



I L C

IVY LINK COLLEGE

International Student Handbook

&

Policies & Procedures

for

International Students

2023 - 24

Contents

Welcome to Ivy Link College.....	3
Why Study in Brisbane, Australia?.....	4
Why Study with Ivy Link College?.....	4
What We Offer Our Students	4
About Ivy Link College.....	5
Location.....	5
Student Amenities.....	5
Our Team	6
Course Information	6
How to apply for Enrolment.....	7
Offer of Placement.....	8
Student Timetable.....	9
Living in Australia	10
Studying in Queensland	11
Money matters	15
Transport around Brisbane	17
Costs of living.....	23
Visa requirements.....	23
Overseas Student Health Cover (OSHC)	23
Dependants	23
Student Accommodation Options	23
How to Advance Your Skills in the English Language.....	25
English Australia.....	25
Migration Agents.....	25
Refund Policy	26
Refund Policy – Provider Default and Fee Protection	27
Deferring or Suspending Study	28
Course Credit.....	32
Completion within the expected duration of study	33
Repeating of Units for International Students.....	33
Monitoring Course Progress – Study Periods	35
Transfer Policy	37
Practical Training, Non-discriminatory Environment	38
Intent to Relocate Premises.....	38
Complaints and Appeals Policy	38
Student Induction and Orientation	40
Legal Requirements for International Students	40

Welcome to Ivy Link College

Thank you for your enquiry regarding the courses offered for International Students at Ivy Link College.

Every year Australia welcomes thousands of students from all over the world who have made the decision to study in Australia, live the Australian way of life and enrich their life on an academic and personal level.

This handbook is designed to provide you, the student, with sufficient information on the RTO to ensure your transition to studying in Australia is as smooth as possible.

As a Registered Training Organisation (RTO), which is registered by the Australian Skills Quality Authority (ASQA), all our qualifications are nationally recognised (in Australia) and taught to the highest Australian Standards giving you more flexibility when looking at further studies and are taught to the highest Australian standards.

The process of choosing the right training provider is the first step towards your success. We invite you to contact us either by phone or email with any concerns or questions you may have. We would like you to have complete confidence in selecting Ivy Link College as the right choice for you.

When it comes to studying in Australia, the better prepared you are, the more likely you are to enjoy your time away from your home country. It is therefore important that you read the entire contents of this handbook to fully understand who we are and what we can offer you as a training provider.

If you have any queries or concerns regarding any part of this handbook, please ensure you address them with our Team prior to submitting any application to enrol.

We thank you for considering us as your partner in future studies and we look forward to welcoming you within our campus.

Warm regards,

Lu (Elaine) Zhang
Principal Executive Officer

Why Study in Brisbane, Australia?

After making the decision to study in Australia, it is to be expected that you would want the very best educational experience available to you. One which will give you the tools to not only fast track your career but refine your English skills – placing you well above the rest of the field upon entering the workforce.

Whatever your reasons for studying in Australia, one thing is clear – your next step is an important one and we are here to assist you!

Australia is the type of country that will ensure you not only achieve your training goals but have fun while doing so!

For international students, Brisbane, located in the sunny state of Queensland has so much to offer; from a great study environment, a beautiful relaxed atmosphere, excellent weather, beautiful beaches and most importantly, our RTO, a brilliant training organisation in its own right.

Studying in Brisbane will give you the opportunity to discover a whole new way of life and broaden your outlook as you make progress towards a new career or updating your current set of industry skills.

Why Study with Ivy Link College?

Ivy Link College differs from other providers in several ways; for one, classes are generally small. Classes are generally kept to a maximum of 20 students.

While in class, students are encouraged and expected to contribute to the discussion and educators meet with students and even share coffee or meals with them. The close relationship between students and trainers serves to motivate students and fosters a personal approach to studying.

Studying at Ivy Link College will ensure you receive an exceptional level of service and a high quality education.

What We Offer Our Students

We want you to enjoy yourself while you are learning at Ivy Link College. We have a supportive networks of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment
- A well equipped self study area with access to internet.
- A mentor network of staff for academic support.
- Access to expert trainers to help you manage your program and any difficulties that might affect our studies.
- Student Services personnel to help in other areas, including personal welfare and guidance.
- Free internet access to support in your research activities.
- Email access to teachers and staff at any time.

About Ivy Link College

Ivy Link College was only recently established however the facility is state of the art, with a new modern and centrally located campus.

Ivy Link College aims to provide the finest educational opportunity through its commitment to its students' success. Students are taught at the highest standard of expertise within a friendly, caring and relaxed atmosphere.

Ivy Link College was born to give our students a broader opportunity when choosing their future career.

Location

The Ivy Link College campus is located 433 Boundary St, Spring Hill, QLD 4000 within the International Education Services (IES) Complex.

