STUDENT HANDBOOK 2019

ELITE EDUCATION INSTITUTE

Elite Education Institute operated by Elite Education Institute Pty Ltd

CRICOS Provider 03390A

Elite Education Institute operated by Elite Education Institute Pty Ltd

CRICOS Code: 03390A

Sydney Campuses:

Level 6, 8 Quay Street Haymarket NSW 2000

Level 5, 770 George St Sydney NSW 2000

Level 2, 1 James Place North Sydney NSW 2060

Melbourne Campus:

Level 5, 601 Bourke Street, Melbourne, VIC 3000

Contact:

Tel: +61 2 92114958

Email:info@ee.edu.au

Website: www.ee.edu.au

This manual provides you with the necessary information for students enrolled at the Elite Education Institute. This information was last updated in February 2019. All reasonable efforts are made to provide you with current information, however, it is your responsibility to check details. This document is a guide only.

It is a condition of enrollment that you read this manual and agree to study at EEI under the policies and procedures as outlined in this document. The EEI Policy Portal can be found at http://ee.edu.au/forms-and-policies/. Please familiarize yourself with the titles of policies, so you are able to find the correct policy when it is relevant to you. You may be required to complete forms from time to time. The Forms can be found at http://ee.edu.au/forms-and-policies/.

Should you have any queries regarding information in this manual, please contact the administration team at the Administration Office (details below).

1. CONTACT DETAILS

ADDRESS: ELITE EDUCATION INSTITUTE Pty Ltd.

ADMINISTRATION OFFICE: Level 6, 8 Quay Street Haymarket NSW 2000 **PHONE:** +612 92114958

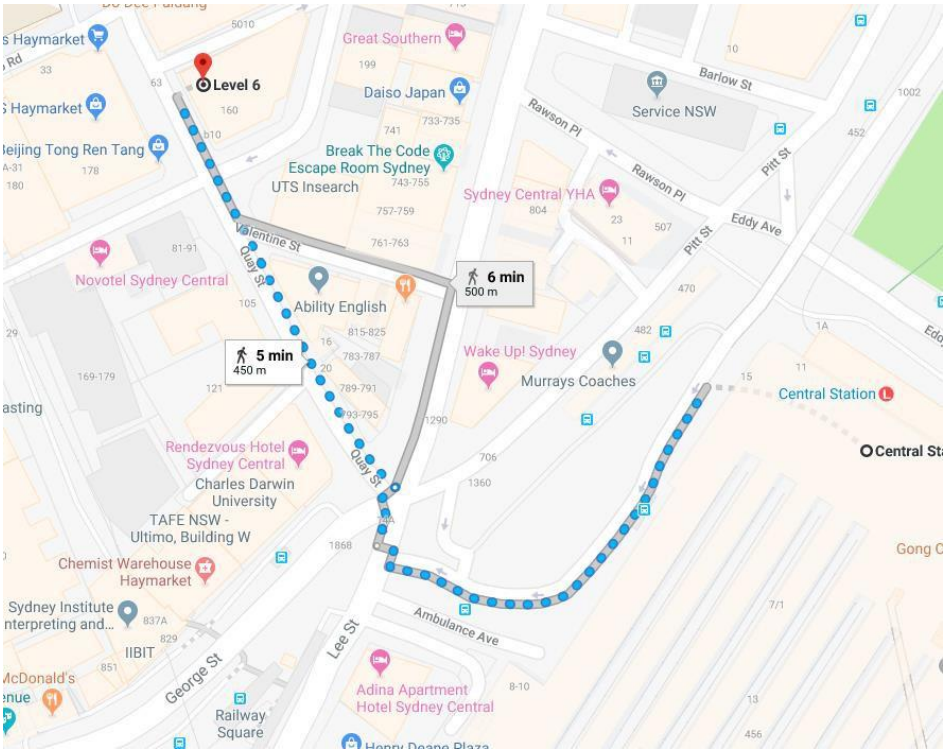
EMAIL: info@ee.edu.au **WEBSITE:** www.ee.edu.au

OFFICE BUSINESS HOURS: Monday to Friday 09:30 to17:30

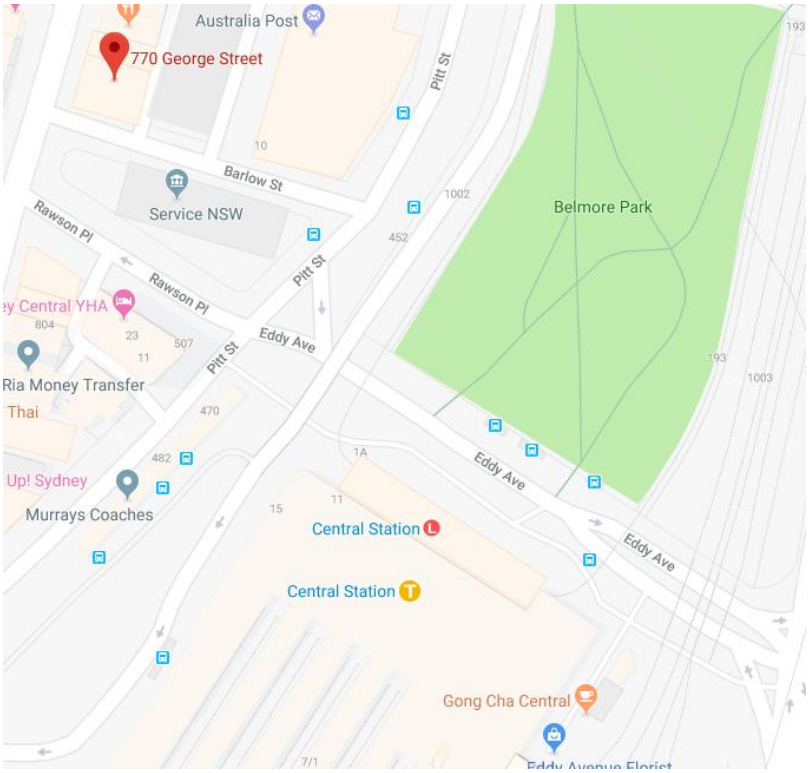
EMERGENCY CONTACT: 0425888033

MAPS OF CAMPUSES:

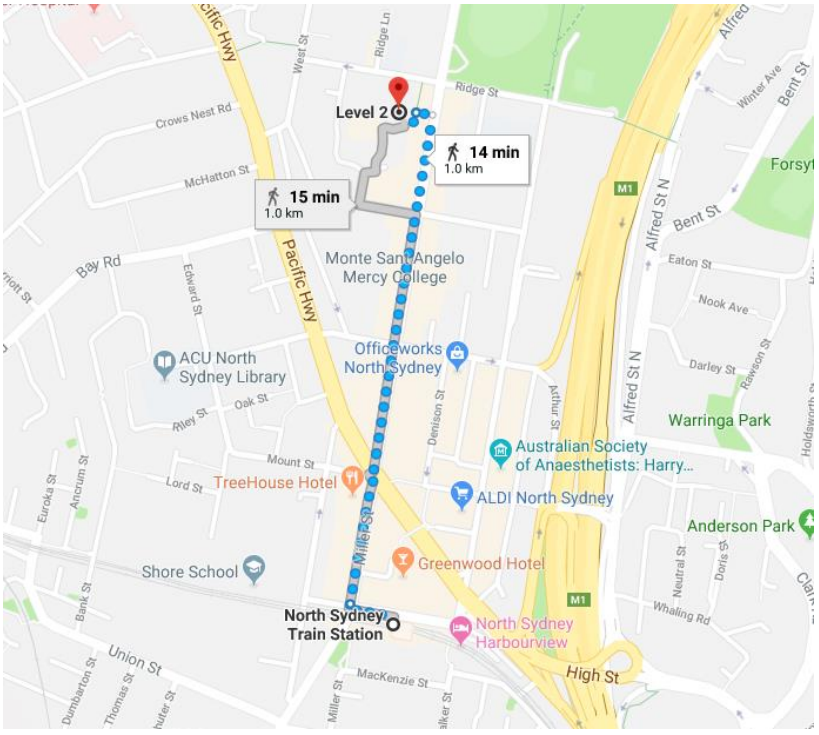
SYDNEY CBD CAMPUS: Level 6, 8 Quay Street, Haymarket NSW 2000



