



# STUDENT HANDBOOK 2021

Elite Education Institute Pty Ltd trading  
as Elite Education Institute

CRICOS Provider 03390A  
Provider ID PRV14015

## 1. INTRO

This Student Handbook (**Manual**) provides you with the necessary information for students enrolled at the Elite Education Institute (EEI). This information was last updated in January 2021. All reasonable efforts are made to provide you with current information; however, it is your responsibility to double check details on the relevant policies made available to you. This Manual 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 and made available to you online. The EEI Policy Portal can be found at <http://ee.edu.au/forms-and-policies/>. Please familiarise yourself with the titles of policies, so you are able to find the correct policy when it is relevant to you.

You also may be required to complete forms from time to time in support of relevant applications or requests. EEI 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 Registrar at the Administration Office (details below).

## 2. CONTACT DETAILS

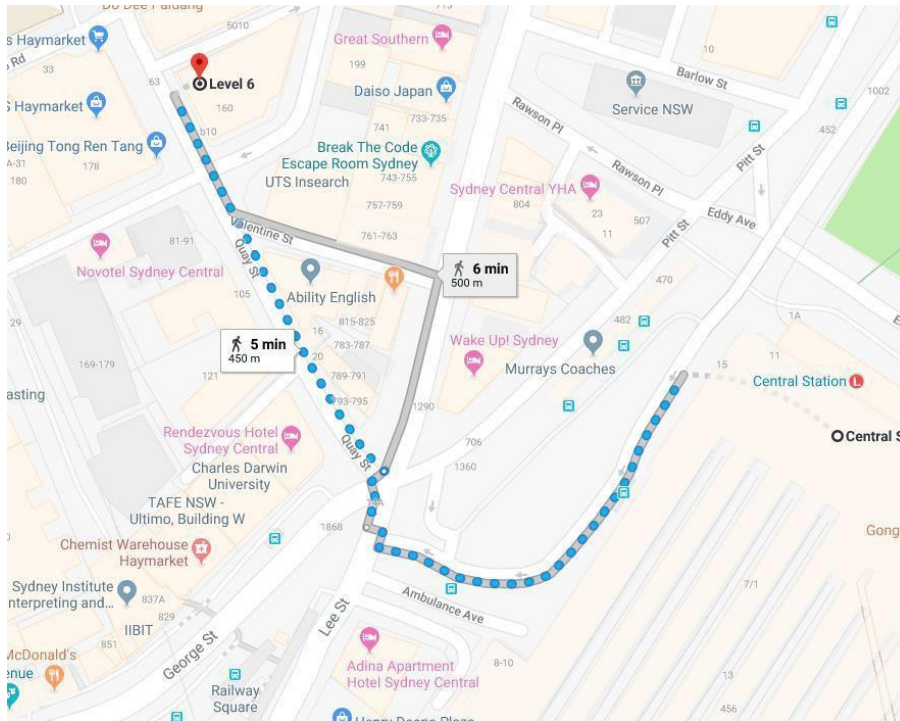
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OFFICE HOURS:	Monday to Friday 09:30 to 17:30
EMERGENCY CONTACT:	0400 662 015

