statements of Attainment that are issued by other Registered Training Organisations (RTOs). Credit will therefore be given for modules or units of competency for which an original official Certificate or Statement of Attainment is produced.

Why should I apply ? What are the advantages ?

A successful application for RPL and/or Credit Transfer could mean:

- You complete your program earlier than expected;
- You study only courses (subjects) that are new and challenging; and/or
- A reduced program load, leaving time for elective units, short courses and workshops.

Application process

If you have already formal qualifications or transcripts / statement of results for completed courses that you believe to be relevant to the program you want to study, and attach it with certified copies of your original documents to your enrolment application form. Alternatively, you may apply directly to your Coordinator.

If you believe that you are eligible to have formal or informal learning recognized, you may discuss your eligibility during orientation. This person will discuss with you whether you have sufficient documentation and/or other evidence to support an application for RPL. A wide range of evidence may be acceptable, including for example documentation such as workplace reports, forms, references, publications, certificates from successfully completed (non-accredited) courses etc, or samples of your work or photographic or video material.

If you have sufficient evidence to support an application for RPL, or believe that you can show that what you have already learned is relevant to the program by giving a demonstration or some other form of assessment, obtain an "Recognition of Prior Learning (RPL) Application Form" from Student Administration. Complete the form, attach relevant supporting evidence, and submit to the course area co-ordinator. When your application form is received, the course area co-ordinator will review it and decide on one or more of the following actions:

- Grant RPL or Credit Transfer where appropriate, and advise you in writing of the outcome;
- Invite you and (if you wish) your nominated industry specialist or support person to for an informal discussion / interview ;
- Ask you to provide further evidence to support your application; or
- Advise you in writing that your application was unsuccessful in this instance.

For International students, any variation to course load or duration resulting from an application for Credit Transfer/RPL, will be reported to DHA

School-Aged Dependents

Intending overseas students are advised that any school-aged dependants accompanying them to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

International Student Age at Commencement

International Institute (Aust) will not accept overseas students who would be under 18 years of age at the time of proposed commencement.

Relevant Legislation and Documents

Copies of the following legislation and documents are available to students upon request:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- Education Services for Overseas Students Regulations 2001
- Standards for NVR Registered Training Organisations 2015

State Based Legislation (Victoria)

- Vocational Education and Training Act 2005
- Anti-Discrimination Act 1977
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Child Protection (Prohibited Employment) Act 1998
- Occupational Health and Safety Regulation 2001

Access and Equity

The Institute is committed to the principle of access and equity in vocational education and training with the goal of improving the knowledge, skills and quality of life for Australians and overseas students, having regard to the particular needs of disadvantaged groups.

Staff are responsible for ensuring that they understand and comply with the Access & Equity policy and behave in a courteous and sensitive manner when dealing with other staff, students and clients.

Students are responsible for behaving in a courteous and sensitive manner when dealing with other students, staff and clients. We all have a right to work and study in

an environment free from harassment, discrimination or threatening behaviour.

This right is accompanied by our responsibility to respect the rights of others and respect differences and diversity.

Use of personal information

Personal information provided to International Institute (Aust) may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and where International Institute (Aust) is required, under s19 of the ESOS Act 2000, to tell the Department of Home Affairs about certain changes to the student's enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

Under the *Data Provision Requirements 2012*, International Institute (Aust) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by International Institute (Aust) for statistical, regulatory and research purposes. [insert RTO name] may disclose your personal information for these purposes to third parties, including:

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

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

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

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

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

Articulation and Pathways

As a registered training organization as part of the Australian Qualifications Framework, upon successful completion of Diploma and Advanced Diploma courses and meeting university academic progression criteria, students are eligible to articulate into relevant undergraduate degree programs at preferred universities in Australia.

Training and Assessment

Your training will consist of theory and practical classes.

Since individuals learn in different ways, teaching is organised in variety of ways:

- Training seminars
- Guided Discussions
- Directed Readings
- Audio/Visual Multimedia
- Information Technology based tutorials
- Case Studies
- Individual and Group Work
- Worksheets/ Surveys
- Role Playing
- Report back sessions and
- Inviting guest speaker/s

The specific teaching method used will depend on the nature of subject being studied.