The campus is situated near one of Brisbane's biggest education and shopping hubs. By bus we are approximately 5 minutes from Central Station, or a short 12 minute walk to either Roma St or Central Station.

Located in the heart of Brisbane we have all essential services from medical to major banks, post offices, travel agents, backpackers and shops all located in short walking distance.

The local area has a large number of sporting facilities such as gyms and a pool.

Student Amenities

The aim of Ivy Link College is to provide students with a clean, encouraging and harmonious study atmosphere.

We provide 'common' areas for our students and students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities (students are encouraged to bring their own food).
- Library and breakout area for self study.
- A coffee shop on site.

Our Team

The Ivy Link College team consists of a unique combination of people with vast industry backgrounds. With a strong common understanding of training and assessment needs and a wealth of specialised knowledge, our team ensure every students' needs are consistently met.

This is the key secret to our success thus far!

Trainers

Our trainers bring to the RTO a vast amount of knowledge and have had many years industry experience, both on the job and in training others. The wealth of knowledge and passion they bring to the classroom each day will allow you to further develop your skills and knowledge.

Open communication with your trainer can make a big difference to the depth and enjoyment of your learning.

Administration Staff

Our administration staff have a dedicated interest in ensuring you see your course right through to completion as smoothly as possible. Our staff are also highly experienced in solving any problems that may arise during your time studying with us and will proactively manage and address any concerns regarding the administration of your course that you might have.

Our Administration staff's combined years of experience in administration and customer service roles ensures that any questions you may have are answered in a timely manner and if we don't know the answer to your query, they will find out and get back to you!

Our staff are here to help you and provide support to you as a student, with as little disruption as possible to ensure the focus remains primarily on your studies.

Our staff are the smiling face and friendly voice you can turn to when you need help, so please don't hesitate to contact them with any issues of concern you may have at any time.

Course Information

The Ivy Link College delivers the following three Nationally Recognised courses to International students.

- BSB10120 Certificate I in Workplace Skills
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40820 Certificate IV in Marketing & Communication
- BSB50620 Diploma of Marketing & Communication
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB80120 Graduate Diploma of Management (Learning)
- ELICOS General English

Refer to our website for more information.

How to apply for Enrolment

Once you have made the decision to apply for enrolment, you need to follow the following steps to ensure you comply with our enrolment process:

1. **Read** the course information flyers or the course information on our website and this handbook completely, ensuring you fully understand your requirements.
2. **Download** our “Application for Enrolment” and complete it in full following the instructions contained within the application form carefully. You can request this form from our Administration Team for it to be emailed to you if you are unable to download the form from our website.

- Fill in the form in full and sign the Student Declaration and Acknowledgement.

This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within the International Students Course Guide

3. Attach the following items with the Application for Enrolment Form:

- An electronic copy of your passport photo.
- A copy of your passport.
- Your current residential address.
- Evidence of successful completion of Year 12 or senior school certificate, or equivalent.
- Evidence of an acceptable English Language test score:
 - IELTS overall score of 5.5 with no band scores less than 5.0 (academic test) or equivalent English language test,
or
 - Successful completion of AQF level 3 (Certificate III) or higher (min 18 weeks duration) delivered in English within the last two years,
or
 - Passed ILC English placement test
- \$200.00 Application Fee (Please note: if the application fee is not included with your Application for Enrolment form and requested documents, your application will not progress).

4. Send in your Application via email to: admin@ilc.edu.au with the requested documents.

Please Note: All the above documents sent to Ivy Link College must be certified by an official.

The Ivy Link College reserves the right to check the validity of all documents tendered.

After we receive your application

Once we have received your application:

1. You will receive a call either over the phone or similar means such as skype or Zoom.
2. If you then meet the entry requirements, you will be accepted and your application will be finalised
3. If the prospective student cannot meet the relevant entry requirements you will be advised accordingly and provided guidance as to what further steps to take.

Offer of Placement

Once the International Application for Enrolment, the attachments and application fee (non-refundable) have been received and accepted, Ivy Link College will send you an official "Letter of Offer & Acceptance" for entry into your chosen course.

NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all fees to confirm your place in the course.
- Upon receipt of payment you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If Ivy Link College grants the student course credit 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 the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Letter of Offer will be based on the following conditions:

- The Ivy Link College agrees to "recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with Ivy Link College".
- The Ivy Link College will assess that the students' qualifications and proficiencies are appropriate to the course e.g. that they have achieved the minimum level of English required to study at Ivy Link College.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the Migration Regulations.

Student Timetable

Students will be provided, prior to enrolment, with a timetable relevant to their course of study. The timetable will include the days and times each student is required to attend Ivy Link College.