## 3. WELCOME MESSAGE

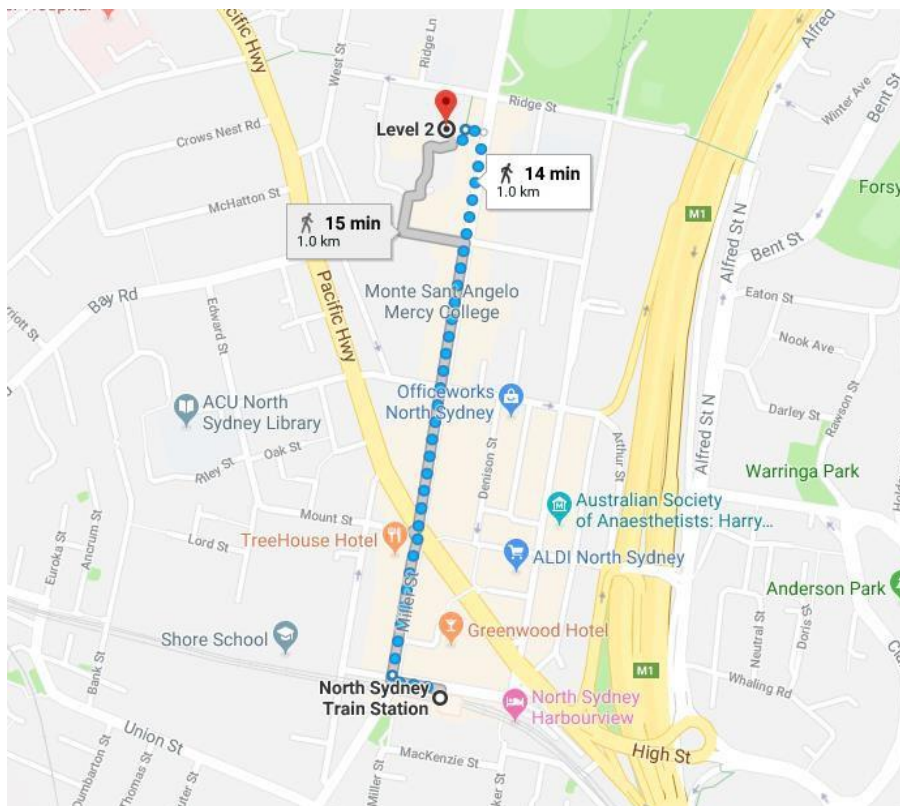
Welcome to Elite Education Institute (EEI). This Manual will provide you with an overview of important academic and administrative information that will assist you with your studies and settling into Australia as a student. Please carefully review all information provided to you, and make sure that you keep up to date with all relevant policies, rules & guidelines of EEI. (EEI) takes great pride in the quality of courses and services delivered to students seeking a highly prized Australian Higher Education Qualifications. EEI is accredited by the Tertiary Education Quality and Standards Agency (TEQSA) as a Higher Education Provider since 2014 (CRICOS Code: 03390A).

#### 4. MAPS OF CAMPUSES:

**Quay Street Campus:** Level 6, 8 Quay Street, Haymarket NSW 2000



**North Sydney Campus:** Level 2, 1 James Place, North Sydney, NSW 2060



## **5. 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, 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.

## **6. COVID-19 PANDEMIC INFORMATION**

The world has been battling with the COVID-19 global pandemic since the beginning of 2020 and is continuing to do so in 2021. The pandemic created many challenges for our student and staff community in terms of study, work and social connection. During the ever-changing coronavirus situation, the health, safety and wellbeing of our students and staff has been our highest priority.

EEI has been implementing an Interim Remote Delivery strategy in response to the pandemic so that we can deliver our courses in a safe environment. With the pandemic evolving in a vast and unpredictable way, we continue to deliver our courses remotely for as long as it is necessary to do so. We are continually reviewing the situation and are looking forward to welcoming students and staff back to our campuses as soon as it is safe to do so, in line with the latest government advice.

We thank all our staff and students for working with us through these difficult times and adhering to the necessary precautions we have put in place to do our part and slow the spread of the virus.

## **7. COURSE INFORMATION**

### **7.1. 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. You must provide relevant supporting evidence with your RPL application at the time you apply for admission at EEI.
- 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 then be informed of your advanced standing/credit entitlements within one week.
- 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 Admissions Manager of Elite Education, and determined and approved by the Deputy Vice Chancellor (Teaching & Learning) (DVC (T&L)).
- There may be cause for a brief interview with the DVC (T&L) 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 and the opportunity to appeal the decision made.

## 7.2. 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 also 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 (at times also referred to as Semester).

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

### 7.3. 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.

### 7.4. Intervention Strategy

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

The intervention strategy process:

- a) You will be contacted by email or phone and asked to come for an interview with the Course Coordinator.
- b) At the interview you will be counselled as to whether the course is the right course for you.
- c) 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.
- d) 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.
- e) 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.

