INTERNATIONAL STUDENT HANDBOOK

INFORMATION FOR PROSPECTIVE AND ENROLLED INTERNATIONAL STUDENTS

Skills Institute Australia
CRICOS PROVIDER CODE 03328G
RTO CODE 32473
1 / 10 Judds Ct
Slacks Creek, QLD 4127
Telephone: 1300 0 STUDY 1300 0 36765 Fax: 1300 0 STUDY
Email: info@skills.qld.edu.au / sia@skills.qld.edu.au / admin@skills.qld.edu.au
Website: http://www.skills.qld.edu.au
ABOUT - Skills Institute Australia

Thank you for enrolling with Skills Institute Australia. We hope you will find the time we share challenging, rewarding and fun. Our aim is to equip you with the knowledge, skills and confidence you need to undertake further studies or enable you to gain employment.

We hope studying with Skills Institute Australia will expose you to a variety of experiences and challenges. The course/s will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that you think are not covered.

As International Students on International Student visas, there is additional legislation to protect you whilst studying in Australia. These legislative requirements (for students and providers) are included within our policies contained in this Handbook.

Australia provides the world’s most rigorous protection for students through strong legislation. The legislation also provides tuition and financial assurance for international students if an institution cannot meet its commitments. This offers to prospect international students a lot of security.

Links are also provided to direct you to various government and private services available to you. Links are also provided to the various legislation relevant to International Students.

The quality of your experience with Skills Institute Australia depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Last two years have been a great experience for our organisation. We have learnt and improved lot as a training organisation. Our courses are always kept current and up to industry standards to provide the best study experience to our students.

Daman Bedi
Chief Executive Officer and Principal Executive Officer
Skills Institute Australia December 2013
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SECTION 1

Welcome
ABOUT SKILLS INSTITUTE AUSTRALIA (SIA)

SIA is a mature and vibrant Registered Training Organisation (RTO). We offer courses in the highly sort after area of business and plan to expand into other fields of study as our business grows.

Skills Institute Australia’s offers brand new facilities to our students and staff which include over 850 m2 internal space. Our campus is very spacious. Our campus offers lots of facilities to our students and staff members.

When you walk through our main door, the reception area is on left hand side. One of our friendly staff members will assist you with your inquiries and/or guide you through to the appropriate admin staff opposite to the reception area. Our administration block also has a lounge area where you can enjoy your cup of coffee while waiting for our friendly staff to come and assist you with your inquiries/queries.

If you are here to see our staff members on appointment basis or have scheduled a meeting with them you will be guided to our meeting room.
Our college is also equipped with fully functional computer lab with internet facilities to ensure you are well equipped for your learning experience with us. This lab can accommodate up to 20 students at a time. To compliment this, we have large library with books and laptops for students to hang around and catch up with their classroom activities as the Wi-Fi is available all through the college.

Students have full access to our rumpus area. This is a large student break out area with lounge suite, game tables and TV to provide relaxing environment for students when they are on breaks. Fully equip lunch room for students with fridge and microwave facilities. There is free daily supply of milk, tea and coffee for staff and students. There are vending machines for soft drinks and snacks which are located within the campus and a private smoking area.

If you have any queries in relation to our campus, please send it to info@skills.qld.edu.au or ring us at 1300 0 STUDY. One of our friendly staff will be able to help you with your queries. You can always find more information on our campus and facilities on our web site www.skills.qld.edu.au.

For your convenience, our campus is opened from 8:00 am to 7:00 pm on weekdays, 9:00 am to 5:00 pm on Saturday and 9:00 am to 1:00 pm on Sunday.
## COURSES

At the time of publication we offer the following courses –

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>077637D</td>
<td>Advanced Diploma of Business</td>
<td>28</td>
</tr>
<tr>
<td>077639B</td>
<td>Advanced Diploma of Marketing</td>
<td>26</td>
</tr>
<tr>
<td>077640J</td>
<td>Advanced Diploma of Project Management</td>
<td>25</td>
</tr>
<tr>
<td>076906G</td>
<td>BSB40507 Certificate IV in Business Administration</td>
<td>26</td>
</tr>
<tr>
<td>076907F</td>
<td>BSB50207 Diploma of Business</td>
<td>26</td>
</tr>
<tr>
<td>077635F</td>
<td>Diploma of Marketing</td>
<td>26</td>
</tr>
<tr>
<td>077636E</td>
<td>Diploma of Project Management</td>
<td>22</td>
</tr>
</tbody>
</table>

We constantly review our courses offered to students, for the most current course information please visit our website [www.skills.qld.edu.au](http://www.skills.qld.edu.au) or visit [http://cricos.deewr.gov.au/Institution/InstitutionDetails.aspx?ProviderID=3328](http://cricos.deewr.gov.au/Institution/InstitutionDetails.aspx?ProviderID=3328).

Students must attend a minimum of 20 hours of classes per week or as per your timetable if there is any approved online/distance component in your course.

Class hours - as per your individual student timetable

**College opening hours:**

- Monday to Friday: 8.00 am to 8.00 pm
- Saturday: 9.00 am to 5.00 pm
- Sunday: 9.00 am to 1:00 pm

**Important phone numbers and addresses**

**Skills Institute Australia**

- Telephone: 1300 0 STUDY
- Email: info@skills.qld.edu.au / sia@skills.qld.edu.au / admin@skills.qld.edu.au
- Website: [http://www.skills.qld.edu.au](http://www.skills.qld.edu.au)

**International Student Coordinator**

Mr Rubinder (Ruby) Singh  
0433666441  
International Student 24 Hour Emergency Contact

**0433666441**  
**Police, Fire, Ambulance** – 000
Department of Immigration and Border Protection (DIBP) phone 131 881
Ground Floor
299 Adelaide Street
Brisbane QLD 4000
HOURS OF OPERATION: 9 am to 4 pm Monday to Friday

Medical Centres:

Naturopaths:

Transport:

Taxi:
13 19 24

Public facilities:
Location of Automatic Teller Machines (ATMs)
NAB ATM
38-48 Chatswood Road, Slacks Creek QLD 4127
Other local ATMS

Post Office
Shop 8, 214 Kingston Rd
SLACKS CREEK, QLD, 4127

Chemist/Pharmacy
SECTION 2

Pre-Arrival
Things to Do:

Before Leaving Home:

✔

- Apply for passport
- Arrange student visa
- Make contact with institution
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange/ check accommodation
- Arrange / check transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough money/currency for taxis, buses, phone calls etc. in the event of an emergency
- Important documents:
  - THIS HANDBOOK!
  - Passport
  - Letter of offer
  - eCoE
  - Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate (or copy)
- Health Insurance (OSHC)

**NOTE:** Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.
Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number (if seeking work)
- Get involved in student life and associations

(eg music, sporting and cultural clubs).
Brisbane is the capital of Queensland - the ‘Sunshine State’ and renowned for its shopping, dining, cultural diversity and nightlife. Brisbane is also the gateway to the sun, surf and beaches of the Gold Coast and Sunshine Coast.

HISTORY OF SLACKS CREEK - The creek that gave its name to the district was named after the Slack family who had a cattle run there before the days of closer settlement. The Aboriginal name for it was Mungaree, place of fishes, which is the name they gave to their property.

SLACKS CREEK - Information including schools, child care, computers, health and fitness, entertainment and leisure, food and liquor, shopping, hair and beauty and more visit ....http://www.communityguide.com.au/suburb.cfm?/slacks-creek-4127/

Slacks Creek is approximately a 20 minutes drive to Brisbane City or 40 minutes to Ipswich, or the beautiful Gold Coast.

Local School information:

SPORTING CLUBS


COMMUNITY GROUPS


CHILD CARE


COMMUNITY AND HEALTH


MAP - SLACKS CREEK TO BRISBANE CITY CENTRE


http://www.brisbane-australia.com/


BRISBANE WEATHER

SURROUNDING PLACES TO VISIT

Ipswich

Gold Coast
http://www.visitgoldcoast.com/

Sunshine Coast

Queensland has so many wonderful things to do and see you may want to take advantage of your holiday breaks to have a look around. Just take a look at some of these fantastic sites of Queensland.

FURTHER USEFUL STUDENT AND TOURIST WEBSITES - Queensland
http://www.destinationqueensland.com/

Study in Australia
Living in Australia

Life in Australia Book (translated versions)

Choose Australia
About Australia

Tourism Australia
STUDENT LIFE IN AUSTRALIA

The Australia Network provides extensive programming about life in Australia, which is very informative for students intending to study in Australia. The Network is a 24/7 international television and online service (http://australianetwork.com), funded by the Commonwealth Department of Foreign Affairs and Trade operated by the Australian Broadcasting Corporation http://australianetwork.com/.