The Certificate I in Workplace Skills will run for 26 weeks
The Certificate II in Workplace Skills will run for 26 weeks
The Certificate III in Business will run for 52 weeks
The Certificate IV in Business will run for 52 weeks
The Certificate IV in Marketing & Communication will run for 52 weeks
The Diploma of Marketing & Communication will run for 52 weeks
The Diploma of Leadership and Management will run for 52 weeks
The Advanced Diploma of Leadership and Management will run for 66 weeks
The Graduate Diploma of Management (Learning) will run for 104 weeks
The General English will run for 5 to 62 weeks

Additional breaks will be Australian public holidays.

When the between breaks occurs at Christmas time (December-January) all dates will be clarified by Ivy Link College upon induction.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self study at home furthering addition to class hours spent at Ivy Link College.

Living in Australia

The following information is taken from the “Study in Australia” website. For more information visit www.studyinaustralia.gov.au

Introduction

Australia is known globally as being one of the world’s most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia’s 23 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes: in addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia’s diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world’s sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also seventeen UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island and the Sydney Opera House.

But many people around the world know Australia for being a beautiful country. We also have world-class infrastructure, with five of the top 40 cities with the best infrastructure in the world. We also have a reputation for building ‘big’ things – over 150 in fact from the Big Banana in New South Wales, to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It’s worth a trip to see them all!

With all these wonderful attributes around Australia, we have good reason to be happy. So much so, we were recently ranked as the fourth happiest country in the world behind only Norway, Denmark and Sweden.

Why wouldn’t you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.

The people

Australia’s population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one’s within cooee (shouting distance) in the outback. Currently Australia’s population is just over 24 million people.

Most people live along the eastern seaboard of Australia, with a smaller concentration on the southwestern coast. Living in one of the world’s most culturally diverse countries, Australians incorporate a wide variety of influences into the way they live and play.

The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop!

This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you're into the arts or sport, partying or book clubs, the great outdoors or cosy cafés, you'll find many ways to join in and have fun. So if you want to get an education and have a life, it really is the place to be.

Studying in Queensland

Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real Wet, particularly affecting northern coastal areas, is May to May. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity you'll find further north, the climate is still most pleasant in winter (June to August).

Introducing Brisbane

Brisbane is the capital and most populous city in the Australian state of Queensland, and the third most populous city in Australia. Brisbane's metropolitan area has a population of 2.3 million and the South East Queensland urban conurbation, centred on Brisbane, encompasses a population of more than 3.4 million. The Brisbane central business district stands on the original European settlement and is situated inside a bend of the Brisbane River, about 15 kilometres (9 miles) from its mouth at Moreton Bay. The metropolitan area extends in all directions along the floodplain of the Brisbane River Valley between Moreton Bay and the Great Dividing Range, sprawling across several of Australia's most populous local government areas (LGAs), most centrally the City of Brisbane, which is by far the most populous LGA in the nation.

Brisbane locals are often referred to as 'Brisbanite's'.

One of the oldest cities in Australia, Brisbane was founded upon the ancient homelands of the indigenous Turrbal and Jagera peoples. Named after the Brisbane River on which it is located – which in turn was named after Scotsman Sir Thomas Brisbane, the Governor of New South Wales from 1821 to 1825– the area was chosen as a place for secondary offenders from the Sydney Colony. A penal settlement was founded in 1824 at Redcliffe, 28 kilometres (17 mi)

north of the central business district, but was soon abandoned and moved to North Quay in 1825, opening to free settlement in 1842. The city was marred by the Australian frontier wars between 1843 and 1855, and development was partly set back by the Great Fire of Brisbane, and the Great Brisbane Flood. Brisbane was chosen as the capital when Queensland was proclaimed a separate colony from New South Wales in 1859. During World War II, Brisbane played a central role in the Allied campaign and served as the South West Pacific headquarters for General Douglas MacArthur.

Today, Brisbane is well known for its distinct Queenslander architecture which forms much of the city's built heritage. It also receives attention for its damaging flood events, most notably in 1974 and 2011. The city is a popular tourist destination, serving as a gateway for visitors to the state of Queensland, particularly to the Gold Coast and the Sunshine Coast, popular resort towns immediately south and north of Brisbane, respectively. Several large cultural, international and sporting events have been held at Brisbane, including the 1982 Commonwealth Games, World Expo '88, the final Goodwill Games in 2001, and the 2014 G-20 summit.

Cultural Overview

Brisbane has gotten rid of its reputation as being a backward and unsophisticated place and emerged as one of the country's most progressive centres.

Now-a-days, Brisbane has a substantial and thriving live theatre and music scene – both popular and classical.