### 7.5. Unit Retake

Elite Education Institute accepts that, for a variety of circumstances, a student may fail to meet the required standards (grades) in order to pass a unit. Options to repeat the unit of study are available for all units, the format of which will vary according to the nature of the unit and the marks obtained by students on previous attempts. Options available to international students may be constrained

by the ESOS ACT and the requirements of the National Code 2018. International students are to be directed to specific guidance on the options available to them from the Student Service Office.

A retake is available to those students who achieve a mark of 40 to 49% in a unit. The retake can consist of one or more of the following (which will be decided by the Course Coordinator and authorised by the DVC (T&L)) whether this will require the student to:

- Participate in an intensive schedule of study;
- Resubmit an assignment;
- Submit a replacement assignment on a different topic;
- Sit for an examination in the inter-semester break but prior to the commencement of the next semester.

Students wishing to apply for re-assessment in a unit should refer to **Item 4.12 of the Student Assessment Policy for more information.**

## 7.6. Exclusion

The Course Coordinators will monitor the academic progress of each student and implement remedial support for those students deemed in need of assistance to achieve satisfactory progression (Please refer to the Intervention Strategy above).

Following the Intervention Strategy, if a student continues to fail to meet satisfactory progression requirements, procedures may be implemented to consider whether the student should be excluded from their course of study.

A student may be excluded from a course of study or have their enrolment cancelled if they:

- a. Exceed the maximum period of candidature;
- b. Fail more than 50% of the course in two consecutive semesters and after the intervention strategy has been utilised; or
- c. Are in breach of any other policy with provision for exclusion.

In case of an exclusion, the initial exclusion shall be for a period of at least one year. Students who are excluded for a second time may be excluded for a period of up to five years.

## 7.7. Publication of Results

The DVC (T&L) 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).

## 7.8. Attendance

Elite Education Institute (EEI) understands that attendance is an important element of your success in your studies, and regular attendance at all lectures, tutorials and workshops is expected. To support students in their academic endeavors, **EEI has put in place a mandatory attendance requirement of 50% per enrolled units (this applies to all students at EEI across all courses offered at EEI).**

Failing to comply with the attendance requirement will result in penalties awarded in the relevant unit, such as not being eligible to submit an assessment in the relevant unit (e.g., excluded from final examination).

EEI carefully records and monitors attendance. Attendance monitoring and is an important influential factor of satisfactory course progress. Students will receive weekly attendance reports during a trimester, to ensure that students are up to date on their attendance progress. EEI also issues regular attendance reminders to enhance student engagement in their studies.

Reasons why you should attend scheduled lectures, tutorials and/or seminars/workshops:

- Your Lecturer will emphasize the important concepts, giving you a better idea of what is important and what you should focus on.
- You will have the opportunities to ask questions and interact with your Lecturer and Students.
- If you pay attention in class, you may be surprised by how much you can cut your study time later on.

## 7.9. 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 DHA 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.

## **7.10. Transfer between registered institutions**

Please visit the Elite Education Institute website [www.ee.edu.au](http://www.ee.edu.au) and the Overseas Student Transfer Policy and Procedure; and, the DHA website at [www.border.gov.au](http://www.border.gov.au), for further information.

## **7.11. Deferral, Suspension or Cancellation**

### **7.11.1. 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.

#### **7.11.2. 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

## 8. FEES, CHARGES AND ENROLLMENT ISSUES

### 8.1. Tuition Fees

Course	Tuition Fee per Trimester	No. of Trimesters	Total Fee
Diploma of Business	\$9,000*	2 trimesters	\$18,000
Bachelor of Business (Professional Accounting)	\$9,000*	6 trimesters	\$54,000
Bachelor of Business (Business Management)	\$9,000*	6 trimesters	\$54,000
Bachelor of Business (Communication & Public Relations)	\$9,000*	6 trimesters	\$54,000
Graduate Certificate in Business (1 Semester - 4 units)	\$9,000*	1 trimester	\$9,000
<b>Other Compulsory Fees</b>			
Enrolment Fee	\$200 – once only		
Overseas Student Health Cover (OSHC): Varied according to course duration (international students are required to obtain OSHC for proposed duration of their study)			
<b>Ancillary Fees</b>			
Airport Transfer Service	\$150 (one way)		
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](http://www.tps.gov.au).*