Most of the courses also incorporate the use of videotapes and other audio-visual equipment and computer laboratories. Overhead projectors and handouts allied to a number of subjects are employed to facilitate learning by the students.

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment and within a commercial environment (where appropriate) for all courses. Students must demonstrate that they are 'job ready' in order to complete their program.

Where an overseas student is required to take extra units to complete a course of study at the end of their scheduled program, and the remaining units do not constitute a full-time load, the student may complete the units with a less than full-time load. This applies to overseas students who are required to repeat units of study, however, International Institute (Aust) will not allow them to repeat any unit more than once.

Institute Facilities and Resources

State of the art classroom facilities, a resource centre, a distributed and most current computing laboratory, constitute a combination of excellent educational technology, which along with professional management make the International Institute (Aust) learning environment a uniquely rich and dynamic one for all and second to none.

Student Services

International Institute (Aust) offers a well established and developed environment in which to study. Students have access to the latest technology, facilities and resources to maximise their learning experience.

Services provided include:

- Self-study facilities after class
- Accommodation assistance
- Social programmes
- Further education and counselling
- Student welfare services
- Textbook sales
- Student Health Cover Insurance (OSHC)
- Airport Transfer



Student Counselling

Expert student counsellors are available to students to provide support and informed advice to students in their studies, career and personal lives. Informed advice and assistance is offered and students are encouraged to develop interdependence and their own resources in finding solutions and means through trying situations.

Accommodation

The Student Support Officer plays an integral part in assisting students in finding suitable accommodation prior to commencing their studies.

Airport Reception

Upon arrival the Student Support Officer or an associate of IIA can receive students at the airport and assist new students coming from abroad. This is an additional service and separate charges apply.

Orientation

All new students to International Institute (Aust) are required to attend an orientation on their first day. The orientation program includes the following:

- Welcome
- Studying In Australia
- Laws in Australia
- Relevant Legislation
- ESOS Framework
- Studying at IIA
- Complaints and Appeals Procedures
- Applying for Course Credit
- Repeating Unsatisfactorily Completed Units
- Assessment
- Transfer Between Registered Providers
- Privacy
- Student Access to Records
- Minimum Age of students
- Fees and Refunds
- Language, Literacy and Numeracy (LLN) Assistance
- Flexible Delivery and Assessment Procedures
- Discipline
- Assessment Standards
- Assessment Criteria
- Assessment Methods
- Completion Within the Expected Duration of Study
- Deferment, Suspension and cancellation
- Overseas Student Health Cover (OSHC)
- Services
- Community and Support Services
- Questions and Concerns

All students are provided with a Student Handbook which covers all the above listed topics.

Studying in Australia

Australia provides a unique kind of education and a learning style that encourages you to be innovative, creative and think independently. Australia attracts the third largest number of international students in the English-speaking world after the USA and UK. In some countries Australia is the students' first choice study destination.

Australia offers an education experience that makes a real difference. Graduates from Australia are very successful in finding jobs and hold prominent positions worldwide. Additionally, they are readily accepted for postgraduate study at leading international universities.

Australia is a dynamic, vibrant country and its people are energetic, friendly and

confident. Multicultural Australia is a safe, friendly, sophisticated and harmonious society in which students can learn and travel in an English speaking country.

Australia also offers excellent value for money and a standard of living which is among the highest in the world. Living expenses and tuition costs in Australia are considerably less expensive than the UK and USA.



LIVING COSTS IN AUSTRALIA

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$335 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle.

Accommodation

Accommodation available to International students includes Homestay, Hostels, Guest Houses, Share Accommodation and Rental Accommodation. Prices for accommodation vary in Melbourne from \$70 to \$350.

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available.

Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

Shopping

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

Transport

Melbourne has an extensive public transport of buses, trains and trams. AIPS has easy access to major bus, rail and tram routes. As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licences for three months from the date of entry to Australia. An international licence can be used providing the licence from the country of origin is also valid.