The Queensland Gallery of Modern Art (GOMA), opened in December 2006, is one of the latest additions to the South Bank precinct and houses some of the most well-known pieces of modern art from within and outside Australia. GOMA is the largest modern art gallery in Australia. GOMA holds the Asia Pacific Triennial (APT) which focuses on contemporary art from the Asia and Pacific in a variety of media from painting to video work. In Addition, its size enables the gallery to exhibit particularly large shows – the Andy Warhol exhibition being the largest survey of his work in Australia. GOMA also boasts Australia's largest purpose-built Cinémathèque. The Gallery of Modern Art is located next to the State Library of Queensland and the Queensland Art Gallery. Along with Beijing, Berlin, Birmingham and Marseille, Brisbane was nominated as one of the Top 5 International Music Hotspots by Billboard in 2007. There are also popular entertainment pubs and clubs within both the City and Fortitude Valley.

The Queensland Performing Arts Centre (QPAC), which is located at South Bank, consists of the Lyric Theatre, a Concert Hall, Cremorne Theatre and the Playhouse Theatre and is home to the Queensland Ballet, Opera Queensland, Queensland Theatre Company, and the Queensland Symphony Orchestra. The Queensland Conservatorium, in which professional companies and Conservatorium students also stage performances, is located within the South Bank Parklands. Numerous choirs present performances across the city annually. These choirs include the Brisbane Chorale, Queensland Choir, Brisbane Chamber Choir, Canticum Chamber Choir, Brisbane Concert Choir, Imogen Children's Chorale and Brisbane Birralees Voices. Due to the lack of a suitable purpose built performance venue for choral music, these choirs typically perform in the city's many churches.

In addition to dramatic and musical theatre performances at QPAC, the Brisbane Powerhouse in New Farm and the Judith Wright Centre of Contemporary Arts on Brunswick Street in Fortitude Valley feature diverse programs featuring exhibitions and festivals of visual art, music and dance.

Brisbane is also home to numerous small theatres that provide access to emerging amateur and pro-am artists and companies. The oldest is the Brisbane Arts Theatre which was founded in 1936. It has a regular adult and children's theatre and is located in Petrie Terrace. The La Boite Theatre Company now performs at the Roundhouse Theatre at Kelvin Grove. Other professional theatres in the city include the Twelfth Night Theatre at Bowen Hills, the Metro Arts Theatre located in Edward Street, and the Queensland Theatre Company's Bille Brown Studio in West End.

The Bee Gees were born in the UK, but raised in Redcliffe and Cribb Island, Brisbane. The members of Powderfinger met at Brisbane Grammar School and the University of Queensland, and found early popularity within Brisbane.

Indie band The Go-Betweens (after whom Brisbane's Go Between Bridge is named) were based out of Brisbane, and many of their songs and albums, such as Spring Hill Fair, reflect the attitude of 1980s Brisbane.

The Veronicas' Lisa and Jessica Origliasso were born and raised in Albany Creek, Brisbane. The Saints, based in Brisbane since 1974, were one of the first punk rock bands to form outside the United States.

Sheppard reached No. 1 on the ARIA Singles Chart after forming in Brisbane in 2009. Savage Garden formed in the 1990s after Darren Hayes responded to Daniel Jones' advertisement in a Brisbane newspaper.

Brisbane's Weather

Brisbane has a humid subtropical climate with hot, humid summers and dry moderately warm winters. Due to its proximity to the Coral Sea and a warm ocean current, Brisbane's overall temperature variability is somewhat less than most other Australian capitals, particularly in winter, when maximum temperatures below 20 °C (68 °F) are relatively uncommon (compared with Sydney, Adelaide, and Perth).

From November to March, thunderstorms are common over Brisbane, with the more severe events accompanied by large damaging hail stones, torrential rain and destructive winds. On an annual basis, Brisbane averages 124 clear days. Dewpoints in the summer average at around 20 °C (68.0 °F); the apparent temperature exceeds 30 °C (86.0 °F) on almost all summer days.

The city's highest recorded temperature was 43.2 °C (110 °F) on 26 January 1940, but temperatures above 38 °C (100 °F) are uncommon. On 19 July 2007, Brisbane's temperature fell below the freezing point for the first time since records began, registering -0.1 °C (32 °F) at the airport. In 2009 Brisbane recorded its hottest winter day at 35.4 °C (96 °F) on 24 August. Brisbane's wettest day occurred on 21 January 1887, when 465 millimetres (18.3 in) of rain fell on the city, the highest maximum daily rainfall of Australia's capital cities.

Seasons in Australia

Summer	December – may
Autumn	May – May
Winter	June – August
Spring	September – November

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST) **Greenwich time minus 10 hours**
Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria

Central standard time (CST) **AEST minus 30 mins**
South Australia, Northern Territory

Western standard time (WST) **AEST minus 2 hours**
Western Australia

Australian daylight saving time (ADST) **AEST plus 1 hour**
end of October – end of May

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

Events

There's usually something happening somewhere in Brisbane whatever the time of year. Information on festivals and events in the city can be found at the visitor information centres or check out www.ourbrisbane.com/whatson.