*\*EEI is offering reduced tuition fees during the COVID-19 pandemic to assist students and decrease their financial burden. Tuition Fees are reviewed annually.*

## **8.2. Additional Costs**

Textbooks: Approximately \$120 per unit. You will receive course notes from the lecturer. You must buy your own stationery, folders and notebooks. For further information on fees and charges, please see the enrollment form and also the Living in Sydney information in Part 17 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.

## **8.3. Payment of Tuition Fees (Reference: Tuition Fees Payment and Refund Policy)**

8.3.1. 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.

8.3.2. 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)

### **8.3.3. Payment Method**

The fees can be paid by following methods

- a. Cash payment at the Institute's Account Manager Office; or
- b. Electronic Fund Transfer.

### **8.3.4. 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.**

#### 8.3.5. External Debt Collection

In line with the Institute's Outstanding Student Debtors Policy and Procedure, the Institute may use an external debt collection agency to recover outstanding payments from students.

#### 8.4. Refund of Tuition Fees: Partial or None

Except in accordance with 7.5 and 7.7 below, the Elite Education Institute's policy on refunds to international students is as follows:

- a. If the Institute makes an offer on the basis of incorrect or incomplete information being supplied by 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, the tuition fees paid for the trimester are refundable in full. However, an administrative fee of 10% of the 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 month before commencement of the teaching period, that they will cancel their place in the course, 70% of the tuition fees for that trimester are refundable.
- 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 and after the relevant census date, that they will cancel their place in the course, no tuition fees for that trimester are refundable.
- f. Where the Institute refuses to provide, or continue providing, a course to the student because the student:
  - g. 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.
  - h. breached a condition of his or her student visa or misbehaved, if:
    - i. before the relevant census date, the tuition fees paid for the trimester are refundable but incurring an administrative fee of 10% of the tuition fee for one trimester;
    - j. after the relevant census date;
  - k. the student shall not be eligible for a refund.
  - l. A student who withdraws or defers from a course for whatever reason after the census date shall not be eligible for a refund.

- m. 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 the ESOS 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

## **8.5. Full or Partial Refund of Tuition Fees**

8.5.1. The Institute may provide a full or partial refund where:

- a. an offer is withdrawn by the Institute;
- b. 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 rules and 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.

8.5.2. In the unlikely event that the Institute is unable to provide the student's course in full in the circumstances set out in section 27(1) of the ESOS Act 2000, and the student has not withdrawn before the 'default day' (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 accepted in writing by the student).

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

8.5.4. A partial refund may be granted under this paragraph, 7.4: (d) - (h), where some of the fee is retained to cover administration costs.

## **8.6. 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.

### **8.7. 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.

- i. A full or partial refund of what has been received from the English teaching institution will be made under the conditions detailed in 7.4 (a) - (h) and 7.5 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.

- j. There may be other circumstances where consideration can be given to a full or partial refund of the deposit, such as:
  - i. There is a demonstrated mismatch between the course offered and the student's understanding of the course.
  - ii. 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 the result 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.
  - iii. Any other reason considered acceptable by the Institute.
- k. 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 copy of 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.

### **8.8. 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.

### **8.9. 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 the refund.
- d. The refund must be made to the same person or body from whom the payment was received on behalf of the student.
- e. Refunds will be reimbursed in the same currency as the fees were originally paid in and will normally be made in the student's home country. Exceptions include a refund to a third party who paid the fees on behalf of the student.
- f. Refunds, when approved, will be paid to the student within 4 weeks after receipt of all relevant documentation, including a written claim from the student. In the case of provider default the refund will be paid within two weeks of the default day as defined in the ESOS Act 2000.

### **8.10. 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.

### **8.11. Changes to Fees**

Students are to be given reasonable notice of changes to Elite's operations including information about increases 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.