The following links will help you to get around in Melbourne -

Street directories:

<http://www.whereis.com.au/>

<http://www.street-directory.com.au/>

Public Transport

The Victrip website provides information on the public transport system in Melbourne, including costs and timetables: <http://www.victrip.com.au> To find out more about living and studying in Australia, the Study in Australia website includes useful information on applications, visa requirements, accommodation options, cost of study, background information about Australia, and lots more.

Typical living costs for a single student

The living costs below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (A\$). Remember to add your program fees and airfares to get a realistic total.

Establishment costs for first year of study

- Bond (refundable security deposit) \$400

- General (furniture, connection fees, etc.) \$1000
- Overseas Student Health Cover \$312

Recurrent costs

- Rent per person (weekly \$100; annually \$5,200)
- Food and drink (weekly \$50; annually \$2,600)
- Travel (up to 10km from city) (weekly \$22; annually \$1,144)
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$15; annually \$780)
- Books, stationery, photocopying (annually \$500)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

Deferment, Suspension and Cancellation

Department of Home Affairs will be advised of all deferments, suspensions and cancellations. Any deferment, suspension or cancellation may affect the student's visa.

Deferment from Course

Policy

Deferment of commencement of study requested by student

(a) IIA will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- i. illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

(b) The final decision for assessing and granting a deferment of commencement of studies lies with the Student Management Committee.

All applications for deferral must be made in writing.

Suspension of study requested by student

(a) Once the student has commenced the course, IIA will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to;

- i. illness, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- iv. a traumatic experience which has impacted on the student (these cases should be

where possible supported by police or psychologists' reports)

(b) The period of suspension will not be included in attendance calculations.

(c) The final decision for assessing and granting a suspension of studies lies with the Student Management Committee.

Assessing requests for deferment or suspension of studies

a) Applications will be assessed on merit by Student Management Committee.

b) All applications for deferment or suspension will be considered within 10 working days.

All applications for suspension of studies must be made in writing.

Any student initiated cancellation, or withdrawal, must be in writing and submitted to the Administration Manager.

Suspension and Cancellation initiated by the Provider

A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, unsatisfactory attendance, academic misconduct or misbehaviour by the student.

The conditions for and processes pertaining to suspension or cancellation of enrolment are addressed in the Course progress Policy, Academic Misconduct policy and Student Behaviour and Termination policy. For overseas students on a student visa the student will be informed of IIA's intention to suspend or cancel and notify the student that he or she

has 20 working days to access the provider's internal complaints and appeals process, refer to the Complaints and Appeals policy. If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

IIA is required to report to the Department of Home Affairs where a student's enrolment is deferred, temporarily suspended or cancelled. Overseas students on a student visa deferring, suspending or cancelling enrolment may affect his or her student visa.

Suspension and Cancellation initiated by IIA

If IIA initiates the suspension or cancellation of a student's enrolment, the student will be notified of its intention in writing. The student will have 20 working days to access the internal complaints and appeals process – please refer the Complaints and Appeals policy and Process outlined below.

If an overseas student does not access the internal appeals procedure, IIA will report via Provider Registration and International Student Management System (PRISMS) the suspension or cancellation of a student's enrolment.

This information will be transferred to the Department of Home Affairs and which may affect an overseas student's visa. If the student does access the internal appeals procedures reporting will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

All decisions will be considered in line with Department of Home Affairs guidelines. As each student's situation is different please refer to the DHA website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to enrolment status may impact upon a student's visa.

Withdrawal

An International Student may voluntarily withdraw from a course at anytime. In this case the student's enrolment will be cancelled.

Students must inform IIA in writing of their intention to discontinue their studies using the Withdrawal Form available from Reception. Overseas student withdrawals will be reported to the Department of Home Affairs that they are no longer enrolled with IIA and the student's eCoE will be cancelled. Students are required to depart Australia within 28 days of cancellation unless a student has enrolled with another provider or obtained another visa.