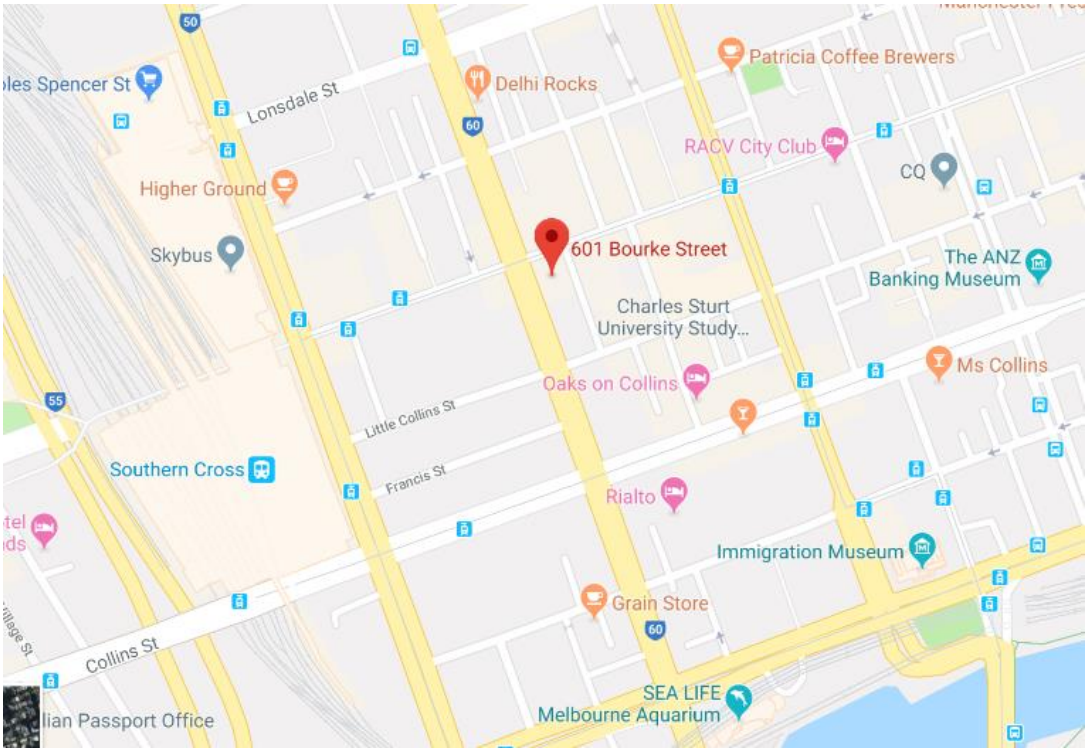
SYDNEY CBD CAMPUS: Level 5, 770 – 772 George Street, Sydney NSW 2000



NORTH SYDNEY CAMPUS: Level 2, 1 James Place, North Sydney, NSW 2060



MELBOURNE CAMPUS: Level 5, 601 Bourke Street, Melbourne, VIC 3000



2. WELCOME AND OVERVIEW OF ELITE EDUCATION INSTITUTE

Welcome to Elite Education Institute (EEI). This handbook will provide you with an overview of important academic and administrative information that will assist you with your studies and settling into Australia as a student.

3. MISSION STATEMENT

Elite Education Institute (EEI) is committed to providing quality higher education in business studies. We seek to equip all students with a solid, comprehensive knowledge base on which they can receive advanced, systematic training in their respective disciplines, and are encouraged to exercise individual freedom of intellectual thought and curiosity. By encouraging independent, critical thought and the development of research skills, we prepare our students for success in their chosen careers and postgraduate fields of study.
Our curriculum, integrating classroom learning, interaction with practicing industry specialists and leaders, and business placement opportunities, adopts an international perspective and emphasises particular knowledge of the Asia-Pacific region that is now increasingly important to all of our students. Finally, it is the Institute's mission to cultivate in its students a sense of social responsibility and service to the global community.

4. COURSE INFORMATION

a) Student Progression

During enrollment at Elite Education Institute, you must demonstrate consistency and progress in your studies.

The Award e.g. Bachelor of Business (Professional Accounting), is received by a student on completion of their Course of

study. A Course of study is composed of Units e.g. ACC101, sometimes referred to as subjects. Each Unit has a value of credit points e.g. ACC101 has a 6 credit point value. These credit point values, for each Unit studied and passed, add up to meet the course requirements. When the course requirements are met, the Award is conferred. A trimester is a study period.

Under the ESOS legislation, it is required that an intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

Assessments of course progress will take place at the end of each trimester. At this time, you will be formally assessed for Course progress and if you are not passing 50% of the units in which you enrolled in that trimester, then you will not be meeting the course requirements and you will be identified as making unsatisfactory academic progress.

Each unit will have assessment tasks. You are required to complete each assessment task to satisfy the course requirements. You will make good progress if you use English as much as possible, participate regularly during classes and complete all your homework, assessment tasks, tests and activities.

Some of the activities that will be included as assessment tasks are:

- In-class participation/attendance/tutorials
- Mid-trimester and end of trimester exams
- Research assignments
- Completion of online research
- Group and Individual Presentations
- Essays
- Weekly quizzes

b) Early Intervention

If your Lecturer or Tutor considers that you are at risk of inadequate course progress because you are not attending lectures or tutorials, or you are not performing well in assessment tasks, they will inform the Course Coordinator. To improve your progress, the following things may be implemented:

- You may have to attend academic skills sessions.
- You may have to attend language support sessions.
- You may have a student mentor appointed to help you during classes.
- You may be required to attend extra tutorial sessions.
- You may be required to attend counseling support sessions.

c) Intervention Strategy

The Institute will do everything it can to help you with your studies. However, if at the end of Trimester, you do not achieve satisfactory academic progress the intervention strategy will be applied to assist you.

The intervention strategy process:

1. You will be contacted by email or phone and asked to come for an interview with the Course Coordinator.
2. At the interview you will be counselled as to whether the course is the right course for you.
3. If you decide that the course is the right course for you and you want to continue to study at EEI, then you will sign a learning contract with the Course Coordinator.
4. The learning contract will outline the steps that are to be taken to improve your performance at EEI. This may include repeating a unit. This learning contract will be signed by you and the Course Coordinator, and a copy will be placed on your student file.
5. If you continue to make unsatisfactory course progress in the following trimester, you will be reported to the Department of Home Affairs, and your student visa may be cancelled.