## 9. TEACHING, DELIVERY AND ASSESSMENT SERVICES

### 9.1. Study Load

Under Australian immigration law, international students must study as full-time students. A normal load for a full-time ~~EE~~ Education student is studying 4 units each trimester. This means 12 hours of face-to-face teaching plus any extratutorial, 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/or the Registrar.

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.*

PLEASE NOTE: Students who are enrolled in the Graduate Certificate of Business (Postgraduate) undertake 4 units in one semester (Domestic Students have the option to enrol in a part-time load).

### 9.2. 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 DVC (T&L) or Delegate 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 DVC (T&L) or Delegate 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 DVC (T&L) or Delegate 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.

### 9.3. 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.

### 9.4. 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.
- 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 DVC (T&L) or Delegate, 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.

## 9.5. 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](http://www.ee.edu.au) under Forms & Policies.

## 9.6. 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 DVC (T&L) if you want to receive Special Consideration. You must apply by filling in the Request for Special Consideration form and supply the necessary documentation. Please refer to the **Student Assessment Policy** for more information on re-assessments.

## 9.7. 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:

<i>Grade</i>	<i>Descriptions</i>
<b>High Distinction</b> <b>85% -100%</b>	An outstanding level of achievement. The student has an extensive knowledge and Understanding of the unit material and unit objectives beyond the normal expectationsof the course; very high level of competence.
<b>Distinction</b> <b>75% -84%</b>	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.
<b>Credit</b> <b>65% -74%</b>	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.

<b>Pass</b> <b>50% -64%</b>	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.
<b>Pass Conceded</b> <b>45-49%</b>	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: <ul style="list-style-type: none"> <li>• The unit is not a prerequisite or a capstone unit;</li> <li>• The student is not enrolled in a single unit only;</li> <li>• The student has never previously been granted a Pass Conceded grade (a Pass Conceded can only be granted once).</li> </ul>
<b>Fail</b> <b>0–44%</b>	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.

## 9.8. Academic Integrity

### 9.8.1. Academic Integrity Definition

Academic Integrity is the moral code of academia and means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. In simple terms Academic Integrity means that you will earn your degree with honest effort, and that your degree will be a true accomplishment reflecting years of your own hard work and genuine learning. The Institute identifies key responsibilities of students to uphold academic integrity as follows:

- Honesty - Be truthful, encourage honesty and maintain transparency
- Responsibility - Take ownership and hold yourself and others accountable
- Trust & Support - Seek clarification to ensure that you clearly understand expectations or requirements and trust that you are treated fairly
- Respect - Listen to understand and follow the Institute's Rules and Requirements at all times

### 9.8.2. Academic Misconduct

**Academic misconduct** includes but is not limited to conduct that involves plagiarism and any other dishonest conduct by a student to gain academic or general advantage; or conduct that otherwise contravenes the provisions of the Institute's academic rules, policies, procedures and/or guidelines. Dishonesty in the preparation or presentation of any assessable work is regarded as student academic misconduct. Academic misconduct includes, but is not limited to:

- Cheating: behaving deceitfully or dishonestly in examinations, in the preparation of assessable items and during in-class tests;

- Fabrication: intentional and unauthorised falsification or invention of any information or citation in an academic exercise;
- Intentionally or recklessly facilitating academic dishonesty by other students;
- Providing an assessment item, or providing access to an assessment item to others, either directly or indirectly, in circumstances where it is reasonably foreseeable that it will be used dishonestly.
- Deceitful behaviour by which it is sought to gain some unfair or dishonest advantage either for yourself or for another person;
- Misleading ascription of authorship (including claiming authorship of parts of a group assignment prepared by other students);
- Misrepresentation: misrepresenting data or information incorrectly, improperly or falsely;
- Behaving in any way that limits the academic opportunities of other students by improperly impeding their work or their access to educational resources;
- Re-using one's own work without appropriate acknowledgement;
- Using unauthorised equipment or material in an assessment item; and
- Using another person to undertake an examination or assessment item in your name.