Here's a sample of what you can expect:

Cockroach Races – This bizarre ritual takes place at the **Story Bridge Hotel** on Australia Day, 26 May.

Valley Fiesta – Taking place in Fortitude Valley's Chinatown and Brunswick St Mall, this food and music festival happens in mid-July.

Brisbane Riverfestival – Held in September, this is the city's major festival of the arts, with buskers, performances, music and concerts.

Money matters

It's easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travellers cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia if you want to see a lot of the country will be transport, simply because it's such a huge place.

ATMs, EFTPOS, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. EFTPOS (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or travellers cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Travellers Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers cheques are easily exchanged. You need to present your passport for identification when cashing travellers cheques.

Shopping Etiquette

Bargaining is not practiced at all in Australia, unless you're at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worthy to note; tipping at restaurants is not required nor expected by wait-staff in Australia. In Australia; tipping is generally practiced when there has been exemplary service by the staff at the place you are dining in and is typically placed in a jar near to where your wait-staff would process your payment. Taxi drivers are always grateful if you leave the change.

Exploring Australia - For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

Working while you study

People granted student visas on or after 26 April 2008 will receive permission to work with their visa grant. If your student visa was granted before 26 April 2008 however, you can still apply separately to the Department of Border Protection (DIBP) for permission to work once you have started your course in Australia.

Permission to work allows you to work up to 20 hours a week on a casual basis during course time and full-time during vacation periods. Family members can also work up to 20 hours a week throughout the year.

Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you've booked is yours for the night, unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number and wait until it's called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill.

Shopping

Australians like to shop, as evidenced by the huge variety of local- and international-brand shops, and the crowds that gather at every clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards speciality retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have really interesting shopping (and eating) strips in different neighbourhoods, especially in the inner suburbs. Be sure to check, Queens St and Ann & Brunswick Sts intersection, Fortitude Valley (Brisbane).

Transport around Brisbane

The three main public transport options of Brisbane (ferries, buses and trains) are linked by a common ticketing system, known as TransLink. This coordination arrangement allows free transfers to be made between the three different transport modes, providing relevant time and zone restrictions are met. The TransLink website (13 12 30) is handy for researching public transport options between destinations, and is essential for Brisbane visitors planning their commute.

Single tickets for travel in Brisbane start at over \$4 for a one way trip, the most expensive of any city within Australia and the third-most expensive globally (behind Oslo and London). A paper ticket is valid for travel only in the zones you ask for and is only valid for one way trips, so make sure you buy a ticket that covers all the zones you'll need to travel in. Paper tickets are being phased out in favour of the competitively cheaper Go Card (see below).

Travellers should ensure they have a valid ticket as ticket inspectors make frequent appearances and fines can be significant. You may also be required to display a valid student/senior card if you are travelling on a concession ticket type.

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from Translink on 13 12 30 or by visiting the website at: <http://translink.com.au/>

Go Card

Go card is your electronic ticket to travel seamlessly on all TransLink bus, train (including Airtrain), ferry and tram services in South East Queensland.

It's simple to use. All you need to do is top-up your card, touch on at the start of your journey and touch off at the end – easy!

Your fare is automatically calculated and deducted from your card balance, there's no need to worry about transfers, off-peak or frequent user travel discounts.

It's cheaper than the cost of a paper ticket and there's a few ways to save when you travel with go card.

Register your go card online to view your travel history, top-up your card and protect your travel credit if it's lost or stolen.

See Brisbane City in a whole new way when you use your go card to hire a City-Cycle.

Where you can get a Go Card:

Getting a go card is easy. The fastest way is at one of the many go card retail locations, including:

- 7-Eleven stores and selected retailers where you see the 'buy' symbol
- Queensland Rail Station ticket offices
- fare machines at G:link and busway stations
- on board Brisbane City Council CityCat and Ferries.
- Alternatively, you can also buy go card online or over the phone.

When you purchase your go card you'll pay a refundable deposit of \$10 (adult) or \$5 (child, concession, senior).

If you no longer need your go card, you can request a refund of the deposit plus any travel balance on your go card (less any outstanding fares, fees and charges).

Adult



15 years and over
Expires 10 years after day of issue

Concession



Full-time secondary and tertiary students,
pensioners, veterans

By Ferry / Boat

CityFerries and CityCats have become an icon of the city and are fantastic ways to tour Brisbane along the river.

The CityCats are high-speed catamarans with stops at South Bank and the city centre as well as many riverside suburbs, and are a very popular method of getting around for tourists.