Other important websites –

Training Australia  

Training Queensland  

Overseas Students Ombudsman  

Arranging Visas:

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved by your education provider. **NOTE SIA DOES NOT ENROL UNDER 18 YEAR OLD STUDENTS**

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Border Protection (DIBP)

The Australian Government’s Department of Immigration and Border Protection (DIBP) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Immigration and Border Protection (DIBP)- Brisbane  
http://www.immi.gov.au/students/

Student Visa options
Applying for a Student Visa – rules and requirements

Provider default (if your provider can no longer offer your course for study)

Department of Foreign Affairs and Trade (DFAT)
As well as links from the DIBP website the Department of Foreign Affairs and Trade
website http://www.dfat.gov.au/embassies.html has a comprehensive list of Australian
embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

- China PR (03) 9822 0604
- France (03) 9820 0921
- Germany (02) 6270 1911
- India (02) 6273 3999
- Greece (03) 9866 4524
- Indonesia (03) 9525 2755
- Japan (03) 9639 3244
- Korea South (02) 6273 3044
- Malaysia (03) 9820 0921
- Taiwan (03) 9650 8611
- Thailand (03) 9650 1714
- U.K. (03) 9650 4155
- Vietnam (02) 6268 6059

For a complete list of foreign embassies in Australia visit -

Migration Agents

A migration agent can assist you in submitting your visa application and communicate
with DIBP on your behalf, but please note that you do not need to use a migration agent
to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions
internationally and are a good way for students to apply to study in Australia. Agents are
experienced in making international student applications and applying for visas. Most
speak both English and the local language so this makes the application process a lot
cleaner and generally hassle free for students and parents. Most do not charge for their
service as they collect a commission from the institution you choose to attend. However,
some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

**Please Note:** Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice. Visit our website for a list of the current Education Agents that we have an agreement with.

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. *These conditions include (but are not limited to):*

- Complete the course within the duration specified on the CoE
- **Maintain** satisfactory academic progress
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- You cannot work more than 40 hours per fortnight when your course is in session
- You cannot start working until your course commences.

For a full list of **mandatory** and **discretionary** student visa conditions please visit [http://www.immi.gov.au/students/visa-conditions-students.htm](http://www.immi.gov.au/students/visa-conditions-students.htm).

### Arranging Travel:

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Brisbane International Airport which is the closest international airport to Slacks Creek (in Brisbane). Visit [http://bne.com.au/](http://bne.com.au/). Slacks Creek is located approximately 30 kms from Brisbane International Airport, about a 30 minute drive.
If students have arranged for their pick up services prior to their arrival at the Brisbane International Airport, they will be met at the airport by an institute representative or pick up service. Alternatively, students can catch train to the city central station and then there is a regular bus service (#555) from the city to Springwood bus way. There is also a taxi rank outside the airport should the student wish to travel by taxi.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from SIA
- Confirmation of Enrolment (eCoE) issued by SIA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver’s licence
- Medical records and/or prescriptions

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students
have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au:

- Read “What can’t I take into Australia?”
- And also let your family and friends know “What can’t be mailed to Australia?”

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

At SIA students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Other Items You Might Want to Include (most can be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You
may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

**Bringing Your Computer**

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AUD$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies.

To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

**Mobile Phones & Laptops**

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be **Austel Approved** in order to function in Australia.

**On Your Flight**

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don’t wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don’t be afraid to ask airline staff if you have any questions.
If you are carrying more than **AU$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is strongly recommended however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

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**Entry into Australia**

**Australian Immigration**
When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

**Baggage Claim**
Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

**Detector Dogs**
You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

**Australian Customs and Quarantine**
Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn’t have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines.
If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daff.gov.au/aqis

Arrivals Hall
You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting From the Airport:
If students have arranged for their pick up services prior to their arrival at the Brisbane International Airport, they will be met at the airport by an institute representative or pick up service.
Alternatively, students can catch train to the city central station and then there is a regular bus service (#555) from the city to Springwood bus way.
There is also a taxi rank outside the airport should the student wish to travel by taxi.

Keeping in Contact:
Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to ALWAYS let someone know where you are and how to contact you by phone or by post.
Also contact our Student Support Officer on 0433 666 441 or our admin staff on 13000STUDY to inform your safe arrival in Australia. We can then provide you further instruction on “Where to go from there?”

Currency Exchange
Only Australian currency can be used in Australia. If you have not brought some foreign currency with you, you will need to exchange it to Australian currency as soon as possible after arrival. You can do this at the airport. Once you have arrived in Brisbane, you can also change money at any bank or at currency exchanges at http://www.truelocal.com.au/search/Foreign+Currency+Exchange/slacks+creek
Electronic Transfer
You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs
Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards
All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Arranging Accommodation:

Students are to arrange **your own accommodation**. Please visit our [website](#) for the latest details on accommodation available and current information.

Temporary Accommodation:

**Hotels, Motels & Backpackers**
Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

**Staying With Friends or Family**
If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

**Bringing My Family**
Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Border Protection [See: Arranging Visas](#)).

Family members including your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.
Issues to Consider
Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.
For more information visit: www.immi.gov.au

Schools:
If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:
It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

1. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
2. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
3. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact:

Education Queensland:
http://education.qld.gov.au/strategic/advice/earlychildhood/prep.html There are two types of schools in Australia – State schools and independent schools.

Directory of State and Independent Schools
SECTION 3

Settling-in
Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

However, you can find lots of convenient places to rent around Slacks Creek. Springwood is only a walking distance from us and is most favourite area to live from student’s point of view as it is also very convenient to transportation and your daily shopping needs. You can always log on to the internet and search through the following web sites to find suitable accommodation for you.

http://www.realestate.com.au and go to share accommodation section

http://www.domain.com.au

http://www.studenthomestay.com.au

http://au.easyroommate.com

http://www.share-accommodation.net/index.htm

http://www.homestaydirect.com.au

Sharing accommodation is very popular with international students. You should look for advertisements on campus notice boards and local newspapers. Expect that you will have to provide your own furniture when renting a house, apartment or bedsitter. Landlords require rent to be paid in advance, and will require a security bond equal to one month’s rent.

SIA offers limited accommodation services.

Services:

Telephones

Calling Emergency Services

DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to
the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

Making Phone Calls within Australia

To make international phone calls:

 Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled)

To make domestic phone calls:

 Dial – the area code + phone number

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<thead>
<tr>
<th>Area Code</th>
<th>States</th>
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<tr>
<td>(02)</td>
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Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 XXXX XXXX

Mobile/Cell Phones
Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority [www.acma.gov.au](http://www.acma.gov.au) to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: [http://www.mobiles.com.au/mobile-phone-plans/](http://www.mobiles.com.au/mobile-phone-plans/)

**Students will have access to free internet usage whilst on campus.**

Students will have free access to unlimited internet usage whilst on campus. However, they will be limited to one hour sessions at any given time to make sure waiting student is not waiting longer than one hour.
Yellow Pages

The Yellow Pages are a telephone directory or section of a directory (usually printed on yellow paper) where business products and services are listed alphabetically. They are a GREAT time-saver and very useful when you are looking for specific products or services. These books may be provided in rental properties, and are available at Post Offices around Australia. www.yellowpages.com.au

Health:

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly on:

Slacks Creek Police Station
62 Winnetts Road, Slacks Creek, QLD 4127
p: (07) 3808 1099 / 3387 8333

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.
Lifeline

Lifeline’s **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

**How do I get OSHC? who arranges OSHC?**

OSHC will be arranged for you by SIA and the cost will be added to your invoice.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.
Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.


If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

**What am I covered for?**

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

**Dental and Optical**

Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

**Interpreter Services**

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the
Mental Health

Please contact the International Student Co-ordinator if you have any feelings of homesickness, grief, bullying, stress, anxiety, relationships, etc. Mr Singh will assist you to find help quickly.

Banking Hours

Most bank branches are open from Monday to Friday, 9:00am to 4:00pm (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). ATMs remain open 24 hours a day. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

A 24-hour telephone number for reporting lost cards – it’s a good idea to keep a record of this number handy at all times, just in case. If you don’t know the number, ask your bank.

(Source: Australian Bankers’ Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when carry money is:

“Don’t carry large amounts of cash!”

The second is:

“Don’t advertise the fact that you are carrying money!”

Working While Studying

1. You are not permitted to start work until you have commenced your course of study

2. You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.

3. The Department of Immigration and Border Protection (DIBP) considers your course to be ‘in session’:
INTERNATIONAL STUDENT HANDBOOK

- for the duration of the advertised semesters (including periods when exams are being held)
- if you have completed your studies and your Confirmation of Enrolment is still in effect
- if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

(Source: Department of Immigration and Border Protection)

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/index.htm

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you.

There are many different ways to find a job in Australia:

Newspapers
Online - try these online companies:

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(Source: On-line search)

Earning an Income

Taxes
Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

**Getting a Tax File Number**

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone **13 28 61**, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: **13 14 50**.

**Laws and Safety in Australia**

**Obeying the Law**

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values and obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!


**Legal Services & Advice**

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia’s complex legal system.

**Home Contents Insurance**

It is recommended that if you are in a rental property that you obtain **Contents Insurance** for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have House Insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. This may cost you up to $200 per year depending on the value of your belongings.
SECTION 4

Social and Cultural
When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under ‘Alcohol, Smoking and Drugs’.

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)
Public Transport Safety

Best public transport to travel to campus is by bus. We are only at 5 minutes walk from express Springwood bus way.

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

**Buses**

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

**Trains**

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.
Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi.
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi.
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with.
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436".
- Stay alert to your surroundings and limit your conversation to general topics.
- If you don't want your home address known, stop a few houses away from your destination.

(Source: Queensland Police Service)

Road Rules

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

Owning a Car

Registration:
Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver’s licence details and your residential address in Australia.

Insurance:

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Drinking Alcohol and Driving

If you are going to drink alcohol, don't drive. If you are going to drive, don’t drink alcohol. Anything else is a risk, not only to you, but also to other motorists and pedestrians. Alcohol is involved in about one-third of all serious motor vehicle accidents. As the level of alcohol increases in your body, you have more risk of being involved in an accident. **Driving with a blood-alcohol content above the legal limit is dangerous to others as well as yourself and severe legal penalties apply.** If you are above the prescribed blood alcohol content level, as the level of alcohol in your body increases, so does the severity of your fine and/or jail term.