You will receive a written notice of intention to report, which will include information on accessing an appeals process. If you believe that you have been treated unfairly, you may appeal in accordance with the Institute's Grievance Policy and

Procedures. There are tight timelines for the appeal process, so be sure you understand what is required to be done and by when it needs to be done.

d) Retake/Supplementary Assessments

Elite Education Institute accepts that, for a variety of circumstances, a student may fail to attain the grades to pass a course. Retake / supplementary assessments are available for all units, the format of which will vary according to the nature of the unit and the marks attained by students on previous attempts.

Retake/supplementary assessment is available to those students who achieve a mark of 30% to 44% in a unit. The assessment can consist of one or more of the following:

- Participate in an intensive schedule of study
- Resubmit an assignment
- Submit are placement assignment on a different topic
- Sit for an examination in the inter-trimester break but prior to the commencement of the next trimester

If you wish to undertake retake/supplementary assessments, you should apply in writing to the Academic Dean.

e) Exclusion

You may be excluded from a course of study if you:

- Exceed the maximum period of candidature;
- Fail a core unit twice*;
- Fail more than 50% of the units in two consecutive trimesters and after the intervention strategy has been utilised.

Initial exclusion shall be from a period of at least one year. Students who are excluded for a second time may be excluded for a period of up to 5 years.

**You may apply for special permission to attempt a core unit for the third time. Applications should be made in writing to the Academic Dean and accompanied by evidence. Evidence could be in the form of Medical Certificates or a special letter of consideration from the Student Services Manager.*

f) Publication of Results

The Academic Dean is responsible for publication of the official examination timetable, authorizing the release of official result statements, and authorizing academic records. Results in individual assessments and grades awarded in a unit shall be displayed or published on student administration system (Wisenet).

g) Attendance

Attendance is an important element of your success in your studies, and regular attendance at all lectures, tutorials and workshops is expected. It is strongly recommended that students attend at least 80% of their classes to support their satisfactory course progress according to EEI's Student Progression, Exclusion and Graduation Policy.

h) Leave of Absence from Course of Study

If you are unable to attend classes for an extended period (longer than one week) you must complete a Leave Request Form and submit it to the Administration Office. Please note the following information regarding leave requests:

- On admission, new International Students must enrol for two (2) consecutive trimesters at EEI (e.g. successfully complete 8 subjects) before leave requests can be considered.
- Students must submit supporting evidence with their requests (e.g., in case of sickness, the EEI Medical Certificate as well as your Doctor's Certificate must be provided; in case of bereavement a copy of the death certificate is required). The outcome of the request will be passed on to the student in writing (by email) within 5 business days.
- Students MUST wait for their Leave Request to be processed and for a formal decision to be made, before ANY further arrangements can be made by the student (e.g. students can only book flight tickets AFTER the leave request has been approved).
- Students must clear any outstanding fees before a leave request can be processed (students with outstanding fees may be subject to a service restriction and penalties).
- Factors such as time available to complete studies within the CoE duration, as well as academic progress will be taken into consideration when evaluating a student's leave request.

International students risk cancellation of their CoE in case of unexplained absence. An International Student who takes leave without approval may risk the following:

- A student who is outside Australia and cannot provide proof of authorised leave may be refused re-entry by the Department of Home Affairs;
- EEI cannot guarantee that a student's CoE will be re-issued if it has been cancelled; A cancelled CoE may affect your student visa.

EEI must not extend the duration of a student's enrolment if this means the student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by EEI senior staff on the basis of supporting evidence, or;
- EEI has implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting course progress requirements, or;
- an approved deferral or suspension of the student's enrolment has occurred (under 2018 National Code Standard 9), for reasons such as failure to pay an amount required to undertake or continue the course, or breach of course progress or attendance requirements.

If EEI extends the duration of the student's enrolment, then EEI will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa. The maximum time allowed to defer or suspend your enrollment is 6 months.

5. FEES, CHARGES AND ENROLLMENT ISSUES

a) Tuition Fees

Course	Tuition Fee per Trimester	No. of Trimesters	Total Fee
Diploma of Business	$9,000 per trimester	2 trimesters	$18,000
Bachelor of Business (Professional Accounting)	$9,000 per trimester	6 trimesters	$54,000
Bachelor of Business (Business Management)	$9,000 per trimester	6 trimesters	$54,000
Bachelor of Business (Communication & Public Relations)	$9,000 per trimester	6 trimesters	$54,000
Graduate Certificate in Business (4 units)	$9,000 per trimester	1 trimester	$9,000
Non-award Single Subject Fee	$2,300 per trimester	1 trimester	$2,300
Other Compulsory Fees			
Enrolment Fee	$200 – once only (international students)		
Overseas Student Health Cover (OSHC): Varied according to course duration (international students arerequired to obtain OSHC for proposed duration of their study)			

Ancillary Fees	
Airport Transfer Service	$150 (one way)
Homestay Placement and Support Fee	$300 – once only
Late Payment Fee	$100
Re-Assessment Fee	$250 (only applies when a student needs to be re-assessed, $250 per re-assessment)
CoE Variation Fee	$200 – once only (international students)

NOTE: The tuition fees only cover the cost of tuition, which do not include other expenses related to studying (i.e. textbooks) and living. The tuition fees and other charges may vary each year. International students' fees are protected by the Australian Government Tuition Protection Services (TPS). More information at www.tps.gov.au.

b) Additional Costs

Textbooks: Approximately $120 per unit. You will receive course notes from the lecturer. You must buy your own stationary, folders and notebooks. For further information on fees and charges, please see the enrollment form and also the Living in Sydney information in

Part 9 of this manual.

Additional tuition fees: for additional tuition arising from failure of any unit is $250 per unit. All students will receive student cards on enrolment. Replacement cards are $20 per card.

c) Payment of Tuition Fees

4.1.1 On commencement, before the confirmation of enrolment will be issued, international students entering an Award Course will be charged:

- an Enrolment Fee, which will be set annually; and
- the first trimester fees (i.e. no less than fees equivalent to three subjects)
- students in a packaged course with Elite Education Vocational Institute and EEI are required to pay fees of one subject in the first course of the package
- students in a packaged course (i.e. packaged with another registered provider and EEI), will be required to pay to EEI the fees for their first two subjects in the EEI course prior to receiving a confirmation of enrolment.

4.1.2 Each enrolment period, after the commencement, international students will be charged:

a. the trimester fees (i.e. no less than fees equivalent to three subjects)

4.1.3 Payment Method

The fees can be paid by following methods

a. Cash payment at Institute Office;
b. Electronic Fund Transfer
c. Credit Card Payment: 2% Credit Card Surcharge will be applied.

4.2 Penalties for Non-Payment

Where a student has an overdue debt to Elite Education Institute as at the Census Date, a range of exclusions and service restrictions will be applied to the student until the debt is paid. Exclusions & service restrictions include:

a. Withdrawing access to EEI services and facilities (such as library, computer facilities, online resources, student management systems etc);
b. Restrict release of examination results & access to Academic Records;
c. Restrict release of Transcripts & Official Documents (incl. Who It May Concern letters);
d. Exclusion from course graduation;
e. Prevention of enrolment in the current or any subsequent teaching sessions;
f. Exclusion from making adjustments to a student's enrolment (incl. applications for leave, deferral, course variation etc).

Students need to clear all outstanding fees before the exclusions and service restrictions are removed.