Complaints and appeals

Policy

Academic Appeals Policy

IIA seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. All IIA staff are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment.

All records of any appeals will be kept on file.

Internal and External Grievance Policy

In the event that a student has a grievance concerning any matter in relation to IIA, there is a process in place to ensure that the grievance can be resolved amicably. Students have access to a grievance procedure if they feel they have been unjustly treated or have a serious complaint.

A student may be assisted or accompanied by a friend or family or any other support person regardless of the nature of the grievance or complaint.

IIA will maintain a student's enrolment while a complaint and appeal process is ongoing, however, this does not exclude IIA from reserving the right to suspend a student from attending class or visiting the IIA campus if that is considered necessary during this period. If the grievance is related to a suspension based on misbehaviour, the student will remain suspended until the end of the appeal.

External Appeal

There is an external appeal process available to students if they have exhausted the internal appeals process and still feel unsatisfied. This service is offered by Australian Council for Private Education and Training. If the internal appeal process

is unable to resolve the dispute, students will be referred to the Overseas Student Ombudsman by IIA.

Procedure

1. Grievance/complaint Procedure

(a) Students are required to speak directly with the person concerned to resolve the problem informally within 7 days of the incident or reason for complaint. As an alternative, if students are not comfortable discussing the issue with the person involved, they may directly approach the Training Coordinator, Director of Studies, Chief Executive Officer, Student Services staff and Sales and Marketing staff as appropriate to request resolution. A resolution must be reached within 10 days of receiving the complaint and provided to the student in writing.

(b) If the student is not satisfied with the outcome of (a) above, they may request to appeal the decision through the Administration Manager. The Administration Manager will then organise the appeal in accordance with item 3 below.

(c) All records of any grievance will be kept on file (Student Administrative file).

(d) A grievance can be a complaint about a situation, a process, a person or people, a facility or a service provided by IIA Advanced Academy Training. A grievance is not about an academic result.

(e) A grievance can be lodged in writing by letter or by email or in person. Students must lodge their grievance with the Administration Manager. A written record of the grievance will be kept on student file.

(f) If the student chooses to access IIA Advanced Academy Training's complaints and appeals processes, their enrolment will be maintained while the process is ongoing.

(g) IIA will investigate and respond to all grievances lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

(h) IIA treats all grievances in confidence and must seek the permission of the student before discussing the grievance with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

2. Academic Appeal Procedure

(a) Notify teacher and/or Training Co-ordinator within 7 days of receiving any result.

(b) Teacher and/or Training Co-ordinator provide a written statement of outcome within a further 10 days.

(c) Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.

(d) If the appeal is still unresolved, the student will be advised of external organisations, eg ACPET, Overseas Student Ombudsman, Consumer Affairs or the relevant Government Department that may be able to assist.

3. Appeals

(a) Requests for appeals must be made in writing to the Administration Manager and within 20 working days of written notification of the decision they are appealing.

(b) Once the Administration Manager receives a request for an internal appeal in writing, they will convene a panel to hear the appeal. The panel will consist of 3 management staff, one of which will be either the Chief Executive Officer or his delegate. The panel will meet with the student and make a determination accordingly.

(c) Prior to convening the panel to hear the internal appeal, the Administration Manager must brief all panel members on the case.

(d) Once the internal appeal date and time have been set, the Administration Manager will advise the student of the appointment in writing.

(e) During the appeal, the student will have the opportunity to formally present their case at no or little cost. A student may be accompanied and assisted by a support person during the deliberation however this should not be a member of the legal profession.

(f) At the completion of the internal appeal, the Administration Manager will communicate the outcome to the Chief Executive Officer, where the Chief Executive Officer is not part of the panel, and to the student within 10 business days. If the appeal is not in favour of the student, they will also be advised in writing by the Administration Manager that they have access to an external appeals process which must be initiated within 20 working days. An application for external appeal form will be made available to the student. IIA will proceed with its original intention if the student does not request further appeal within 20 working days of notification.