**Blood Alcohol Concentration (BAC) Levels**
The blood alcohol concentration (BAC) is the amount of alcohol in the bloodstream. There are legal limits as to the BAC level permissible if you are driving refer the link below for Queensland rules:


Because of all these variable factors, counting the number of standard drinks you consume can only give a rough guide to your BAC. For more detailed information about alcohol and how it effects you, please see the Australian Drug Foundation website: www.druginfo.adf.org.au.

**Social Activities**
The following social activities are planned for students:

- On site Barbecue on every last Friday of month
- South Bank Barbecue in mid-term break
- Gold Coast trip at end of term
SECTION 5

Studying with SIA
STUDENT RULES

Skills Institute Australia aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow Skills Institute Australia Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

It is your responsibility a visa and legislative requirement to notify Skills Institute Australia if you change your name address phone or email after enrolment. This is critical to receive important information from Skills Institute Australia (e.g. Results of Assessments). There is a ‘Student Change of Contact Details Notification’ available from the office or you can ask your trainer.

Mobile Phones and Pagers

The staff at Skills Institute Australia make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/trainees must leave the room to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

Skills Institute Australia prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Skills Institute Australia. The penalties for serious misconduct range from exclusion from Skills Institute Australia courses for a period of time to ‘Removal of Academic Privilege’ and possible suspension/cancellation of student enrolment.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly,
offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, by your teacher/facilitator.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a ‘not competent’ result in the subject being assessed, to exclusion from Skills Institute Australia courses for a specific period of time.

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student’s assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a Student is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Skills Institute Australia operations

The following examples of behaviour would constitute misconduct if a student participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of Skills Institute Australia
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations
Failure to Comply With Directions:
- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:
- Was caught cheating in an assessment/examination
- Plagiarised another person’s work

Verbal Abuse:
- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:
- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:
- Drinking an alcoholic drink on premises under the control of Skills Institute Australia
- Intoxicated and disorderly on premises under the control of Skills Institute Australia Engaging in the taking or selling of drugs

Weapons:
- Carried a weapon on their person on premises under the control of Skills Institute Australia
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Skills Institute Australia

Exposure / Decency:
- Acted in a lewd way
- Engaged in sexual behaviour

**Misconduct is a disciplinary offence and includes but is not limited to:**

1. Wilfully obstructing or disrupting any Skills Institute Australia meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any Skills Institute Australia property or the property within premises under the control of Skills Institute Australia personnel
5. Assaulting or attempting to assault any person within Skills Institute Australia
6. Drunken and disorderly behaviour on premises under the control of Skills Institute Australia
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Skills Institute Australia operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities
13. Breaches of any Australian Law
14. A student who deliberately under-enrols may represent a risk for SIA’S compliance of Standard 9. In this instance SIA would implement one of two options -
   1. cancel the student’s enrolment when the student refuses to enrol in an appropriate load; or
   2. document the student’s behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE.

SERIOUS MISCONDUCT may be defined but not limited to -

1. Any breach of Australian Law
2. Physical abuse
3. Verbal Abuse
4. Unauthorised use of alcohol/drugs
5. Vandalism Theft
6. Possession of prohibited or dangerous articles
7. Any indictable offence

HEALTH & SAFETY POLICY

Workplace Health & Safety Responsibilities:

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.
- Students MUST NOT act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Skills Institute Australia
- Students MUST carry out safety directions given by members of Skills Institute Australia;
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health and safety at Skills Institute Australia

**NOTE:** Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.
DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

If you wish to appeal against any disciplinary action (Refer to Complaints/ Appeal Procedure).

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct other than ‘Serious Misconduct’ the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Skills Institute Australia. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any ‘Serious Misconduct’ the following steps shall be taken:

1. The student shall be immediately suspended for 24 hours from attendance at class.

2. The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.

4. The student will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student shall also be advised in relation to their right of appeal against certain penalties.

6. The Chief Executive Officer shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:

   - Modify or dismiss the charge
   - Reprimand and warn the student/trainee against repetition of the breach of discipline
   - **Suspend** the student for a period not exceeding 14 days, which shall include any period of suspension.
   - Remove Academic Privilege
   - **Cancel the student's visa**
COURSES OVERVIEW

Note for the most current course information refer to our website

Certificate IV in Business Administration

(BSB40507) CRICOS CODE 076906G

Course Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Course Duration

It is recommended this program be scheduled to be delivered over 26 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks.

This will be achieved by scheduling classes for 3 days per week over 24 weeks.

(2 days at 7 hours, 1 day at 6 hours | or 5 hours per day for 4 days per week).

The other days of the week may be used for private study time and extra tuition, if required.

As a 26 week program it consists of 24 weeks training and 2 weeks holidays

An example is indicated below:

- Term 1: Weeks 1 - 12
- Break for 2 weeks: Weeks 13 - 14
- Term 2: Weeks 15 - 26

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- Classroom – Classes are set with calendar and also rolling intake
- RPL – Recognised Prior Learning
For further information, please contact one of our academic manager on 1300 0 ENROL.

**Entry Requirements**

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks.

Be over 18 years of age; And have completed Australian Year 12 or equivalent.

**Pre-requisites**

No previous knowledge or experience is required to undertake this course.

It is preferred that individuals considering this qualification have achieved the Certificate III in Business or other relevant qualification/s, OR have provided evidence of competency in the majority of units required for the Certificate III in Business or other relevant qualification/s OR have some vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification – for example Customer Service Advisor, Clerk, Medical Receptionist, Office Administration Assistant, or Word Processing Operator.

**Course Requirements**

To complete this course, it is expected that you will have access to:

- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

**Resources Included**

All of the learning materials and test books required to complete this course will be provided.

**Course Units**

Total number of units = 10

10 elective units

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

**Elective Units**

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELCETIVE UNITS</td>
<td></td>
</tr>
<tr>
<td>BSBRES401A</td>
<td>Analyse and present research information</td>
</tr>
<tr>
<td>Course Code</td>
<td>Course Title</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>BSBCM401A</td>
<td>Make a presentation</td>
</tr>
<tr>
<td>BSBADM406B</td>
<td>Organise business travel</td>
</tr>
<tr>
<td>BSBADM405B</td>
<td>Organise Meetings</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>BSBITU401A</td>
<td>Design and develop complex text documents</td>
</tr>
<tr>
<td>BSBITU404A</td>
<td>Produce complex desktop published documents</td>
</tr>
<tr>
<td>BSBLED401A</td>
<td>Develop teams and individuals</td>
</tr>
<tr>
<td>BSBITU402A</td>
<td>Develop and use complex spreadsheet</td>
</tr>
<tr>
<td>BSBHRM402A</td>
<td>Recruit, select and induct staff</td>
</tr>
</tbody>
</table>

**Knowledge and Skills Gained**

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)

- Reading, interpreting, writing and presenting reports
- Communicating with colleagues and customers to gather information about their needs and to provide services
- Listen to and following oral instructions
- Writing clear and detailed instructions
- Collecting feedback from customers and colleagues
- Coordinating and consulting with meeting participants
- Analysing document requirements and using online help, manuals and user documentations
- Diagnosing customer service complaints and taking steps to improve the service
- Organising work schedules and meetings

**Career Outcomes**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Customer Service Advisor, Medical Receptionist, Office Administration, Student Services Officer or Senior Word Processing Operator.

**Pathways**

Individuals who successfully complete the Certificate IV in Business Administration may undertake the Diploma of Business, a qualification for those who work in range of business environments and who contribute their technical skills and knowledge to supporting the work of a team or a range of other Diploma qualifications.

For further information, please contact one of our academic manager on 1300 0 ENROL.

**Assessment Information**

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details contact one of our academic manager on 1300 0 ENROL.
Fees & Payment Details

Tuition - Course Fees - $4200 (equal monthly instalments option)
Non-Tuition - Administration Fee - $200
Non-Tuition - Material Fee - $500

For fees refunds, please refer to our Refund Policy.

Student Support

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia.

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Contact Information

For further information, please see following contact details Skills Institute Australia on

☎️ 1300 0 36765 | 1300 0 ENROL
✉️ info@skills.qld.edu.au
🌐 www.skills.qld.edu.au
Diploma of Business

(BSB50207) CRICOS CODE 076907F

Course Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Course Duration

26 Weeks (24 Academic Weeks plus 2 Weeks Holiday)

It is recommended this program be scheduled to be delivered over 26 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks.

This will be achieved by scheduling classes for 4 days per week over 24 weeks. 5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 26 week program it consists of 24 weeks training and 2 weeks holidays as indicated below:

- Term 1: Weeks 1 - 12
- Break for 2 weeks: Weeks 13 - 14
- Term 2: Weeks 15 – 26

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- Classroom – Classes are set with calendar and also rolling intake
- RPL – Recognised Prior Learning

For further information, please contact one of our academic manager on 1300 0 ENROL.

Entry Requirements

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks.

Be over 18 years of age; And have completed Australian Year 12 or equivalent.
Pre-requisites

No previous knowledge or experience is required to undertake this course.

It is preferred that individuals considering this qualification have achieved the Certificate IV in Business Administration or other relevant qualification/s, OR have provided evidence of competency in the majority of units required for the Certificate IV in Business Administration or other relevant qualification/s OR have extensive vocational experience in a range of environments in senior support roles- for example Administration Officer, Accounts Supervisor, Executive Personal Assistant, Office Administrator or Project Assistant.