4.3 Refund of Tuition Fees: Partial or None

Except in accordance with 4.3 and 4.4 below, the Elite Education Institute's policy on refundsto international students is as follows:

a. If the Institute makes an offer on the basis of incorrect or incomplete information being suppliedby the applicant/student, the offer will be withdrawn and any refund will occur at the Institute's discretion.
b. Where a student, after accepting an offer of a place, gives written notice more than 1-month before commencement of the teaching period, that they will cancel their place in the course, thetuition fees paid for the trimester are refundable in full. However, an administrative fee of 10% ofthe tuition fee for one trimester may be charged, as applicable.
c. Where a student, after accepting an offer of a place, gives written notice less than 1 monthbefore commencement of the teaching period, that they will cancel their place in the course, 70% of the tuition fees for that trimester arerefundable.
d. Where a student gives a written notice after the commencement of the teaching period,but before the relevant census date, that they will cancel their place in the course, 50% of the tuition fees for

that trimester are refundable.

e. Where a student gives a written notice after the commencement of the teaching period andafter the relevant census date, that they will cancel their place in the course, no tuition feesfor that trimester arerefundable.

f. Where the Institute refuses to provide, or continue providing, a course to the student because the student:
   i. has failed to pay an amount he or she was liable to pay the Institute, directly or indirectly, in order to undertake the course, then the student is not eligible for a refund.
   ii. breached a condition of his or her student visa or misbehaved, if:
      a) before the relevant census date, the tuition fees paid for the trimester are refundablebut incurring an administrative fee of 10% of the tuition fee for one trimester;
      b) after the relevant census date;

   the student shall not be eligible for a refund.

g. A student who withdraws or defers from a course for whatever reason after the census date shall not be eligible for a refund.

h. A student who has his/her visa cancelled after the census date shall not be eligible for a refund,other than as required under related laws, including the ESOS Act. If a student is refused a student visa for the reasons set out in section 28(4) of the ESOS Act, then the provisions of theESOS Act apply regarding any refund, and not this procedure.

Cancellation Fees Schedule Overview

Cancellation more than 1 month prior to course commencement date	90% Refund
Cancellation less than 1 month prior to commencement date	70% Refund
Cancellation after commencement of the teaching period, but before the relevant census date	50% Refund
Cancellation after commencement of the teaching period and after the relevant census date	No Refund

4.4 Full or Partial Refund of Tuition Fees

4.4.1 The Institute may provide a full or partial refund where:

a. an offer is withdrawn by theInstitute;
b. subject to clause 4.3.2, the Institute is unable to provide the course;
c. a student was not able to meet a condition required for admission that was not part of any packaged admissions arrangements;
d. a student has been excluded by the Institute for failure to meet degree or diploma progression rulesand where fees were paid in advance of notification of the exclusion;
e. Australian Government authorities have refused to grant a student visa (for AQF award program) or 485 visa (for SMIPA program);
f. illness or disability prevents the student from taking up the course;
g. the death of a close family member of the student (parent, sibling, spouse or child) occurs, or
h. other special or extenuating circumstances prevent a student from commencing a course.

4.4.2 In the unlikely event that the Institute is unable to provide the student's course in full in the circumstancesset out in section 27(1) of the ESOS Act 2000, and the student has not withdrawn before the 'defaultday' (as defined in the ESOS Act 2000), the Institute must pay the student a full refund of the course fees, or alternatively arrange for the student to be offered a place in an alternative course (only if acceptedin writing by the student).

4.4.3 An application, with supporting documentary evidence, must be submitted for a refund under any of the provisions listed above.

4.4.4 A partial refund may be granted under this paragraph, 4.3.1: (d) - (h), where some of the fee is retained to cover administration costs.

4.5 Deferral of Studies

Where a student, after accepting an offer of admission, gives a written notice before the commencement of the course of their intention to defer their commencement to the next available intake, all tuition fees may be

transferred to the next available intake. The "next available intake" may be the following trimester, or the following year, depending on the course. A place may be deferred for up to 6 months.

4.6 **Packaged Students (refers to any two components treated as one 'package' for Visa purposes)** Students in a packaged course (refers to two components treated as a 'package' for Visa purposes), will be required to pay fees for two subjects in the first course of the package before the confirmation of enrolment will be issued.

a. A full or partial refund of what has been received from the English teaching institution will be madeunder the conditions detailed in 4.3.1 (a) - (h), 4.3.2 and 4.3.1(d) above.

   Where a student, having paid a course fee deposit in advance, gives notice in writing to Administration Office, of an inability to undertake the principal course prior to the commencement of trimester, a refund will be paid of the balance (if any) of the deposit paid, after deducting 10% of the

   tuition fee payable for the trimester to cover administration costs.

b. There may be other circumstances where consideration can be given to a full or partial refund of thedeposit, such as:
   iii. There is a demonstrated mismatch between the course offered and the student's understanding of the course.
   iv. The student clearly cannot meet the English Language requirements of the Institute within a reasonable timeframe. To claim a full refund in these circumstances, a student must present theresult of an IELTS test taken not more than two months before the start of the trimester of the full degree program indicated in his/her package.
   v. Any other reason considered acceptable by the Institute.

c. Where a student with packaged admission arrangements has failed to meet the English language requirements for admission to Elite Education Institute and requests to be released from EEI, the processing of the refund (if any) is as follows:
   i. If the student has received an offer to study at another tertiary institution, and provides a copyof a letter of admission for the new institution, the refund is forwarded to the student in Australia.
   ii. If the student is returning home the refund is forwarded to their overseas address.

4.7 **Agreement**

When the Institute accepts an international student's application for enrolment, it is intended that refunding of tuition fees will constitute a written agreement between the Institute and the international student for the purposes of the ESOS Act 2000 and National Code.

4.8 **Payment of Refunds**

a. Students seeking a refund must apply in writing to Administration Office using the Institute's Application for Refund of Tuition Fees form available from the Institute's website.
b. The Institute must have cleared the fees in its bank account.
c. All debts to the Institute must have been paid or any outstanding amounts will be deducted from therefund.
d. The refund must be made to the same person or body from whom the payment was received onbehalf of the student.
e. Refunds will be reimbursed in the same currency as the fees were originally paid in and willnormally be made in the student's home country. Exceptions include a refund to a third party whopaid the fees on behalf of the student.
f. Refunds, when approved, will be paid to the student within 4 weeks after receipt of all relevantdocumentation, including a written claim from the student. In the case of provider default the refundwill be paid within two weeks of the default day as defined in the ESOS Act 2000.

4.9 **Overseas Health Cover**

Overseas Health Cover will be refunded by the Institute if the student is unable to complete the course in the circumstances described in this section. Firstly, if the Institute has not disbursed funds to the Institute's nominated Overseas Health Care provider. Secondly, subject to the ESOS Act 2000, if funds have been disbursed to the provider, the student will be responsible to contact the provider directly to apply for their

OSHC refund. Students must provide the Overseas Health Care provider with the following information when applying for a refund: full name, date of birth, membership number (provided to the student by the Institute), together with the reason for refund and evidence of transferring to another Institute, or the date of departure from Australia.

4.10 Changes to Fees

Students are to be given reasonable notice of changes to Elite's operations including information aboutincreases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.

For the full detail of the conditions and timeframe of the fee refund process, please refer to the Tuition Fees Payment and Refund Policy available on the Institute's website at **Forms & Policies.**

If you wish to apply for a refund, you should follow these steps:

- Read the back of the enrolment form or the above information carefully. Gather all supporting documents relevant to your case.
- Make an appointment at reception to see the Admission & Marketing Manager to apply for your refund.
- You may bring a friend, someone to help you if necessary.
- You will be advised of the decision within 5 working days of the meeting and this decision will be given to you in writing.