(g) Requests for an external appeal can only be initiated in writing within 20 working days of the written notice of outcome from the internal appeals process. The completed request must be completed by the student and submitted to the Administration Manager.

(h) The Administration Manager sends a template letter to the external appeal body requesting a date and time for the appeal to be heard. A copy of the letter is also provided to the Student Management Committee and the Chief Executive Officer together with any relevant file notes.

(i) If the external appeal results in a decision that supports the student, IIA will immediately implement the decision or preventive action required and advise the student of the outcome. If the external appeal supports IIA, the original intention will be carried out despite any further review.

(j) The appeals process, both internal and the first external appeal will be at no cost to the student. Students may also seek legal redress through the usual court processes if they feel unsatisfied beyond the first external appeal. Costs of any legal redress by students are to be covered by the student.

Contact details for Overseas Students Ombudsman to make a complaint

Online

You can make your complaint online by using the online complaint form (<https://forms.australia.gov.au/forms/ombudsman/overseas-students-ombudsman-complaint-form>).

Note: In order to use the online complaint form, you need to have the Adobe Reader installed. If you don't already have it, you can download the latest Adobe Reader version for free from the Adobe website (<http://get.adobe.com/reader/>).

Telephone

You can contact the Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. The Ombudsman's Office will pay for the interpreter.

If you are deaf, hearing or sight impaired

You can contact them via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Fax

You can send the Ombudsman a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

Mail

You can write a letter and post it to:

Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA

Tuition Fees Note

Any fee paid by Credit Card will incur a Credit Card Surcharge of 1.8%.

Transfer Between Registered Providers

Transfer from International Institute Australia (IIA) to another provider and vice-versa for International Students

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of International Institute Australia is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regard to releasing current students, all of the students within a degree pathway with a higher education visa have not commenced their 'principal' program and thus, all students transferring out of this program need a letter of release from both IIA and further education provider to be able to enrol in another institution. Our broad policy is to agree to all transfer requests unless there are some particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe IIA course fees or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs for failure to meet academic progress or attendance. The Chief Executive Officer will make any final decision as to whether to refuse a letter of release for any student.

Letters of release would always be provided when or if:

1. IIA registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on IIA by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

Procedure for assessing transfer applications from students wishing to transfer out of IIA

1. Students make a written request to the Admissions Officer to transfer to another provider. The following must be addressed in the application:
 - Student Name
 - Current Course
 - Date of Application
 - Course Commencement Date
 - Visa Sub-Class
 - Principal Course of Study (Note: For a 573 Visa Sub-Class the primary course will be the higher education course)
 - What is the reason for this transfer request?

- Explanation of how the transfer will not lead to increased tuition costs, increased duration of studies, a lower level of support services at the new provider and effect the progression through a package of courses where appropriate.
2. The student is asked to provide a valid offer of enrolment from the new institution.
 3. If the student is under 18, their parent or guardian must support this request in writing. If they are under 18, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare.
 4. With these documents sighted, the Chief Executive Officer, or delegate, will assess the transfer request considering the following:
Does the student have any outstanding fees payable? (if they do, these must be paid before a letter of release can be provided)
Is the student fully aware of the study issues involved in the transfer?
Is the student simply trying to avoid being reported to Department of Home Affairs for lack of course progress or poor attendance?
 5. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact Department of Home Affairs and obtain a new visa if the course they transfer to is not a Higher Education/VET course.
 6. The Admissions Officer reports the students' termination of studies through PRISMS.
 7. If any of the answers are unclear, the student is required to attend an interview with the Chief Executive Officer, or delegate, to gain a fuller understanding of the circumstances.
 8. The Chief Executive Officer, or delegate, will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process.
 9. The assessment procedure should not take more than 10 days once the student has provided the necessary documentation to the Chief Executive Officer, or delegate. All requests, considerations, decisions and copies of letters of release will be retained in the student's file.
The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.
 10. Where a letter of release is granted, this will be provided to students at no cost to the student.

ESOS Framework

International education: ensuring quality and protecting students Australia welcomes international students¹

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at <http://cricos.education.gov.au>.