Course Requirements

To complete this course, it is expected that you will have access to:

- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

Resources Included

All of the learning materials and test books required to complete this course will be provided.

Course Units

8 elective units

6 of the elective units must be selected from the units listed below. No more than 3 units may be selected from any one group.

2 elective units may be selected from elective units listed below, from this Training Package or from any current accredited course or endorsed Training Package at this qualification level or Certificate IV or Advanced Diploma level. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Elective Units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTIVE UNITS</td>
<td></td>
</tr>
<tr>
<td>BSBWOR501A</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>BSBADM502B</td>
<td>Manage meetings</td>
</tr>
<tr>
<td>BSBHRM506A</td>
<td>Manage recruitment, selection and induction processes</td>
</tr>
</tbody>
</table>
Knowledge and Skills Gained

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)

- Managing organisational systems and processes to ensure usability and compliance by all staff
- Participating in complex interpersonal exchanges requiring excellent negotiation and writing skills
- Using effective interpersonal skills and relating to a wide range of internal and external clients
- Delegating tasks as per job role and responsibilities to appropriately skilled team members
- Being creative and providing innovative solutions complex issues
- Choosing appropriate systems to meet organisational needs
- Designing and developing documentation and related processes
- Responding to new and changing circumstances to ensure accurate and timely advice
- Allocating resources to ensure organisational requirements are met
- Collecting, collating and analysing information using appropriate workplace business systems
- Developing contingency plans and strategising to meet client needs
- Managing meetings and conferences effectively through excellent time management and organisational skills
- Following legislative and regulatory requirements to ensure the safety and security of organisational and employee information
- Taking responsibility as required by work role and ensuring all organisational policies and procedures are followed
- Planning training needs, and monitoring and evaluating training and induction programmes
- Using technology to manage organisational information

Career Outcomes

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Administration Manager, General Office Manager, Office Manager.

Pathways

Students who successfully complete Skills Institute Australia Diploma of Business may undertake further Business Administration learning opportunities, or a range of other Diploma qualifications.

For further information, please contact one of our academic managers on 1300 0 ENROL.
Assessment Information

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details contact one of our academic manager on 1300 0 ENROL.

Fees & Payment Details

Tuition - Course Fees - $4200 (equal monthly instalments option)
Non- Tuition - Administration Fee - $200
Non- Tuition - Material Fee - $500

For fees refunds, please refer to our Refund Policy.

Student Support

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Contact Information

For further information, please see following contact details Skills Institute Australia on

☎1300 0 36765 | 1300 0 ENROL
✉ info@skills.qld.edu.au
🌐 www.skills.qld.edu.au
Advance Diploma of Business

(BSB60207) CRICOS CODE 077637D

Course Description

This qualification reflects the role of individuals with significant expertise in either specialised or broad areas of skills and knowledge who are seeking to further develop expertise across a range of business functions. The qualification is suited to the needs of individuals who possess significant theoretical business skills and knowledge that they would like to develop in order to create further educational or employment opportunities.

Course Duration

It is recommended this program be scheduled to be delivered over 28 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks.

This will be achieved by scheduling classes for 4 days per week over 25 weeks.
5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 28 week program it consists of 25 weeks training and 3 weeks holidays as indicated below:
- Term 1: Weeks 1 - 13
- Break for 3 weeks: Weeks 14 - 16
- Term 2: Weeks 17 - 28

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- **Classroom** – Classes are set with calendar and also rolling intake
- **RPL** – Recognised Prior Learning

For further information, please contact one of our academic manager on [1300 0 ENROL].

Entry Requirements

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of
no more than 20 weeks, be over 18 years of age, and have completed Australian Year 12 or equivalent.

**Pre-requisites**

No previous knowledge or experience is required to undertake this course.

It is preferred that individuals considering this qualification have achieved the Diploma in Business (BSB50507) or other relevant qualification/s, OR have extensive vocational experience in a range of environments, acting in a range of senior support or technical roles.

**Course Requirements**

To complete this course, it is expected that you will have access to:
- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

**Resources Included**

All of the learning materials and test books required to complete this course will be provided.

**Course Units**

8 elective units;

The units selected must be relevant to the work outcome, local industry requirements and the qualification level.

**Elective Units**

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTIVE UNITS</td>
<td></td>
</tr>
<tr>
<td>BSBCOM603B</td>
<td>Plan and establish compliance management systems</td>
</tr>
<tr>
<td>BSBINM601A</td>
<td>Manage knowledge and information</td>
</tr>
<tr>
<td>BSBMGT615A</td>
<td>Contribute to Organisation Development</td>
</tr>
<tr>
<td>BSBFIM601A</td>
<td>Manage Finances</td>
</tr>
<tr>
<td>BSBMKG607B</td>
<td>Manage market research</td>
</tr>
<tr>
<td>BSBMKG608A</td>
<td>Develop Organisational Marketing Objectives</td>
</tr>
<tr>
<td>BSBPMG522A</td>
<td>Undertake Project Work</td>
</tr>
<tr>
<td>BSBSUS501A</td>
<td>Develop Workplace Policy and Procedures for Sustainability</td>
</tr>
</tbody>
</table>
Knowledge and Skills Gained

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)

<table>
<thead>
<tr>
<th>Employability Skill</th>
<th>Industry or enterprise requirements for this qualification include:</th>
</tr>
</thead>
</table>
| Communication             | • conducting research to collect and analyse information in a range of reports  
                           | • consulting with others to develop a range of operational plans  
                           | • liaising with stakeholders and promoting participative workplace arrangements  
                           | • negotiating solutions to new and emerging issues  |
| Teamwork                  | • managing and developing others to be effective and empowered team members  
                           | • managing and providing feedback on individual and team performance |
| Problem-solving           | • assessing financial viability of new opportunities and matching organisational capability with market needs  
                           | • developing and managing risk management and contingency plans |
| Initiative and enterprise | • encouraging creative and innovative workplace solutions  
                           | • identifying new and emerging opportunities for the business and developing strategies to capitalise on them  
                           | • managing, fostering and facilitating change |
| Planning and organising   | • developing systems that are flexible and responsive to changing circumstances  
                           | • planning for contingencies and performance of staff and systems |
| Self-management           | • dealing with contingencies  
                           | • managing own time and priorities  
                           | • taking responsibility as required by job role and ensuring organisational policies and procedures are adhered to |
| Learning                  | • coaching and mentoring others to acquire new knowledge and skills  
                           | • managing the performance of team members by regular monitoring and review |

Career Outcomes

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

Pathways

Students who successfully complete Skills Institute Australia’s Advance Diploma of Business may under take further Business Administration learning opportunities, or a range of other Advance diploma qualification.

This qualification may provide a pathway to the high education qualifications in University.
Recognition of Prior Learning (RPL)

Students who have completed any of the units of study or have practical experience that they think can be used for RPL, please contact Skills Institute Australia prior to enrolment.

Assessment

Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include theory, projects and practical assessments which can further include:

- Observation of the learner
- Written and oral questioning
- Written report
- Simulated role play

Students will be marked either Competent (C) or Not yet Competent (NYC) for each unit of competency.

Fees & Payment Details

Tuition Fee - Course Fees - $5200 (equal monthly instalments option)
Non- Tuition Fee - Administration Fee - $200
Non- Tuition Fee - Material Fee - $500 (This fee covers materials used in the course, plus some items that you are issued with and retain beyond the life of the course)

For fees refunds, please refer to our Refund Policy.

Student Support

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia.

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Contact Information

For further information, please see following contact details Skills Institute Australia on

☎️ 1300 0 36765 | 1300 0 ENROL
Diploma of Marketing

(BSB51207) CRICOS CODE 077635F

Course Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base in marketing management and demonstrate a range of managerial skills to ensure that marketing functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.

Depending on the units selected for the qualification, candidates may obtain a generic marketing qualification or specialise in direct marketing, public relations or international marketing.

Course Duration

26 Weeks (23 Academic Weeks plus 3 Weeks Holiday)

It is recommended this program be scheduled to be delivered over 26 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks. Actual duration of this course is 23 weeks (445 hours).

This will be achieved by scheduling classes for 4 days per week over 24 weeks.
5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 26 week program it consists of 23 weeks training and 3 weeks holidays

An indicated below:
- Term 1: Weeks 1 - 14
- Break for 2 weeks: Weeks 15 - 17
- Term 2: Weeks 18 - 26

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:
INTERNATIONAL STUDENT HANDBOOK

- **Classroom** – Classes are set with calendar and also rolling intake
- **RPL** – Recognised Prior Learning

For further information, please contact one of our academic manager on 1300 0 ENROL.

**Entry Requirements**

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks.

Be over 18 years of age; And have completed Australian Year 12 or equivalent.

**Pre-requisites**

No previous knowledge or experience is required to undertake this course.

Preferred pathways for candidates considering this qualification include:

- BSB41307 Certificate IV in Marketing or other relevant qualification
- OR
- with vocational marketing experience but new to the role of marketing team leader, supervisor or manager and without formal marketing qualifications
- OR
- with vocational marketing experience in marketing team leader, supervision or management, seeking to consolidate skills and knowledge in managing the marketing function in an organisation but without formal marketing qualifications.

**Course Requirements**

To complete this course, it is expected that you will have access to:

- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

**Resources Included**

All of the learning materials and test books required to complete this course will be provided.