Elite Education Institute will keep all records of the meeting and application for refund on file.

c) Transfer between registered institutions

Please visit the Elite Education Institute website www.ee.edu.au and the Overseas Student Transfer Policy and Procedure; and, the Department of Home Affairs website at www.border.gov.au, for further information.

d) Deferral, Suspension or Cancellation Initiated by the Student

If you wish to defer, suspend or cancel your enrollment, you must meet one of the following conditions:

- Visa delay
- Compassionate and compelling circumstances. These are generally beyond your control and have an impact on your course progress or wellbeing. These could include but are not limited to the following:
- Serious illness or injury, where a medical certificate states that you will not be able to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or a natural disaster in your home country which has impacted on your studies;
- Traumatic experience which could include; involvement in, or witnessing a serious accident; witnessing or being a victim of a serious crime, which has impacted on you (these cases should be supported by police or psychologist's reports)

If you wish to suspend your enrollment, you must complete a Request for Leave of Absence Form with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is 6 months. Approval will only be given in the limited circumstances described above. You will receive notification in writing of the result of the request.

If you wish to cancel your enrolment, you must complete a Notice of Withdrawal Form with all supporting documentation attached. You will receive notification in writing of the result of the request. If you have not completed the first six months of your course, you must provide a letter of offer from an alternative provider therefore complying with the conditions of the 2018 National Code Standards.

e) Elite Education Institute initiated deferral, suspension or cancellation

The Institute may defer commencement of a course when a course is not offered.

The Institute may suspend a student enrolment during the course in the following instances:

- Student misbehavior as outlined in Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.

The Institute may cancel a student enrolment in the following

instances:

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Continued unsatisfactory course progress, continuous absence from scheduled course hours.
- Non-payment of outstanding fees.

In cases where suspension or cancellation of the student's enrolment is initiated by the Institute, students will be notified and given 20 working days to access the student grievance process (see Student Grievance and Mediation Policy). If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the student grievance process is completed unless there are extenuating circumstances concerning the student's welfare.

The change in enrolment status will not be reported to Department of Home Affairs until the student grievance process is completed. Once the deferral, suspension or cancellation is processed, the Institute will notify the Department of Home Affairs via PRISMS.

When the Institute initiates deferral, suspension or cancellation of enrolment, students have the right to appeal against the decision.

Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of

6. TEACHING, DELIVERY AND ASSESSMENT SERVICES

a) Study Load

Under Australian immigration law, international students must study as full-time students. A normal load for a full-time Elite Education student is studying 4 units each trimester. This means 12 hours of face-to-face teaching plus any extra tutorial, language support or study skills time.

Only in exceptional circumstances may international students be enrolled in less than 100% of a normal full-time load. This must be approved in advance, or at the time of enrollment, by the Course Coordinator and the Student Service Manager.

Exceptional Circumstances include:

- You are in your final Teaching Period of an award and completing remaining units
- A reduction in load on the basis of ill health as recommended in writing by a professional medical practitioner
- On the basis of advice in writing from an academic staff member, academic support adviser, or counselor where student's long-term academic progress is deemed to require a reduced load for either one or two Teaching Periods
- Institutions where RPL or Academic Credit transfer prevent enrolling in a full-time load.

Prior to commencement of studies, EEI students have selected their fulltime study load by choosing between a trimester- or semester-based enrolment.

- A **Semester-based** enrolment means a **fulltime load** of 8 subjects across two consecutive semesters in one year (i.e., 48 credit points) for a duration of three years;
- A **Trimester-based** enrolment means a **fulltime load** of 12 subjects across three consecutive semesters in one year (i.e., 72 credit points) for a duration of two years.

Trimester 3 is a compulsory Trimester for those studying based on a Trimester enrolment.

b) Additional Learning, Language and Academic Support

Elite Education Institute understands that you may need additional learning and language support. This support will be provided in the following ways:

- Ongoing Student Learning Support

Programs commence during Orientation to assist students with the transition to a tertiary level study regime. The programs include workshops, individual interviews with students and informal support provided by lecturers/tutors. The support programs utilize a wide range of resources available on Moodle system and in the library. Individual assistance is available from specialist support staff.

- English Language and Academic Assistance

English language and academic advice workshops and resources include such topics as essay writing, report writing (i.e., student maybe suggested to undertake CMU101 – Professional Writing unit), APA referencing, avoiding plagiarism, using Turnitin, making oral presentations, and examination tips.

- Library

Library information sessions are held during Orientation. Additional workshops are scheduled throughout the year to assist students to most effectively utilize the range of library resources, including the available electronic databases. These workshops are designed to improve information literacy skills of students. Library staff are available during library opening hours to give individual assistance and advice to students.

- Information Technology

Information technology staff are available to help students with the technology available to them and with connectivity issues related to their course.

- Academic Advice

The Academic Dean will provide academic advice to students, such as time management, exam preparation, essay and report writing, referencing, avoiding plagiarism, library research, and stress management. The Academic Dean will also provide individual counseling to students by referral from staff or self- referral by students. Appointments can be made in person, by email or at the campus reception desk. Times available for appointments are advertised and sent in electronic form to each student.

- Documentation of students seeking support

Records are maintained when students are referred for additional academic or English language support. The Academic Dean also keeps records of students seeking assistance. Summary data form part of the educational metrics reported to the Teaching, Learning and Examination Committee (TLEC).

- Academic Staff Consultation

In-class consultation: Individual student consultations with the subject lecturer, tutor or other appropriate academic are an integral part of the learning experience for each subject. The normal weekly teaching pattern provides face-to-face lectures and a structured tutorial. Further diagnostic tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work.

Electronic consultation: Each unit is enhanced by an individual web-based support site through Moodle System. The Moodle System provides students with access to subject resources and also includes a forum and group email facilities that allow for the posing of questions by students and lecturers and response by both students and lecturers. Such community based facilities are moderated and controlled by the unit coordinator. All students enrolled in a unit have access to the unit web page.

c) Evaluation & Feedback

As part of our continuous improvement procedures, you will be asked to complete a Course Evaluation survey and a unit evaluation survey. This is your opportunity to provide us with feedback on the course, the units, the lecturers, the course administration, the facilities, the activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and assist us to improve our services. All services provided by Elite Education Institute will be regularly reviewed and improved. Any Suggestions will be formally addressed and documented at staff meetings.

d) Assessment and Marking Procedures

Details of assessment tasks for each unit appear in your unit descriptions provided on the first day of each unit. Assessment in a unit may be made up of several components: Formal examination, essays, tests, assignments, oral presentations and class participation. The final mark that a student receives in a unit will be determined by the lecturer and examiner of each unit, who will take into account all aspects of assessment.

You should take note of the following rules from the Elite Education Institute "Student Assessment Policy":

- All assessment tasks should be submitted on time. Only in cases of hardship or illness will you be able to have extensions of time. In all other cases where work is submitted late, there will be a penalty of 5% deduction per day from the total mark that would have been awarded for the assessment task if it had been submitted on time.
- Plagiarism is a serious offence. You will be severely punished in any proven cases.
- Assessment tasks should be presented as outlined by the lecturer at the beginning of the course. If tasks such as essays are not presented in this manner, lecturers will request that students re-submit their tasks within one week. 10% of marks will be deducted in these cases from the total mark that would have been awarded for the task.