CityFerries are more traditional ferries which generally operate shorter routes with more frequent stops; you may end up on one if you must use one of the smaller terminals, but in practice, most riverside destinations are accessible from the faster and more modern CityCats. The red CityHopper ferries that operate in the city centre are free of charge, whereas the regular blue ferries attract a fee according to the above mentioned zones.

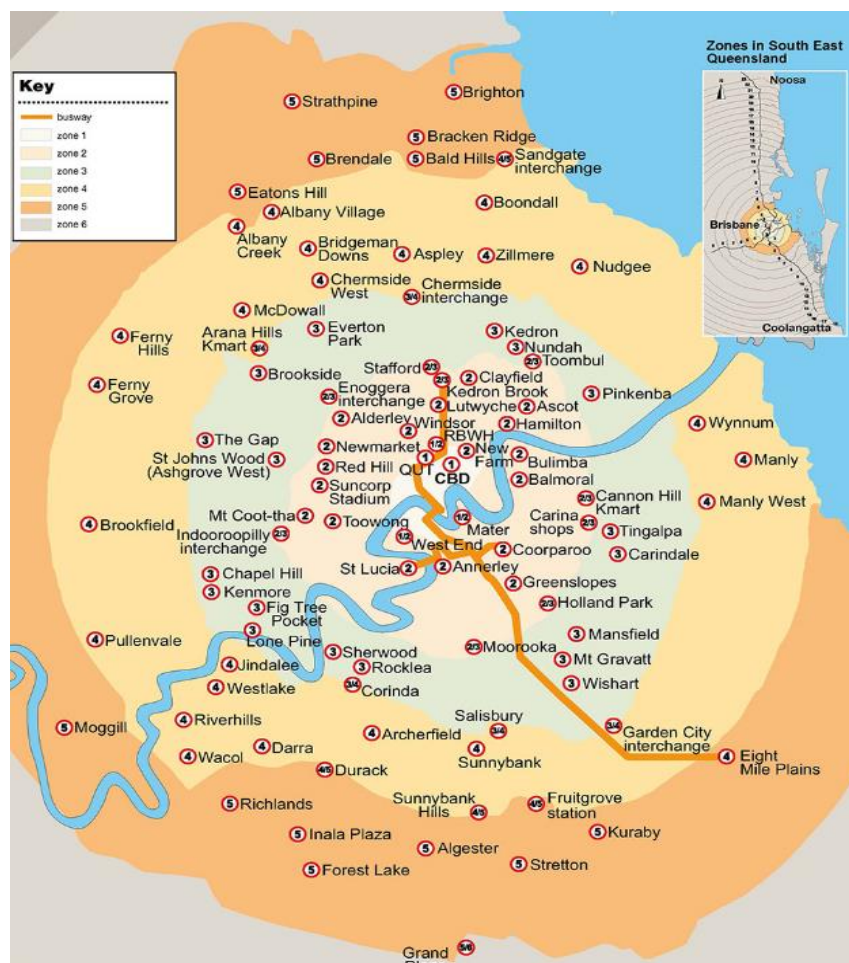


By Bus

Brisbane has a large network of bus routes. Virtually all buses have a digital display of their route number and destination(s). The inner city areas are very well serviced by buses, with the most popular routes running from 6AM to 11PM as a minimum, and most routes ultimately terminating at Queen St Bus Station, Fortitude Valley (via Adelaide St or Elizabeth St) or on the busway. In some of Brisbane's notoriously dispersed outer suburbs, services may be much less frequent or have reduced running hours, so it is advisable to check timetables if making these trips.

Brisbane's dedicated busway runs from a corridor in the southern or northern suburbs, through South Bank and the central business district. Due to the large number of buses in the central business district, a number of other routes use stops scattered across the city streets, so if you are unfamiliar with the geography of Brisbane, use of the busway is recommended where possible. The busway and rail network meet at Roma Street station, and the two combined provide very good coverage of the key inner city areas.