**Course Units**

8 elective units

The units selected must be relevant to the work outcome, local industry requirements and the qualification level.
ELECTIVE UNITS

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG501B</td>
<td>Identify and evaluate marketing Opportunities</td>
</tr>
<tr>
<td>BSBMKG502B</td>
<td>Establish and adjust the marketing mix</td>
</tr>
<tr>
<td>BSBMKG506B</td>
<td>Plan market research</td>
</tr>
<tr>
<td>BSBMKG507A</td>
<td>Interpret market trends and developments</td>
</tr>
<tr>
<td>BSBMKG514A</td>
<td>Implement and monitor marketing Activities</td>
</tr>
<tr>
<td>BSBMKG409A</td>
<td>Design direct response offers</td>
</tr>
<tr>
<td>BSBFIM501A</td>
<td>Manage budgets and financial plans</td>
</tr>
<tr>
<td>BSBREL401A</td>
<td>Establish networks</td>
</tr>
</tbody>
</table>

**Knowledge and Skills Gained**

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)

- Determine marketing opportunities
- Adjust the marketing mix
- Develop and deliver a marketing communications plan
- Monitor and review marketing performance
- Understand and display Leadership in a marketing environment

**Career Outcomes**

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

- marketing manager
- marketing team leader
- product manager
- public relations manager

**Pathways**

Students who successfully complete Skills Institute Australia’s Diploma of Marketing may undertake BSB60507 Advanced Diploma of Marketing or other Advanced Diploma qualifications.

For further information, please contact one of our academic manager on 1300 0 ENROL.

**Recognition of Prior Learning (RPL)**

Students who have completed any of the units of study or have practical experience that they think can be used for RPL, please contact Skills Institute Australia prior to enrolment.

**Assessment**
Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include theory, projects and practical assessments which can further include:

- Observation of the learner
- Written and oral questioning
- Written report
- Simulated role play

Students will be marked either Competent (C) or Not yet Competent (NYC) for each unit of competency.

**Fees & Payment Details**

Tuition Fee - Course Fees - $5200 (equal monthly instalments option)
Non - Tuition Fee - Administration Fee - $200
Non - Tuition Fee - Material Fee - $500 (This fee covers materials used in the course, plus some items that you are issued with and retain beyond the life of the course)

For fees refunds, please refer to our Refund Policy.

**Student Support**

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia.

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

**Contact Information**

For further information, please see following contact details Skills Institute Australia on

_fh_1300 0 36765 | 1300 0 ENROL
_fh_ info@skills.qld.edu.au
_fh_ www.skills.qld.edu.au
Advance Diploma of Marketing

(BSB60507) CRICOS CODE 077639B

Course Description

This qualification reflects the role of individuals who provide leadership and strategic direction in the marketing activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies. Their knowledge base may be highly specialised or broad within the marketing field. These individuals are often accountable for group outcomes and for the overall performance of the marketing function of an organisation.

Course Duration

26 Weeks (23 Academic Weeks plus 3 Weeks Holiday)

It is recommended this program be scheduled to be delivered over 26 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks. Academic length of this course is 23 weeks (460 hours).

This will be achieved by scheduling classes for 4 days per week over 23 weeks.
5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 26 week program it consists of 23 weeks training and 3 weeks holidays:
- Term 1: Weeks 1 – 11
- Break for 3 weeks: Weeks 12 – 14
- Term 2: Weeks 14 – 26

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- Classroom – Classes are set with calendar and also rolling intake
- RPL – Recognised Prior Learning

For further information, please contact one of our academic manager on 1300 0 ENROL.
Entry Requirements

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks. Be over 18 years of age; And have completed Australian Year 12 or equivalent.

Pre-requisites

No previous knowledge or experience is required to undertake this course.

It is preferred that individuals considering this qualification have achieved the Diploma in Marketing (BSB51207) Or other relevant qualification/s, with substantial vocational marketing experience, with overall responsibility for providing strategic direction and planning for an organisation's marketing function, either domestically or internationally but without a formal marketing qualification. Or with extensive vocational marketing experience in senior marketing positions with a wide range of skills in a specialised marketing communications discipline and looking to consolidate specialist marketing skills with more generic management skills, but without a formal marketing qualification.

Course Requirements

To complete this course, it is expected that you will have access to:

- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

Resources Included

All of the learning materials and test books required to complete this course will be provided.

Course Units

8 units;

4 core units plus
4 elective units

The units selected must be relevant to the work outcome, local industry requirements and the qualification level.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMKG603B</td>
<td>Manage the marketing process</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>BSBMKG607B</td>
<td>Manage market research</td>
</tr>
<tr>
<td>BSBMKG608A</td>
<td>Develop organisational marketing objectives</td>
</tr>
<tr>
<td>BSBMKG609A</td>
<td>Develop a marketing plan</td>
</tr>
</tbody>
</table>

**ELECTIVE UNITS**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT616A</td>
<td>Develop and implement strategic plans</td>
</tr>
<tr>
<td>BSBMGT617A</td>
<td>Develop and implement a business plan</td>
</tr>
<tr>
<td>BSBMGT608C</td>
<td>Manage innovation and continuous improvement</td>
</tr>
<tr>
<td>BSBMKG520A</td>
<td>Manage compliance within the marketing legislative framework</td>
</tr>
</tbody>
</table>

**Knowledge and Skills Gained**

*(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)*

<table>
<thead>
<tr>
<th>Employability skill</th>
<th>Industry or enterprise requirements for this qualification include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>• effectively using culturally appropriate communication</td>
</tr>
<tr>
<td></td>
<td>• establishing and using appropriate formal or informal networks</td>
</tr>
<tr>
<td></td>
<td>• negotiating budgets, strategic and operational plans and re-developing them as required to meet organisational needs</td>
</tr>
<tr>
<td></td>
<td>• negotiating contracts</td>
</tr>
<tr>
<td></td>
<td>• negotiating solutions to new and emerging issues</td>
</tr>
<tr>
<td></td>
<td>• producing a wide range of reports and making presentations</td>
</tr>
<tr>
<td>Teamwork</td>
<td>• defining performance measures and working collaboratively with team members</td>
</tr>
<tr>
<td></td>
<td>• delegating and briefing various personnel on their roles and responsibilities regarding the implementation of strategic, marketing and other business plans</td>
</tr>
<tr>
<td></td>
<td>• demonstrating leadership in evaluating policies and procedures</td>
</tr>
<tr>
<td></td>
<td>• identifying performance gaps and taking remedial action for under-performance</td>
</tr>
<tr>
<td></td>
<td>• producing a positive and productive workplace that encourages maximum participation</td>
</tr>
<tr>
<td>Problem-solving</td>
<td>• assessing financial viability of new opportunities and matching organisational capability with market needs</td>
</tr>
<tr>
<td></td>
<td>• comparing and evaluating data and reports</td>
</tr>
<tr>
<td></td>
<td>• developing and managing risk and contingency plans</td>
</tr>
<tr>
<td></td>
<td>• interpreting forecasts when analysing potential overseas markets</td>
</tr>
<tr>
<td></td>
<td>• resolving employee relations problems</td>
</tr>
<tr>
<td></td>
<td>• reviewing market performance</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>• exploring joint ventures and strategic alliances</td>
</tr>
<tr>
<td></td>
<td>• identifying trends and developments domestically and internationally, and investigating their viability</td>
</tr>
<tr>
<td></td>
<td>• managing diversity and identifying opportunities for improved communication and processes</td>
</tr>
<tr>
<td></td>
<td>• scoping international marketing opportunities</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>• demonstrating excellent project management skills across the business</td>
</tr>
<tr>
<td></td>
<td>• developing systems that are flexible and responsive to changing circumstances</td>
</tr>
<tr>
<td></td>
<td>• implementing, reviewing and evaluating systems and processes</td>
</tr>
<tr>
<td></td>
<td>• monitoring marketing performance against established targets</td>
</tr>
<tr>
<td></td>
<td>• planning for contingencies</td>
</tr>
</tbody>
</table>
**Self-management**
- applying discretion and judgement within complex environments
- applying the organisation's workplace vision and mission
- managing own time and priorities and dealing with contingencies
- taking responsibility as required by job role and ensuring organisational policies and procedures are followed

**Learning**
- coaching under-performers and developing education plans that promote and encourage performance
- providing induction and training for specific job roles
- providing learning and development opportunities

**Technology**
- creating presentations using a range of media
- using business technology, such as risk analysis tools and word processing and document management software
- using online technologies for research and marketing purposes
- using technology to assist the management of information and to assist in the planning process

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**Career Outcomes**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:
- marketing director
- marketing strategist
- national, regional or global marketing manager

**Pathways**

Students who successfully complete Skills Institute Australia’s Advance Diploma of Marketing may under take further Business Administration learning opportunities, or a range of other Advance diploma qualification.

This qualification may provide a pathway to the high education qualifications in University.

For further information, please contact one of our academic manager on **1300 0 ENROL**.

**Recognition of Prior Learning (RPL)**

Students who have completed any of the units of study or have practical experience that they think can be used for RPL, please contact Skills Institute Australia prior to enrolment.

**Assessment**

Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include theory, projects and practical assessments which can further include:
- Observation of the learner
- Written and oral questioning
- Written report
- Simulated role play

Students will be marked either Competent (C) or Not yet Competent (NYC) for each unit of competency.

**Fees & Payment Details**

Tuition Fee - Course Fees - $5200 (equal monthly instalments option)
Non - Tuition Fee - Administration Fee - $200
Non - Tuition Fee - Material Fee - $500 (This fee covers materials used in the course, plus some items that you are issued with and retain beyond the life of the course)

For fees refunds, please refer to our Refund Policy.