- In some units, you must pass the final examination in order to pass the unit (i.e., doublepass). If you do not attend a scheduled examination and no valid reason is given, you will be graded as fail in that unit.
- All units must be attempted before the course end date.
- You must also gain a satisfactory mark in your assessment tasks, as well as in attendance and participation.
- If you do not submit assessment tasks on time, and without a valid reason approved by the Academic Dean, you will not be allowed to sit the final examination.
- The pass mark in every unit is 50%.
- Cheating in examinations will result in a Fail grade.
- If there is any grievance regarding the results, you can follow the appeals process as outlined below.

e) Allocation of Final Grades

Students are assessed for each unit on the following basis:

Grade	Mark%
High Distinction	85-100
Distinction	75-84
Credit	65-74
Pass	50-64
Pass Conceded	45-49
Fail	0-44

The table below provides an explanation of each grade:

Grade	*Descriptions*
High Distinction **85% -100%**	An outstanding level of achievement. The student has an extensive knowledge and Understanding of the unit material and unit objectives beyond the normal expectations of the course; very high level of competence.
Distinction **75% -84%**	A high level of achievement. The student exhibits a comprehensive understanding of The unit content and unit objectives and can readily apply this knowledge; high level of competence.
Credit **65% -74%**	Substantial level of achievement. The student has a thorough knowledge and Understanding of the unit content and unit objectives and is competent in the processes and skills of the course; reasonable level of competence.
Pass **50% -64%**	Satisfactory achievement. The student has demonstrated an acceptable level of knowledge and understanding of the unit content and unit objectives and has achieved a basic level of competence in the processes, skills and knowledge of this unit; adequate level of competence.
Pass Conceded **45-49%**	A student who has achieved a mark between 45 and 49 in a unit and meets of all the following criteria, may be granted a conceded pass if: • The unit is not a prerequisite or a capstone unit; • The student is not enrolled in a single unit only; • The student has never previously been granted a Pass Conceded grade (a Pass Conceded can only be granted once).
Fail **0–44%**	Limited achievement in the unit. The student has some knowledge and understanding of the unit content and unit objectives but has not been able to demonstrate a satisfactory level of knowledge, competence or skills; at adequate level of competence.

f) Contract cheating

Contract cheating is where a student commissions or seeks to commission another party - either paid or unpaid - that is offering its services to produce academic work on the student's behalf.
Anecdotal reports seem to indicate that this is becoming a widespread habit among higher education students, though there is no evidence of it at Elite.

All work submitted for assessment must be your own work. Any outsourced work submitted for assessment, whether paid or unpaid, is considered contract cheating. This includes work done by a family member or friend on behalf of an Elite student. For a student to engage in contract cheating and then subsequently not to be able to perform in professional employment because of this would make that person's degree worthless in practice.

The Australian Government is enacting a new law which will make it an offence for any person to provide or advertise academic cheating services related to the delivery of higher education in Australia, whether the service is offered from within Australia or from overseas. Cheating services include:

- completing an assignment or other work for a student
- providing any part of a piece of work or assignment, including computer code
- providing answers for an examination
- sitting an examination on behalf of a student.

Legitimate assistance provided to a student with special needs; e.g., a scribe assisting a student with disability undertake an examination, will not be affected in any way.

Proposed new section 114B would make it an offence to advertise such services. This will apply to the person initiating or paying for the advertisement. It will also apply to the publisher of an advertisement, if they could reasonably have been expected to know the service being advertised is prohibited.

Be careful about being drawn into websites that claim to be in support of student learning but are actually providing students with an unfair advantage. Both new types of offences attract criminal penalties of up to two years imprisonment or 500 penalty units (currently $105,000) and/or Civil penalties of up to 1,000 penalty units (currently $210,000).

Penalties outlined in the draft Bill are intentionally severe, to provide visible and meaningful deterrence to the provision of or access to commercial and other organised cheating; and secondarily to provide a more streamlined and efficient mechanism for institutions to address detected cheating activity with clearer avenues of support from regulators and law enforcement.

Contract cheating is one of the **most serious forms of academic misconduct**. Where there is evidence that an Elite student has accessed contract cheating, he or she

- will receive a fail for the assessment, and
- may be suspended or expelled from the Institute.

Apart from the legal and ethical aspects of contract cheating, any instance of it would have an impact on the academic integrity of the Institute and pose a serious threat to the reputational value of a degree or diploma from the Institute.

g) Cheating

Cheating in any form will not be tolerated at Elite Education Institute. If you are caught cheating, you will automatically fail the exam and you will be awarded a FAIL grade and be required to undergo academic counseling with the Academic Dean to discuss further options. You may be required to repeat a unit if cheating is evident.

You must have your student card with you to sit an exam. You will not be allowed to sit an exam without your student card.

h) Plagiarism

Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:

- Copying or paraphrasing material from any source without due acknowledgment;
- Using another person's ideas without due acknowledgment;
- Collusion or working with others without permission, and presenting the resulting work as though it was completed independently.

Any work by a student of the Elite Education Institute must be:

- Original;
- Produced for the purposes of a particular assessment task; and
- Appropriate acknowledgment of the ideas, scholarship and intellectual property of others in so far as these have been used.

For detailed information, please see "Student Academic Integrity Policy" which is available at www.ee.edu.au under Forms & Policies.

i) Assessment Appeals

If you are dissatisfied with a grade you have been awarded for an assessment task/s, you can appeal against the decision. To do this you must follow the Institute's Assessment Appeals Policy which is available at www.ee.edu.au under Forms & Policies.

j) Special Assessment

If you have been prevented through illness or other unavoidable and unforeseen circumstances from satisfying the normal assessment requirements for a unit, you may apply for special treatment of your assessment. You must apply to the Academic Dean if you want to receive Special Consideration. You must apply by filling in the Request for Special Consideration form and supply the necessary documentation.

k) Application for Recognition of Prior Learning (RPL)

- If you wish to apply for RPL when you apply EEI course, you should first fill out the enrolment form, ticking the appropriate box, and listing academic achievements where indicated.
- After you have already enrolled, if you wish to apply RPL, you must complete the RPL Application Form available from the Student Service Office.
- You will be informed of your advanced standing/credit entitlements within one week after enrolment.
- You will be advised in writing of the result of your application.
- You should produce the original qualifications/documents at Elite Education on enrolment. Copies will be made and stored on your file.
- The application is submitted to the Student Service Officer of Elite Education, and determined and approved by the Academic Dean.
- There may be cause for a brief interview with the Academic Dean if there is any discrepancy between original document and copy.

- You will be advised of the formal outcome in writing. If it is refused, you will receive a written explanation outlining the reason/s for its refusal.

7. LEGISLATIVE AND REGULATORY REQUIREMENTS ESOS Act 2000, ESOS Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The ESOS Act is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Please refer to this website for details: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx

8. OCCUPATIONAL HEALTH AND SAFETY (OHS) LAWS, WorkCover NSW and WorkSafe Victoria

Elite Education Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire, students are to make way to the nearest exit and meet opposite the building, and well clear of the building for roll call.

No Smoking is allowed in any area of the building. If you wish to smoke you must leave the premises.

A First Aid Kit is located in the front office.

9. GRIEVANCE MEDIATION POLICY and PROCEDURE STATEMENT

Elite Education Institute recognizes the rights of students to have unhindered access to mediation. This means you have the right to report problems, concerns or grievances regarding any aspect of your education or other activities, which are within the control of Elite Education Institute and its management staff.