**Cheat/Cheating/Contract Cheating** occurs when a student obtains an unfair advantage in an examination or written, oral or practical work, required to be submitted or completed for assessment in a course or unit of study. This includes but is not limited to the resubmission of work that has already been assessed in another unit or the purchasing of essays, assignments or similar from a third party.

**Collusion** occurs when students collaborate on assessable written, oral or practical work with another person or persons without authorization by the examiner.

**Plagiarism** happens when a student uses another person's ideas and or manner of expressing them and passes them off as one's own ideas (and or manner of expressing them) and fails to give appropriate acknowledgement. This includes the use of material from any source, staff, students or the Internet, published and unpublished works.

**Proofreading** is the process of having someone proofread your work for the purpose of identifying errors and suggesting corrections to a text. A proofreader is not permitted to rewriting passages of text in order to clarify meaning; amend the words used by the author (except to identify the correct spelling of the word used); rearrange passages of text or code, or reformat other material; contributing additional material to the original; and checking calculations or formulae. Proofreading is acceptable when conducted in accordance with the above definition.

Elite Education applies strict penalties to cases of academic misconduct. The Institute refers all breaches of academic integrity according to a five-level classification framework according to the nature of the infraction. For each level of violation, a corresponding set of penalties is recommended. A table showing examples at each level of violation and further information on Academic Integrity is

provided within the Student Academic Integrity Policy. The policy is made available to students via the website at <https://www.ee.edu.au/forms-and-policies/>.

All examinations are CCTV monitored to ensure the integrity of EEI's exams. Additionally, all students are required to complete an Academic Integrity Module upon commencement of their course to ensure that students have the appropriate awareness and understanding of EEI's Academic Integrity requirements.

## **10. LEGISLATIVE AND REGULATORY REQUIREMENTS**

### **10.1. 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>

### **10.2. OCCUPATIONAL HEALTH AND SAFETY (OHS) LAWS, WorkCover NSW**

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.

## **11. 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 EEI and its management staff.

EEI 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 EEI.

EEI 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.

### **11.1. Grievance Procedure**

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

#### **11.1.1. 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.

#### **11.1.2. 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 DVC (T&L), and non-academic grievances will be mediated by the Student Service Manager. If the grievance involves the DVC (T&L) or Registrar, 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.

#### **11.1.3. 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.

#### **11.1.4. 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.

### **11.2. 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 DVC (T&L) who will mediate to resolve the problem, or directly refer it to the Registrar.

### **11.3. 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](http://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](mailto:ombudsman@ombudsman.gov.au) Website: [www.oso.gov.au](http://www.oso.gov.au)

#### **Australian Competition and Consumer Commission (ACCC)**

Website: [www.accc.gov.au](http://www.accc.gov.au)

## 12. STUDENT RESPONSIBILITIES AND CODE OF CONDUCT

### ➤ Dress standards

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

### ➤ Alcohol and drugs on Institute's premises

Students are not allowed to consume or bring alcohol or illicit drugs onto the Institute's premises at any given time. Students are also not allowed onto Institute's premises or to use its facilities whilst adversely affected by alcohol or illicit drugs. The possession, use or sale of illicit substances on Institute's premises is forbidden.

### ➤ Smoking on Institute premises

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

### ➤ Eating on Institute's premises

Eating is not permitted in classrooms or the libraries. Students are permitted to eat in the breakout areas provided at each of the Institute's premises. Students are expected to clean up after themselves and place any rubbish in the bins provided. Any appliances provided to students (e.g., fridge, microwave) are to be used for its purposes only and are left to be in a clean and orderly condition.

### ➤ Work Health and Safety (WHS)

Elite Education Institute is committed to promoting a safe and healthy work and study environment and recognises 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 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, 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 unauthorised use of property belonging or leased to Elite Education Institute is a violation of the Student Code of Conduct.