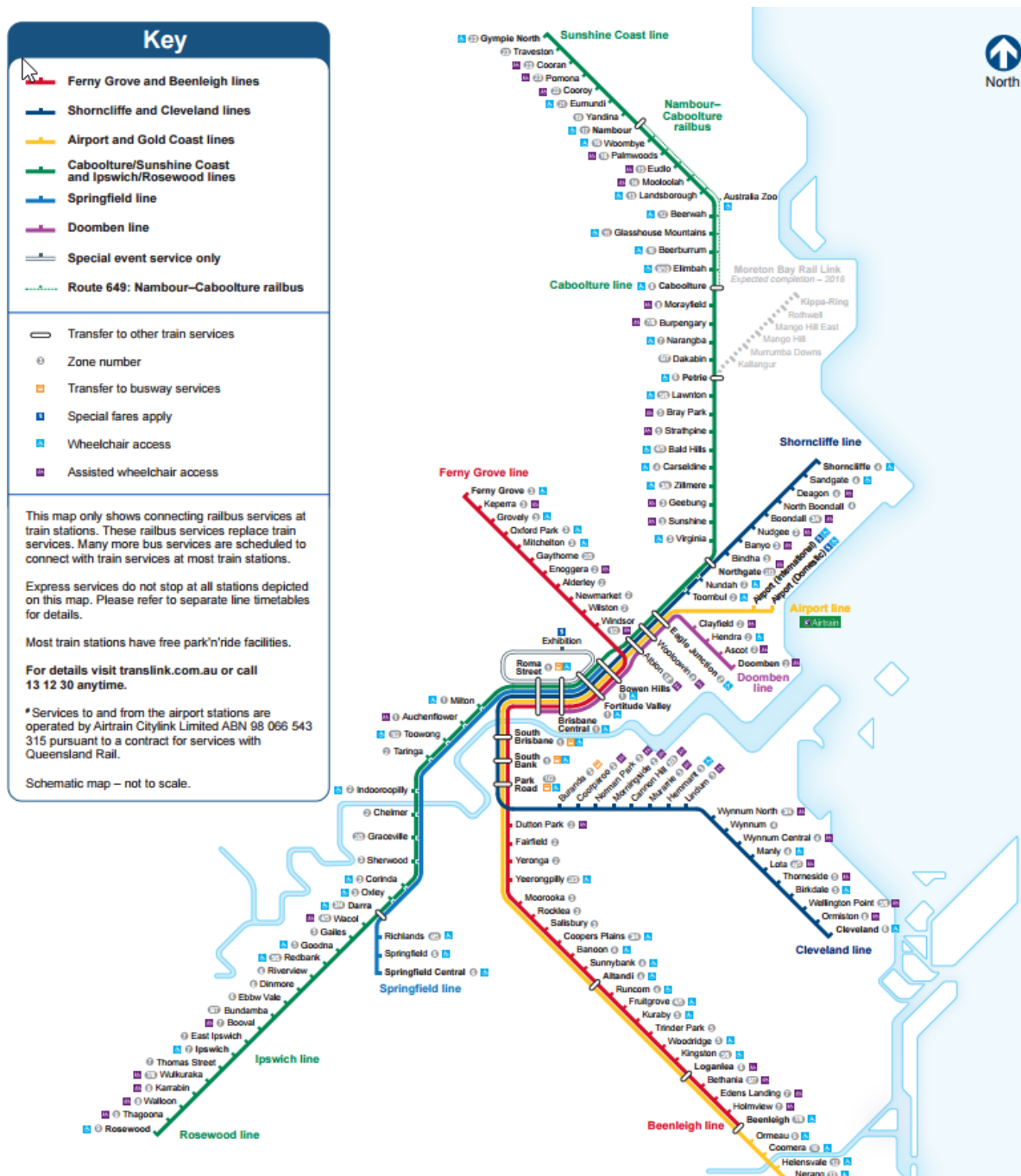
Drivers do carry notes with them, but not always many or of high value. If you must pay cash, try to pay the correct amount and with coins where possible. Note that some services, especially in peak hour, do not sell tickets onboard at all and only accept pre-purchased tickets or go cards. These are signed with the letter 'P' before the route number. As with many cities, Brisbane has a large number of express buses, so it should not be assumed that all buses observe every stop along the roads they travel. In peak hour there are even more express routes ("rockets" and "bullets") for commuters which make very few stops at all. Ask the driver if you are unsure. Brisbane also has all-night bus services on Friday and Saturday nights on selected routes; this is branded 'NightLink'.



By Train

Trains in greater Brisbane run along radial lines. Most train services in Brisbane are through-running, travelling from one end of the suburbs to the other, however all trains service Roma Street, Central, Fortitude Valley and Bowen Hills regardless of their ultimate destination. Interurban services can also be caught to the Gold Coast (using connecting bus services at Nerang and Robina) and Sunshine Coast (using connecting bus services at Landsborough and Nambour) as well as Australia Zoo (connecting bus at Beerwah).

Trains generally run from 6AM to midnight, though there are some variations such as running later on Friday and Saturday nights, and finishing earlier on Sundays.



Getting around Australia

East Coast Run: Brisbane to Cairns

Hordes of travellers stay on the beaten track on Australia's sun-loving east coast, following this beach-themed route. From Brisbane, travel along the Pacific Hwy through central and northern Queensland towns with idyllic beach locales. Soak up the beauty of Port Stephens, the watersports-mad Myall Lakes National Park and the stunning, plateau-top rainforests of Dorrigo National Park. Join the wild and famous in Byron Bay, then head over the Queensland border into the state capital, Brisbane, via the party town of Surfers Paradise.