**Student Support**

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia.

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

**Contact Information**

For further information, please see following contact details Skills Institute Australia on

📞 1300 0 36765 | 1300 0 ENROL
📧 info@skills.qld.edu.au
🌐 www.skills.qld.edu.au
Diploma of Project Management

(BSB51407) CRICOS CODE 077636E

Course Description

This qualification reflects the role of individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Course Duration

26 Weeks (23 Academic Weeks plus 3 Weeks Holiday)

It is recommended this program be scheduled to be delivered over 26 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks.

This will be achieved by scheduling classes for 4 days per week over 23 weeks. 5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 26 week program it consists of 23 weeks training and 3 weeks holidays as indicated below:
- Term 1: Weeks 1 - 9
- Break for 3 weeks: Weeks 10 - 12
- Term 2: Weeks 13 – 26

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:
- Classroom – Classes are set with calendar and also rolling intake
- RPL – Recognised Prior Learning

For further information, please contact one of our academic managers on 1300 0 ENROL.

Entry Requirements

International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks.
Be over 18 years of age; And have completed Australian Year 12 or equivalent.

**Pre-requisites**

No previous knowledge or experience is required to undertake this course.

Preferred pathways for candidates considering this qualification include:
- BSB41507 Certificate IV in Project Management or other relevant qualification/s
- OR
- With extensive vocational experience in project roles where they may have had some limited responsibility for the output of others, and without a formal project management qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:
- Project Coordinator
- Project Management Officer
- Project Team Member
- Project or Program Administrator.

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

**Course Requirements**

To complete this course, it is expected that you will have access to:
- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

**Resources Included**

All of the learning materials and test books required to complete this course will be provided.

**Course Units**

9 core units

The units selected must be relevant to the work outcome, local industry requirements and the qualification level.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBPMG501A</td>
<td>Manage application of project integrative processes</td>
</tr>
<tr>
<td>BSBPMG502A</td>
<td>Manage project scope</td>
</tr>
<tr>
<td>BSBPMG503A</td>
<td>Manage project time</td>
</tr>
</tbody>
</table>
### Knowledge and Skills Gained

*(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)*

- Identify project life cycle
- Schedule
- Control project costs
- Understand the importance of standards in projects
- Understand contract and procurement planning
- Understand HR and communication in a project context
- Identify risk and develop risk management strategies
- Integrate and balance the overall project functions

### Career Outcomes

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

- Project Leader
- Project Management Facilitator
- Project or Program Administrator

### Pathways

After achieving this qualification candidates may undertake BSB60707 Advanced Diploma of Project Management.

For further information, please contact one of our academic manager on **1300 0 ENROL**.

### Recognition of Prior Learning (RPL)

Students who have completed any of the units of study or have practical experience that they think can be used for RPL, please contact Skills Institute Australia prior to enrolment.

### Assessment
Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include theory, projects and practical assessments which can further include:

- Observation of the learner
- Written and oral questioning
- Written report
- Simulated role play

Students will be marked either Competent (C) or Not yet Competent (NYC) for each unit of competency.

**Fees & Payment Details**

Tuition Fee - Course Fees - $5200 (equal monthly instalments option)
Non - Tuition Fee - Administration Fee - $200
Non - Tuition Fee - Material Fee - $500 (This fee covers materials used in the course, plus some items that you are issued with and retain beyond the life of the course)

For fees refunds, please refer to our Refund Policy.

**Student Support**

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia.

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

**Contact Information**

For further information, please see following contact details Skills Institute Australia on

📞1300 0 36765 | 1300 0 ENROL
✉️info@skills.qld.edu.au
🌐www.skills.qld.edu.au
Advance Diploma of Project Management

(BSB60707) CRICOS CODE 077640J

Course Description

This qualification reflects the role of individuals who analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad. These individuals are often accountable for group outcomes.

Course Duration

25 Weeks (22 Academic Weeks plus 3 Weeks Holiday)

It is recommended this program be scheduled to be delivered over 25 weeks of full time study – 20 hours per week of scheduled class time each week at SIA’s training facility in Slacks Creek. This takes into account Public holiday periods such as Christmas & Easter and School holiday breaks. Actual duration of this course is 22 weeks (440 hours).

This will be achieved by scheduling classes for 4 days per week over 22 weeks. 5 hours per day for 4 days per week.

The other days of the week may be used for private study time and extra tuition, if required.

As a 25 week program it consists of 22 weeks training and 3 weeks holidays:
- Term 1: Weeks 1 – 13
- Break for 3 weeks: Weeks 14 – 16
- Term 2: Weeks 17– 25

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. Skills Institute Australia endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

- Classroom – Classes are set with calendar and also rolling intake
- RPL – Recognised Prior Learning

For further information, please contact one of our academic manager on 1300 0 ENROL.

Entry Requirements
International students must provide evidence of IELTS (or equivalent) of 5.5 or Upper Intermediate Level; OR 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of no more than 20 weeks. Be over 18 years of age; And have completed Australian Year 12 or equivalent.

**Pre-requisites**

No previous knowledge or experience is required to undertake this course.

Candidates may enter the qualification through a number of entry points including:

- BSB51407 Diploma of Project Management or other relevant qualification/s
- Or with extensive vocational experience in the leadership of projects and teams but without a formal project management qualification.

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

- Project Leader
- Project Management Facilitator
- Project or Program Administrator.

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

**Course Requirements**

To complete this course, it is expected that you will have access to:

- A computer with Windows 98 or higher
- Internet
- DVD-ROM drive
- TV, Media Player

All the above facilities are available on campus.

**Resources Included**

All of the learning materials and test books required to complete this course will be provided.

**Course Units**

**9 core units**

The units selected must be relevant to the work outcome, local industry requirements and the qualification level.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBPMG601A</td>
<td>Direct the integration of projects</td>
</tr>
<tr>
<td>BSBPMG602A</td>
<td>Direct the scope of a project program</td>
</tr>
</tbody>
</table>
Knowledge and Skills Gained

(This summary of employability skills that are typical of this qualification and should not be interpreted as definitive)

- Understand and support enterprise project management
- Analyse project selection from a strategic viewpoint
- Identify and qualify project and portfolio risk
- Understand project finance sourcing and the impact of projects and programs on the bottom line
- Understand benefits management
- Apply stakeholder and relationship management practices
- Define and understand PMO models and practices
- Understand and apply the concepts of program maturity models
- Create or design project information systems

Career Outcomes

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

- Branch/Section Leader - Project Management
- Project Manager
- Project Manager - Construction/Health

Pathways

Students who successfully complete Skills Institute Australia’s Advance Diploma of Project Management may undertake further Business Administration learning opportunities, or a range of other Advanced diploma qualifications.

This qualification may provide a pathway to the high education qualifications in University.

For further information, please contact one of our academic managers on 1300 0 ENROL.
Recognition of Prior Learning (RPL)

Students who have completed any of the units of study or have practical experience that they think can be used for RPL, please contact Skills Institute Australia prior to enrolment.

Assessment

Assessment will usually commence in the session following delivery. As this is a competency based program, assessment continues throughout the program until the participant either achieves competency in the assessment tasks or a further training need is identified and addressed.

The assessment process may include theory, projects and practical assessments which can further include:

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- Simulated role play

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Fees & Payment Details

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Non - Tuition Fee - Material Fee - $500 (This fee covers materials used in the course, plus some items that you are issued with and retain beyond the life of the course)

For fees refunds, please refer to our Refund Policy.

Student Support

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Contact Information

For further information, please see following contact details Skills Institute Australia on

.walk_icon 1300 0 36765 | 1300 0 ENROL
✉️ info@skills.qld.edu.au
SECTION 6

Legislation and Policies
LEGISLATIVE REQUIREMENTS FOR CRICOS PROVIDERS

Skills Institute Australia will meet all additional State and Commonwealth Government legislative requirements for providing education to students on International Student visas as below.

We commit to meet all CRICOS and domestic/ NVR legislative requirements at all times.

CURRENT CRICOS legislation—

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Skills Institute Australia (SIA) will endeavour to remain current with changes to the Commonwealth and State legislation and compliance at all times.
SKILLS INSTITUTE AUSTRALIA - POLICIES & PROCEDURES

Below is a list of the required policies/procedures to be provided to international students including requirements of the legislation.

It is the responsibility of students and all staff to comply with the policies and all legislation governing students on international student visas.

Please click on the link for each policy to be connected to our current electronic version.

If you wish for any of these policies or procedures to be printed in hard copy please ask our administration staff.

1. Standard 3 - Refund policy

This refund policy is provided to all students prior to any payment being made and is contained in the Formal Student Agreement Form.

This refund policy applies to all tuition fees paid to the College and includes any money paid to an education agent to be remitted to the College. Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to SIA.

Any additional fees requested by an agent, should firstly be queried directly with the College before payment. NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with SIA) conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of $200 is non-refundable administration fee except in the case of a student visa refusal.

SIA CANNOT receive more than 50% of the students total tuition fees for a course before the student has begun the course unless the course has only 1 study period (24 teaching weeks or less).

SIA cannot request any remaining fees earlier than 2 weeks before the start of the students second study period.
It is the policy of Skills Institute Australia to ensure that all applications for refund of fees are considered.