Elite Education Institute recognizes mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in the Grievance Mediation Policy and Procedures.

The Grievance policy is intended for all staff and students of Elite Education Institute.

Elite Education Institute will ensure the following when dealing with client complaints, grievances and appeals:

(i) Each complaint, grievance, appeal and its outcome is recorded in writing;
(ii) Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
(iii) Each appeal is heard by an independent person or panel; and
(iv) Each appellant;
(a). has an opportunity to formally present his or her case; and
(b). is given a written statement of the appeal outcomes, including a full explanation for the decision.

- **Grievance Procedure**

If a problem, complaint or grievance is being experienced by a staff member or a student, the following procedure should be used:

✓ Informal stage:

(i) Identify and discuss the complaint or grievance with the other party.
(ii) Discuss the best outcome to the complaint or grievance.
(iii) Agree to act to resolve the complaint or grievance.

✓ Stage One

If after talking to the person the complaint or grievance remains unresolved, you will need to lodge a formal complaint in writing. Academic grievances will be mediated by the Academic Dean, and non-academic grievances will be mediated by the Student Service Manager. If the grievance involves the Academic Dean or the Student Service Manager, the mediation will be conducted by the Principal.

The process will commence within 10 working days of lodgment of complaint. Students will have the opportunity to formally present their case. Both parties to the complaint or grievance may bring a support person who is a third party to all of these meetings.

The Institute will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within 10 working days of the commencement of the process.

✓ Stage Two

If you are dissatisfied with the decision, and:

- It is an academic matter; you may appeal to the Academic Board within 20 working days of receipt of the decision/s. The Academic Board has 20 working days to consider the appeal and advise both parties in writing of its decision, with a full explanation of the reason/s behind the decision.

- If it is a non-academic matter, you may appeal to the Principal within 20 working days of receipt of the decisions. The Principal has 20 working days to consider the appeal and advise both parties in writing of their decision, with a full explanation of the reason/s behind the decision.

✓ Stage Three

If you are still dissatisfied with the outcome of the mediation, you may appeal against the decision by requesting an external independent arbiter. You must access the external independent arbiter within 30 days of receipt of the decision. The Institute will cover the cost of the external independent arbiter.

- **Bullying or Harassment**

Elite Education Institute will not tolerate inappropriate behavior of any kind. If you see a student being bullied or harassed by anyone while they are at the Institute, you should immediately report this to the Academic Dean who will mediate to resolve the problem, or directly refer it to the Principal.

- **Independent Arbiter**

If a grievance is ongoing, the Principal may mediate or refer the matter to an Independent Arbiter who is appointed by the Principal, or may involve the following organizations:

NSW Office of Fair Trading
1 Fitzwilliam Street,
Parramatta NSW 2150 Australia
Tel: 61 2 9895 0111, 13 32 20
Fax: 61 2 9895 0222
Website: www.fairtrading.nsw.gov.au

Overseas Student Ombudsman (OSO)
GPO Box 442 Canberra, ACT 2601
Ph: 1300 362 072 or 02 6276 0111 Fax; 02 6276 0123 Email:
ombudsman@ombudsman.gov.au
Website: www.oso.gov.au

Tertiary Education Quality and Standards Agency (TEQSA)
Website: www.teqsa.gov.au/complaints

Australian Competition and Consumer Commission (ACCC)
Website: www.accc.gov.au

10. STUDENT RESPONSIBILITIES AND CODE OF BEHAVIOUR

- **Dress standards**

  Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace.

- **Alcohol and drugs on Institute premises**

  Students are not allowed on Institute premises or to use its facilities whilst adversely affected by alcohol or drugs. The possession, use or sale of illicit substances on Institute's premises is forbidden.

- **Smoking on Institute's premises**

  Smoking is forbidden throughout Institute's premises and facilities, including all outdoor areas, taking in the areas immediately outside entrances to Institute buildings.

- **Eating and drinking on Institute's premises**

  Eating is not permitted in classrooms or libraries.

- **Work Health and Safety (WHS)**

  Elite Education Institute is committed to promoting a safe and healthy work and study environment, and recognizes its obligation under the WHS legislation to, so far as practicable, provide and maintain a working environment where its employees and students are not exposed to hazards. The WHS Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

- **Conduct dangerous to others**

  Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

- **Unacceptable behaviour**

  Conduct which disrupts staff and hinders them from delivering education programs and services, or other services in an orderly manner, is a breach of the code of conduct. This applies not only in classrooms, but in all parts of the Institute. Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, and offensive, or which unreasonably disturbs other groups or individuals, is prohibited.

- **Misuse of Institute's property**

  Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorized use of property belonging to Elite Education Institute is a violation of the Student Code of Conduct.

- **Academic misconduct**
  - ✓ **Cheating**

  Cheating means gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.

  - ✓ **Plagiarism**

  The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own, and failing to acknowledge the source. It is not acceptable.

- **Harassment**

  Harassment of any kind will not be tolerated, and will be subject to disciplinary action. Please refer to the Grievance Policy and Procedures for more information on bullying and harassment.

- **Discrimination**

  Any form of discrimination is not acceptable at the Institute, and will not be tolerated. Serious cases of discrimination will be viewed as misconduct, and dealt with accordingly by the Principal.

- **Alleged Illegal Activity**

  If a student is alleged by a member of staff to have engaged in illegal activity under the laws of any State, Territory or Commonwealth jurisdiction, the matter shall be reported to the police of that jurisdiction for investigation.

- **Firearms and Dangerous Weapons**

  Firearms or replicas of firearms (including ammunition or magazines), weapons, flammables, explosives or dangerous instruments, are prohibited in the Institute.

- **Classroom Rules**

  The Institute adopts a set of classroom rules which are in place to promote an ideal learning environment for all. These rules will be displayed in all classrooms, and are as follows:

  - ✓ Punctuality–students must ensure that they are on time for the start of class and after lecture breaks.
  - ✓ Always bring your textbook and where necessary, writing paper, pencils, pens and calculator to class with you.
  - ✓ Mobile Phones–Ensure that all mobile phones are turned off at the beginning of each class and not turned back on until the class has finished.
  - ✓ Mobile Phone with Cameras–Students are advised not to take pictures of the notes, the lecturer or other students in the classroom.
  - ✓ Students are advised not to use IPods or any other MP3 players or personal sound systems during the class.
  - ✓ Respect your teacher and classmates, and do not talk while the class is ongoing.
  - ✓ Do not sleep in class.
  - ✓ Before leaving the classroom, pick up all rubbish from where you are seated, and place it in the rubbish bin.
    Classrooms must be kept tidy.
  - ✓ Be quiet when leaving the classroom.

11. VISA CONDITIONS

International students are required to observe certain conditions. It is important that you understand what your visa entitles you to do, and what you are not permitted to do. In some instances, EEI is required to report breaches of Student Visa conditions to the Department of Home Affairs. You should take the time to familiarize yourself with the requirement by visiting the Department of Home Affairs website www.border.gov.au.

Main points you should be aware of:

- ➢ You must notify EEI of your current Australian address and contact details within seven days of arriving in Australia. Should you change your address or contact details during your enrolment, you must notify EEI within five working days.
- ➢ You must remain enrolled in a full time study program (normally 4 units per trimester), and attend classes in accordance with EEI policy.
- ➢ You are permitted to work a maximum of 40 hours per fortnight during trimester. During holidays you may work unlimited hours.
- ➢ You must maintain satisfactory academic progress.
- ➢ You must maintain adequate Overseas Students Health Cover (OSHC) throughout the term of your student visa.
- ➢ You are responsible for renewing your visa when it is close to expiry; see Department of Home Affairs website: www.border.gov.au for further information.