Using an education agent International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

¹ Source: Department of Education and Training, as at <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>, as on 30th June, 2018.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements. In Australia there are also very strong protections for students' fees.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit: <http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your responsibilities as an international student in Australia

Your student visa As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions

are unable to fully deliver their course of study, and ensures that international students are able to either:

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

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>. The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course,

you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, Making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-StudentsESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best

information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-OverseasStudents-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

Find out more and connect on social media Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: https://twitter.com/fairwork_gov_au
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

Application Process

STEP 1. Review course information and read information on this website related to International students

STEP 2. Complete and sign Application for Enrolment Form
Obtain from <http://www.intia.edu.au/Enrolment.pdf>

Print the Application for Enrolment Form

- Fill out the Application for Enrolment Form and Pre-Training Review Form
- Send Enrolment Form to IIA:
 - BY MAIL: Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia

IIA will:

(a) Check if places are available and advise the applicant if no places are available, otherwise:

(b) If places are available, check documentation is complete, including:

- Completed enrolment application form
- Signed written agreement
- Certified transcripts of academic records
- Certified evidence of date of birth
- Copy of passport details
- Copy of English language test/ evidence English language proficiency
- Any documented request for Special Assistance/Programs where required

- (c) Request any documentation outstanding
- (e) Check that the applicant has received pre-enrolment information

Where qualifications, experience and English language proficiency are not appropriate for entry into the selected course, the Administration Manager advises the applicant as such in writing within 10 days of receipt of the application.

Where qualifications, experience and English language proficiency are appropriate for entry into the selected course, the Administration Manager will:

- (a) Confirm recommended course place is available
- (b) Confirm documentation and consultation process is complete
- (c) Follow up any academic or management requests
- (d) Finalise documentation
- (e) Advise outcome of application and complete enrolment process if application is accepted

STEP 3. Receive a Letter of Offer

- You will receive a Letter of Offer in the mail if your application is approved. You will receive a notification by mail if your application is not approved.
- This usually takes 2 - 3 weeks from when we receive your application form.
- If you have not received an Offer Letter after a month, please contact Student Services:
 - EMAIL: info@intia.edu.au
 - PHONE: +61 3 9690 0915

STEP 4. Apply for Provisional Visa (PVA)

(*only for non-gazetted countries)

Refer to <http://www.immi.gov.au/allforms/pdf/1219i.pdf> for DHA's website

Assessment level 3, 4 and 5 applicants must make their initial student visa application whilst they are outside of Australia.

- If you belong to assessment level 1 or 2, skip the Step 4 and follow the Step 5.

STEP 5. Make Payment for Tuition Fee

Refer to course details pages for current fees

<http://www.medibank.com.au/join/overseas/notice.asp>

Payment Methods

Payment of the following must be made prior to the commencement of study:

- Half/Full Tuition Fees
- Enrolment Fee
- Text Book Fee
- Equipment Fee
- Overseas Student Health Cover (OSHC)

Fees can be forwarded utilising the details as provided in the Letter of Offer

STEP 6. Receive Confirmation of Enrolment (COE)

Once IIA has received the Signed Agreement (sent with the Letter of Offer) and cleared funds into its bank account:

- You will receive an electronic Confirmation of Enrolment (eCoE) via eMail
- You must take this to your nearest Australian DHA (Department Human Affairs) to obtain a student visa.

STEP 7. Apply for Student Visa

Take your COE to your nearest Australian DHA (Department Human Affairs) to apply for a student visa.

<http://www.immi.gov.au/>

STEP 8. Arrange Your Flight Ticket, Accommodation, and Airport Pick-up

- Arrange your flight online or with your local travel agent.
- IIA can organise accommodation and airport pickup for you. Please contact Student Services to arrange these:
 - EMAIL: info@intia.edu.au
 - PHONE: +61 3 9690 0915

*Note: please notify IIA at least one week prior to commencement if you need to defer you course due to delay of visa processing.

You will be required to attend an orientation at the Lonsdale Street campus as outlined in your letter of offer.