A full refund of all tuition fees will be made if a CRICOS course is cancelled by Skills Institute Australia for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Skills Institute Australia stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

### REFUND TABLE

<table>
<thead>
<tr>
<th>Description</th>
<th>Refund Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsuccessful Visa application</td>
<td>100% Refund of all Tuition fees as well as the application fee will be refunded</td>
</tr>
<tr>
<td>Cancellation of enrolment more than 10 days prior to commencement date.</td>
<td>85% Refund of Tuition Fees paid The application fee of $200 will not be refunded.</td>
</tr>
<tr>
<td>Cancellation less than 10 days prior commencement date.</td>
<td>0% Refund of Tuition Fees paid The application fee of $200 will not be refunded.</td>
</tr>
<tr>
<td>Cancellation after commencement date.</td>
<td>No refund</td>
</tr>
<tr>
<td>Visa cancelled due to actions of student</td>
<td>No refund</td>
</tr>
<tr>
<td>Course cancelled by SIA (provider default)</td>
<td>Full refund of Tuition fees or offer for alternate course (if agreed to by student)</td>
</tr>
</tbody>
</table>

* Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the PEO.

An eighty five percent (85%) refund is available up to **ten working days prior** to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a fifteen percent (15%) administration fee unless a student has had their **visa refused** refer *Visa Refusal Exception*.

No refund is available where cancellation is made **less than ten (10) working days prior** to the commencement of a course, unless a student has had their **visa refused** refer *Visa Refusal Exception*. However participants will be provided with an option to transfer to a course being offered at an alternate time.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

No refund is payable where students have had their enrolment cancelled by SIA due to any breach of the **Student Rules**.
We will not issue refunds under other circumstances including but not limited to:

- changes occur in student work hours, student changes/ leaves work
- it becomes inconvenient for a student to travel to class
- a student moves to a different location
- a student enrolment is cancelled for misbehaviour / breach of the College Code of Behaviour.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Skills Institute Australia.

SIA will notify students of the outcome of the application for refund within 10 working days of receipt of a completed and signed application for refund.

Refunds will be paid within 4 weeks after receipt of a written application for refund.

Refunds will be paid directly to the person who entered into the contract with SIA unless we receive written direction to pay someone else.

Refunds will be paid in the same currency in which the fees were paid unless this is impracticable. Otherwise refunds will be paid in Australia dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand SIA will pursue outstanding fees under Australian Law.

SIA will not issue a Letter of Release if fees are owed for the current study period. For further details refer Transfer between registered providers Policy.

**VISA REFUSAL EXCEPTION**

A full refund of course tuition fees will be provided to students who are unable to obtain a visa to enter Australia to undertake their study. Written evidence of the visa refusal from the relevant authority is required. Refunds for OSHC, equipment,
books etc purchased from other agencies will need to be applied for directly with the supplier.

In the instance of visa refusal or if a compliant written agreement is not in place, a refund is governed by the ESOS Act 47E (4). The student will be entitled to a refund of all course money calculated in accordance with the ESOS Regulations. Sub-regulations 3.19(2)(a) to (e) The Lessor of ($ 500 or 5% of the total course fee received)

In all other cases, refunds are at the discretion of the Chief Executive Officer, Skills Institute Australia and may be negotiated on an individual case-by-case basis.

This agreement, and the availability of complaints and appeals processes, does not remove the right of students to take action under Australia's consumer protection laws.

**Education Agents are not authorised to accept payment on SIA's behalf.**

**Refunds paid if SIA defaults:**

A full refund of all tuition fees will be made if a CRICOS course is cancelled by Skills Institute Australia for any reason. In this instance a refund will be made in 2 weeks.

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund by SIA or placed in an alternate course if acceptable to the student and agreed to by the student in writing and kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.

**Tuition Protection Service:**

If SIA is unable to provide a refund or place a student in an suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees.

The TPS Director may recover from SIA as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service [https://tps.gov.au/](https://tps.gov.au/); [https://tps.gov.au/StaticContent/Get/Faqs](https://tps.gov.au/StaticContent/Get/Faqs)

**UNCLAIMED REFUNDS -**

SIA will pursue to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

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**2. Standard 5 - Under 18’s policy**
Under 18 YEAR OLD students are not accepted by Skills Australia Institute

3. Emergency evacuation procedures

In the event of any emergency requiring evacuation - follow the Emergency Evacuation Plans displayed in every classroom / student area administration.

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site eg fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly each semester.

Emergency evacuation is also explained during student and staff Orientation.

A first aid kit will be kept equipped on all site at all times.

All emergencies will be recorded and kept on applicable file/s.

Critical Incidents occurring OUTSIDE AUSTRALIA:

As soon as SIA becomes aware of the incident staff will endeavour to identify all students who may be effected.

If necessary students directly affected will be allowed to return home.

SIA staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.

4. Standard 7 - Transfer policy

SIA distinguishes student transfers into two categories incoming and outgoing students.
SIA will ensure all students, staff and agents have access to our Transfer Policy and Procedure.

SIA acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course.

SIA may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be request in writing and signed by the student.

**INCOMING STUDENTS**

1. Will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course unless:
   
   a. the original CRICOS provider has ceased to be registered of the course in which the student is enrolled has ceased to be registered
   b. the original provider has produced a Letter of Release
   c. the original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course
   d. A Government sponsor of the student considers the change to be in the students best interest and has provided written support for that change.

SIA will check Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/statements of attainment from the student. Evidence of the last date they attended a class to enable SIA to prove we have done all necessary to ensure the student is not enrolled elsewhere or still within 6 months of their principal course.

SIA is aware if a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider’s refund policy.

Student applications will be assessed as per our Transfer Between Registered Providers Policies and Procedures.

**OUTGOING STUDENTS**

SIA will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the
commencement of their principal course. If the student has had a break in their student due to a deferment or suspension the break period will not be counted as part of their 6 months of completed study.

SIA will grant a Letters of Release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the students detriment are:

- if the transfer may jeopardize the student’s progression through a package of courses
- if the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DIBP for failure to meet the provider’s attendance or academic progress requirements.

Students wanting to be released from SIA will be required to firstly request an appointment with either the Principal Executive Officer/COE, or Compliance Manager. SIA will ensure a meeting is offered within 48 hours of the request. After the meeting the student will be required to complete an application form with reasons of why they want to leave, sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

SIA will not charge for a Letter of Release.

Our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DIBP urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

SIA WILL NOT issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. It this falls during holiday break the release will be determined as being the previous study period.
SIA's Students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student's file.

**NOTE: A Letter of Release is NOT REQUIRED if -**

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

or

Where a student's enrolment may have been cancelled under Standard 13 of the National Code ("Deferring, suspending or cancelling the student's enrolment"), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

**Principal course is defined by DOE/DIBP AS....**

The principal course is the student’s main course of study or that leading to the highest qualification on the student’s current visa. If the student is on a package of courses, the course leading to the highest qualification will be the student’s principal course and the restriction will apply to the first six months of that course and any packaged courses before it

5. **Standard 8 - Complaints and Appeals Policy**

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

SIA will provide this policy again within 7 days of a student attending a course or during orientation whichever comes first.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All disputes Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving satisfactory resolution.

SIA will in the first instance will always endeavour to resolve complaints/disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

SIA is committed to dealing with complaints/disputes in a fair and timely manner.
Where possible the complaint will be dealt with immediately by the Chief Executive Officer or staff member.

Students and or SIA staff may be accompanied and assisted by a support person at any relevant meeting.

The complaints process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information.

SIA will take all reasonable steps to finalise the process as soon as practicable.

The complainant will be provided with a written statement of the outcome, including details of the reasons of the outcome.

If a student chooses to access SIA's complaints and appeals processes SIA must maintain the student's enrolment while the complaints process and appeals is ongoing.

If the internal or external complaint handling or appeal process results in a decision that supports the student, SIA must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.

All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.

If the student is not satisfied with the result or conduct of SIA's internal complaints handling and appeals process, SIA will assist the student to access independent mediation at minimal or no cost to resolve the dispute.

Nothing in the Colleges Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.

If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.

Students can contact the Overseas Student Ombudsman directly.

The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

The dispute resolution policy does not prevent an overseas student from exercising the student’s right to other legal remedies.

Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.
A complaint can be forwarded directly to Skills Institute Australia, Chief Executive Officer by telephone on 1300 036 765 or email mailto:sia@skills.qld.edu.au

SIA will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process.

SIA will await the outcome of this process (and, if, in favour of the provider) before reporting the student through PRISMS.

For appeals on the college's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DOE/DIBP via PRISMS.

ACADEMIC COMPLAINTS / APPEALS

Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.

Assessment will be reviewed having due regard to submissions made by the participant.

An independent teacher/trainer will be assigned to assess the complaint.

Suspension/Cancellation of Enrolment

Where the appeal relates to the College’s decision to defer/suspend or cancel a student’s enrolment for misbehaviour /breach of college rules, the College will only await the outcome of the internal appeals process if it supports the College before notifying DOE and DIBP through PRISMS of the change to the student’s enrolment.

If the outcome of the internal or external appeals process results in a decision favouring the student the College will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

EXTERNAL COMPLAINTS AND APPEALS

The college will only await the outcome of our internal and one external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the College’s decision to defer/suspend or cancel a student’s enrolment for misbehaviour /breach of college rules, the College will only await the outcome of the internal appeals process if it supports the College before notifying DOE and DIBP through PRISMS of the change to the student’s enrolment.

**Level 1 Brisbane Magistrates Court**

363 George Street  
Brisbane QLD 4000  
Postal address  
GPO Box 149  
Brisbane QLD 4001  
Phone 3006 2518

For details of centres located around Queensland - [http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres](http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres) outside Brisbane phone 1800 017 288. At present there is no fee for use of this service, but this may change.