12. OTHER INFORMATION

- **Library**

The Institute has a fully equipped library. You will also have access to eLibrary facilities and research article database, ProQuest at any Elite's campus. For more information, please ask the Student Service Staff at Administration Office.

- **Other facilities**

All students on campus will have free access Internet. You will also be able to access online learning system, i.e., Moodle, and the student portal of Student Management System (i.e., Wisenet). You are also able to use the plagiarism detection online platform (i.e., Turnitin) to check your assignment before submission. Photocopying & faxing services are also available in the Administration Office.

- **Valuables**

At all times, you should be responsible for your bags and personal possessions. Elite Education Institute takes no responsibility for theft.

13. SUPPORT SERVICES / LIVING IN SYDNEY or MELBOURNE

If you have not organised accommodation in Australia, please contact the Institute student service staff immediately. There are several options for accommodation including rental, shared house or apartment and homestay.

14. OVERSEAS STUDENT HEALTH COVER (OSHC) ARRANGEMENT

Elite Education Institute can arrange OSHC for students. OSHC is a compulsory requirement. The Department of Home Affairs requires that student visa holders must have Overseas Student Health Cover. The OSHC current premiums for a single student is about $600.00 per year at present

15. COUNSELLING SERVICE:

In order to ensure that students are properly supervised both inside and outside college during their study period in Australia, the Institute has arranged staff such as Student Counselor, and Student Service Manager for student welfare and student services that are able to advise students on all aspects of student life.

The Student Counselor and relevant academic management team are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them about your adjustment to student life and any other problems that may be affecting your studies. They will advise or refer you appropriately.

Student welfare / services staff can assist with the following:

- ✓ Personal/cultural problems, for example if you have stressful circumstances or emotional issues which interfere with your studies.
- ✓ If you think you may have chosen the wrong course.
- ✓ Help you with decision making, exploration of interpersonal issues and personal behaviour patterns.
- ✓ Allegations of harassment or discrimination may be discussed.
- ✓ Attendance problems.
- ✓ Administrative problems or complaints.
- ✓ Adjustment to new study life.
- ✓ Guidance on further career pathways and academic progress.

Individual assistance is available for students in need of specialised counseling. External agencies may be able to help:

Good Thinking Clinical Psychology
Suite 1, Level 1
1 Clarke Street
Earlwood, NSW 2206
Telephone: 8068 0982

Psychology Melbourne
2/50 Queen Street
Melbourne VIC 3000
Telephone: 03 9629 1001
Email: cbd@psychologymelbourne.com.au

You may make an appointment to seek confidential advice.

In addition, the following contacts may be useful for students:

24 hour Crisis Emergency Contacts:

Lifeline	131 114
Police (Free call)	000
Crime Stoppers	1800 333 000

Sexual Assault

NSW
NSW Rape Crisis Centre - 98196565 or 1800 424 017
Eastern and Central Sexual Assault Services - 9515 3680
Crisis Service-ask for afterhours crisis workers - 9515 6111

VIC
Sexual Assault Crisis Line
Crisis line 1800 806 292 (Freecall* Victoria, Australia) Email:
SACLFeedback@thewomens.org.au
Police/emergency contact line: (03) 8345 3494

- **Alcohol and Drug Counseling**

Alcoholics Anonymous NSW (24 hours) - 9799 1199
Alcoholics Anonymous VIC (24 hours) – 9429 1833 or 1300 AA HOPE

- **Victims of Crime Support Lines**

NSW 24 hour information, support and referrals - 9374 3000
VIC Open: 8am – 11pm, 7 days a week - 1800 819 817

- **Interpreting Services: 131450 (Sydney**); **9034 5299 (Melbourne)**

- **Bank Account and Money Matters**

All major banks have a branch in George St, Sydney. A number of major bank branches are located in the vicinity of EEI's Melbourne campus in Bourke Street. Most shopping centres have Automatic Teller Machines (ATM) facilities.

- **Shopping**

The closest shopping centre is World Square Shopping Centre, Broadway Shopping Centre. The closest shopping centres in Melbourne are located either in the CBD within an easy reach by public transport. There are many convenience stores near by the college campuses in Melbourne and Sydney.

- **Medical Centres**

HSBC Building, Pavilion Plaza, Mezzanine Level

580 George Street, Sydney NSW 2000

Tel: 9261 9261

Medi7
Suite 2A
517 St Kilda Rd
Melbourne VIC 3004
(cnr Commercial Rd)

Tel: (03) 9013 9794

- **Safety**

In general, Sydney and Melbourne are safe places to live. However, you must be aware of potential dangers and risks whilst travelling around the city, avoiding lonely or gloomy places, especially at night - walk with a friend or stay with a crowd, avoiding empty train carriages, taking an aisle seat.

- **Mailing Services**

There are a local Post offices located at the corner of George and Market Street, Sydney, and at the corner of Henderson and Mitchell Roads, Alexandria. There are post boxes located within ATP. There are a number of Post Offices located around the Melbourne Campus due to its convenient CBD location (e.g. 837 Bourke Street, Melbourne).

- **Driving in Australia**

Overseas students are permitted to drive using their home country's driver's license. Overseas students can also apply for a driver's license test. A guide to road rules is available from the Roads and Traffic Authority for Sydney, NSW. You can contact the Roads and Traffic Authority (RTA) on 13 22 13 for more information. In Melbourne, you can contact VicRoads at 131171.

- **Transport in Sydney and Melbourne**

The cars, buses, trains and ferries are the main forms of transport used in Sydney. The following websites may be useful for you.

City Rail: http://www.sydneytrains.info/

Sydney Buses: http://www.sydneybuses.info/

Transport Info Line: https://transportnsw.info

Looking for an address: www.whereis.com

In Melbourne, trains, trams, busses and cars are the main means of transport. You can find all information public transport in Melbourne and Victorian at:
https://www.ptv.vic.gov.au/

- **Cost of Living**

The approximate cost of living in Sydney or Melbourne depends on your lifestyle. The average international student in Australia spends between A$360 - $480 per week on rent and groceries.

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle. The individual figures above are approximate costs for Sydney or Melbourne and exclude tuition fees.

- **Culture and Commerce**

Sydney's and Melbourne's lifestyle is defined by cultural diversity. People from over 180 countries speaking 140 languages live in both cities, Sydney's current population is around 5 million, and Melbourne's population is approximately 4.5 million. This means that Sydney siders as well as Melbournians enjoy an outstanding range of ethnic food, clubs and festivals, cinema and theatres, Aboriginal arts and culture, museums and music venues. Melbourne and Sydney are both shopping destinations. Both Sydney and Melbourne are also major business hubs.

For further information about Sydney's wide range of culture and entertainment, you can visit the NSW tourism board website at: www.sydney.com/. For further information on Melbourne and Victoria, you can check: http://www.visitmelbourne.com/

- **Climate**

Sydney can be best described as sub-tropical. Unlike other parts of Australia, Sydney never gets too hot or too cold. Winters are pleasant and summers are hot. Melbourne's climate is more temperate.

Disclaimer: *All due care is taken to maintain the accuracy, completeness and currency of the content presented.*