➤ Academic misconduct

An Academic Misconduct includes but is not limited to conduct that involves cheating or plagiarism and any other dishonest conduct by a student to gain academic or general advantage; or conduct that otherwise contravenes the provisions of the Institute's academic rules, policies, procedures and/or guidelines. Dishonesty in the preparation or presentation of any assessable work is therefore regarded as student academic misconduct. Forms of Academic Misconduct include (but are not limited to):

- Cheating;
- Plagiarism;
- Colluding with another person;
- Acting or helping someone else act dishonestly or unfairly in relation to an examination;
- Taking prohibited documentation into an exam;
- Not following examination or assessment rules or direction;
- Engaging in conduct related to an assessment with intention of gaining an unfair advantage;
- Submitting work that is not original.

Students engaging in any form of Academic Misconduct will be penalised in accordance with the Institute's **Student Academic Integrity Policy**. The Institute has a Zero Tolerance for any form of Academic Misconduct and has put effective measures to prevent, detect and report Academic Misconduct in place. Student awareness and understanding of Academic Integrity requirements is integral to the prevention of Academic Misconducts; as such, the Institute developed means to promote student awareness and understanding of Academic Integrity requirements (e.g., Student Orientation, Student Academic Integrity Module). Students must uphold and adhere to the Institute's Academic Integrity requirements throughout the total duration of their course of study.

➤ Harassment

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

➤ Sexual Misconduct

EEl has a Zero Tolerance for any form of Sexual Abuse or Harassment. Please refer to the **Sexual Misconduct and Response Policy** for more information.

➤ 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), weapons, flammables, explosives or dangerous instruments are prohibited in the Institute.

➤ Academic Freedom

For Information on EEl's policies around Academic Freedom, please refer to the **Academic Freedom Policy**.

### 13. 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, EEl 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](http://www.border.gov.au).

Main points you should be aware of:

- ✓ You must notify EEl 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 EEl 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 EEl 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](http://www.border.gov.au) for further information.

#### **14. OTHER INFORMATION**

- Library

The Institute has a fully equipped library at both campuses. You will also have access to e-library facilities and research article database, ProQuest at any time (you can access these via the EEI website [www.ee.edu.au](http://www.ee.edu.au)). 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 services are also available at a small fee per copied page.

- Valuables

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

#### **15. 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

#### **16. COUNSELLING SERVICES**

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 the Registrar for student welfare and student services that are able to advise students on all aspects of student life.

The Registrar 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

**The Forum Amanda Mitchell Counselling**

Email: [Amanda@TFAM.com.au](mailto:Amanda@TFAM.com.au)  
Website: [www.TFAM.com.au](http://www.TFAM.com.au)  
Telephone: 0466 905 330

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 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

**Alcohol and Drug Counseling**

Alcoholics Anonymous NSW (24 hours) - 9799 1199

**Victims of Crime Support Lines**

NSW 24-hour information, support and referrals - 9374 3000

**Interpreting Services**

131450 (Sydney)

**17. LIVING IN SYDNEY**

- Bank Account and Money Matters

All major banks have a branch in George St, Sydney. 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.

- Medical Centres

HSBC Building, Pavilion Plaza, Mezzanine Level 580 George Street, Sydney NSW 2000

Tel: 9261 9261

- Safety

In general, Sydney is 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 is a local Post office located at the corner of George and Market Street, Sydney, and at the corner of Henderson and Mitchell Roads, Alexandria.

- 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.

- Transport in Sydney

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](http://www.whereis.com)

- Cost of Living

The approximate cost of living in Sydney depends on your lifestyle. The Australian government website 'MoneySmart' has lots of information and advice about a range of financial issues, including a section specifically for students on how to live on student budget.

The Australian government website 'Study in Australia' also estimates general living costs for students. We have listed some categories below to help you plan ahead.

As of October 2019, the approximate 12-month living costs are:

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

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 and exclude tuition fees.



- Culture and Commerce

Sydney's lifestyle is defined by cultural diversity. People from hundreds of nationalities live in Sydney and the current population is around 5 million. This means that Sydney residents enjoy an outstanding range of ethnic food, clubs and festivals, cinema and theatres, Aboriginal art and culture, museums and music venues. Sydney is also a shopping destination and a major business hub.

For further information about Sydney's wide range of culture and entertainment, you can visit the NSW tourism board website at: [www.sydney.com/](http://www.sydney.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.

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