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

**INTERNATIONAL STUDENTS OMBUDSMAN**

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information. Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**COMMONWEALTH RTO AND CRICOS REGULATOR**

If the student is concerned about the actions of the provider they may approach The Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider’s registration or a course if a breach of the requirements of registration provision is proved. To lodge a complaint with ASQA visit [http://www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html)
COMMONWEALTH ESOS REGULATOR

DOE through the ESOS online enquiry form or through the ESOS helpline (02) 6240 5069. The student may send through a complaint at any point, including after he or she has exhausted the provider’s internal appeals process and the external appeals process. DOE will only intervene where the SIA’s appeals process was not conducted correctly or if SIA did not make the appeals process available to the student. DOE will only look at whether the appeals process met the requirements of the National Code. DOE will not be looking at whether the outcome of a properly conducted appeal process was right or wrong.

6. Standard 10 - Monitoring Course Progress Policy

Skilled Institute Australia will monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on the COE.

The ESOS framework and DIBP visa conditions require that students maintain satisfactory academic progress in their course. This is assessed and recorded on completion of every unit of competency at the minimum.

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

Staff MUST assess and record student results on the completion of every unit of competency.

SIA will assess students in accordance with this course progress policy and procedure at the end point of each study period at the minimum.

Teachers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Class teachers will constantly monitor the progress of students and report any concerns to the CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered a risk to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the CEO. This is at the discretion of the CEO.

For the purpose of course progress SIA defines a study period as 1 term.

SIA will at the minimum monitor student’s course progress for each unit of competency being studied, a minimum of once per study period (study period = 1 term).
Students are notified in writing as soon as it is identified they are 'at risk' to not achieve satisfactory course progress (70% course progress of less). Students will be required to meet with an educator to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending academic skills programs
- attending tutorial or study groups
- receiving individual case management
- attending study clubs
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Should students continue to not meet satisfactory course progress they will be issued with an intention to report letter for not making satisfactory progress (50% or less) outlining to them they have 20 working days to access the SIA complaints and appeals process. All records will be kept on student files.

**SIA deems satisfactory course progress as a 50% competency.**

1. Students who fail 30% of their units in any given term (study period) will be deemed as 'at risk' and receive a warning letter and offered counselling/intervention strategies.
2. Students who fail 50% or more than of their units in any given term will receive an 'Intention to Report Letter'. This letter carries serious visa implications for students.
3. Students are given 20 days from the date of the letter to initiate an internal or external appeal.

Student enrolment will be maintained during an appeals process. Refer Complaints and Appeals Policy and Procedure.

**7. Standard 11 - Monitoring Attendance Policy**

Students must contact the college every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff.
Students who do not advise the college of absences will be contacted/counseled by the Student Support Officer or another staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine/bona fide student.

SIA will report students for non-attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for no attendance via PRISMS is the student visa may be cancelled.

SIA believes good attendance is important in order to achieve the desired educational outcomes.

SIA will at the minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.
- All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Students attendance is monitored daily by class teachers. Student absences are tracked and monitored at the end of each week.

SIA policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to DOE/DIBP.

All absences due to illness should be accompanied by a medical certificate.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student.
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (e.g. police, DIBP, next of kin).

Once a student’s attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.
WARNING 1
90% Attendance
Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2
85% Attendance
Students whose attendance fall to 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice.

Intention to Report (Less than 80% Attendance)
As soon as SIA is aware a student will not achieve 80% attendance, SIA will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College’s complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

Students must meet with the Student Support Officer where advice and counselling will be again offered. REFER - COMPLAINTS AND APPEALS POLICY

NOTE: SIA will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of SIA).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of SIA, SIA will notify the Secretary of DOE via PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

SIA may decide not to report a student for 80% attendance where SIA feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absence e.g., medical illness supported by a medical certificate, AND
- attendance has not fallen below 70%, AND
- academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a
temporary suspension of studies is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DOE/DIBP via PRISMS.

‘Medical certificate’ means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The college does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

‘Satisfactory course attendance’ means attendance of at least 80% of scheduled course contact hours for the study period.

‘Study period’ means - 12 weeks (1 term).

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
- or
- a traumatic experience which could include:
  involvement in, or witnessing of a serious accident; and
  witnessing or being the victim of a serious crime.

and this has impacted on the student (these cases should be supported by police or psychologists' reports) or where SIA was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, SIA will notify DOE and DIBP via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation. SIA in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

Online/distance units:
Attendance will not be monitored because students do not attend classes for these units.

**Absences for more than five consecutive days without approval, must be investigated as a matter of urgency as per the steps below:**

- Student Support officer will attempt to contact the student via phone, SMS and email.
- If student is not able to be contacted their agent will be contacted by phone/ SMS and email.
- If contactable, the Student Support Officer will counsel the student on the importance of notifying the college when absent and offer assistance if needed.

If contact cannot be made, the Student Support Officer is to immediately discuss with the CEO and dependent on the advice provided, relevant authorities will be notified (e.g. police, DIBP, next of kin).

8. **Standard 12 - Course Credit / RPL - policy**

For the purposes of the National Code 2007, **course credit** is defined as follows:

‘**Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning.**’

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student’s course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).

SIA requires students to complete the application for Recognition of course credit/RPL form for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

SIA may require students to complete an assessment to demonstrate competency.

If SIA grants the student course credit/RPL which leads to a shortening of the student’s course before the student visa is granted, the COE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student’s visa is granted, the change of course duration will be reported to DOE via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.
SIA recognises relevant AQF qualifications and / or Statements of Attainment issued by other RTOs, however, we reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the document.

SIA requires original or certified documents for assessment.

Students must sign or accept a record of course credit if granted. SIA will not charge an extra fee for applications for course credit against an enrolling/enrolled course.

If the course credit /RPL granted will not affect the duration of the course/COE, SIA will keep record of the application on the student’s file and does not need to take any other action.

Decisions will be made within 4 weeks of receipt of a complete application.

If course credit is granted after visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) as a course variation and a new COE issued.

SIA will provide students with -

- a short description of acceptable documentation which students should supply to support their application for course credit
- the grounds on which course credit/RPL may be accepted or rejected
- the existence of fees and charges for application for course credit/RPL, if any, and estimated costs

how it will inform a student of the outcome of the application, including an explanation of how the decision was reached if the application was rejected.

9. **Standard 13 - Deferring Suspending or Cancelling Student's Enrolment Policy**

**Student Deferment of Studies**

Students can only apply to SIA for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

**Deferral prior to commencement**

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.
All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

SIA may choose to grant or decline any student’s request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students may be required to apply for a new student visa to continue their course.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

SIA will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

SIA may temporarily suspend or cancel a student’s enrolment if it deems the student’s behaviour to be unacceptable for the educational setting. *Student Rules* are provided to students in the International Student Handbook.

Regardless of whether the suspension of enrolment at the student's request or a provider imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should not be included in attendance monitoring calculations.

**College Initiated Deferments, Suspensions or Cancellations**

**Suspension**
INTERNATIONAL STUDENT HANDBOOK

- The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College’s Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.

Cancellation
The College may initiate the cancellation of a student’s course
- On the grounds of misbehaviour, in accordance with the College’s Student Code of Conduct/Behaviour/Rules
- due to the student no longer holding a Student Visa
- due to the student’s failure to pay course fees
- Student not being a genuine/bona fide student, being, they do not attend class or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.

SIA can suspend or cancel a student’s enrolment against the student’s wishes, provided that the suspension or cancellation is consistent with SIA policies and/or Australian Law. Before suspending or cancelling a student’s enrolment SIA must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: Complaints and Appeals Policy).

If SIA intends to cancel a student’s enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

SIA is not required to wait for the outcome of any external appeals process before notifying DOE of the cancellation of the student’s enrolment.

If SIA cancels your enrolment you have the right to access the complaints and appeals process (regardless of the reason for cancellation).

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where SIA has reason for concern for the welfare of the student or those with whom the student may come into contact, SIA will cancel the student’s enrolment prior to completion of any appeals process.

A Student may wish to lodge a complaint or appeals against a suspension, cancellation or deferment decision.

Students have 20 working days in which to initiate the college Complaints and
Appeals process. Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student’s actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

If your visa is cancelled by SIA, you must contact DIBP within 28 days to inform DIBP of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DIBP.

STUDENT DECLARATION

You are required to return this page to the Skills Institute Australia office with your enrolment application.

STUDENT DECLARATION: (from Student Handbook Version 1 2011)

I have read and understand the information contained in this document the ‘Skills Institute Australia International Student Handbook’.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.

I understand the student responsibilities, conditions of enrolment, visa conditions and policies outlined in this handbook and on the SIA website.

I am aware I must notify SIA if I am going to be absent from class prior to class commencement.
I am aware of my obligation to pay all outstanding course fees and understand SIA will pursue outstanding fees under Australian Law.

I am aware I can appeal externally to the International Student Ombudsman should I not be satisfied with the outcome of a complaints/appeals process.

Signed: ___________________________ Dated: ______________

Name (please print): ___________________________

Date of birth ___________________________

PLEASE RETURN THIS SIGNED FORM WITH YOUR ENROLMENT FORM

BY POST TO:
Skills Institute Australia
1/ 10 Judds Ct
Slacks Creek
Queensland Australia 4127.
OR SCAN AND EMAIL TO
admin@skills.qld.edu.au