Bruce Hwy then winds along the coast into the far north. Nature lovers should visit the whale-watching haven of Hervey Bay and, further north, the blissful Whitsunday Islands, the coral charms of the Great Barrier Reef and the scuba-diving heaven of Cairns.

Across the Continent: Cairns to Perth

The following is a long, difficult route from the tropics to the Indian Ocean – few roads are less travelled than this 4,560km trail. There are many potential hazards in heading off the beaten track into the Australian outback, so wherever you go, make sure you're well informed and fully prepared. Start in Cairns and head west to Normanton, the biggest town in the Gulf of Carpentaria region, then south down the Matilda Hwy to the rough mining town of Mt Isa. To the southwest is the frontier outback town of Urandangi, after which you run into the Plenty Hwy, a boring – or to some, gloriously desolate – road with plenty of bone-jolting challenges (4WD recommended). Over 500km later you'll hit the Stuart Hwy and then the dead-centre city of Alice Springs.

The Lasseter Hwy turn-off takes you to amazing Uluru (Ayers Rock) and the captivating Kata Tjuta (the Olgas) rock formations, beyond which is the beginning of the Great Central Rd. This lonely trail, suitable for well-prepared 2WDs and lined with saltbush, spinifex and desert oak trees, stretches 750km to the tiny gold-mining town of Laverton, from where it's another 400km to a much bigger gold-mining town, Kalgoorlie-Boulder. Finally, the ocean beckons from behind the beaches of Scarborough and Cottesloe in Perth.

Costs of living

Study costs

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States.

Australians enjoy one of the highest standards of living in the world - without the expensive price tag. An average international student in Australia will spend between A\$350 and \$450 a week on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course.

Visa requirements

Before you receive a student visa, you will have to show that you have enough money to pay for living expenses, education costs and travel for the duration of your course. You can offset your living expenses by working part time while you study, but you shouldn't rely on your wages as your only source of income.

Overseas Student Health Cover (OSHC)

Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

Dependants

If you need to bring any dependants with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact Ivy Link College.

Student Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all students. The following information is from the www.studyqueensland.qld.edu.au website.

Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is "normal" behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental accommodation

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation, or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent “furnished” or “unfurnished”. Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements however Ivy Link College can help you if you are having difficulty in finding a place. Some accommodation options include (but are not limited to):

Accommodation Options Approximate Cost

Hostels and guest houses AU \$140 - \$165 per week

Share Accommodation AU \$100 - \$250 per week

Rental Accommodation AU \$300 - \$750 per week

For information on accommodation you can visit:

- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit www.ourbrisbane.com.au or look on www.gumtree.com.au.

How to Advance Your Skills in the English Language

If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following websites:

- www.nceltr.my.edu.au
- www.englishaustralia.com.au

Please see below for sample information on the courses conducted at the above institutions.

English Australia

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees
- English Australia Institutes are located in capital and regional cities throughout Australia

For More Information go to www.englishaustralia.com.au

Migration Agents

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website www.themara.com.au

Refund Policy

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be.

Application for a refund must be made in writing and addressed to the Principal, clearly stating the reason for the cancellation.

Registration fees, student kit fees, administration fees and fees paid to education agents are non refundable.

A full refund of the course fees will be given by Ivy Link College only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty eight (28) days notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying Ivy Link College, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a students Visa has not been granted

If required / or Ivy Link College agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

Ivy Link College agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

Ivy Link College will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with Ivy Link College (the Student) unless they provide written direction to Ivy Link College to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

NOTE: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia’s consumer protection laws. Ivy Link College’s dispute resolution processes do not circumscribe the student’s rights to pursue other legal remedies.

Refund Policy – Provider Default and Fee Protection

In the unlikely event that Ivy Link College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Ivy Link College at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Ivy Link College is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email administrator@a.tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

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

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>

Deferring or Suspending Study

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

Ivy Link College can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Ivy Link Colleges to defer, suspend or cancel their studies and Ivy Link College will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring a semester

Students who would like to defer their studies must first speak to Ivy Link College Principal. An application to defer form must be completed which will need to be approved by the Principal. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to Ivy Link College to defer their studies.

Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

1 During Examinations

- a) Students must not help or receive assistance from other students

- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

2 Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

b) Ivy Link College's responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

c) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Ivy Link College.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Ivy Link College.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct.

2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
3. Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the property of others; alters/defaces the provider's documents or records; prejudices the good name of Ivy Link College, or otherwise acts in an improper manner.

The Ivy Link College will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Ivy Link College;
- c) prejudices the good order and governance of Ivy Link College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Ivy Link College;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Ivy Link College;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Ivy Link College, or on the provider's premises or other premises to which the student has access as a student of Ivy Link College;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Ivy Link College;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Ivy Link College or breaches any of Ivy Link College's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Ivy Link College, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Ivy Link College;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Ivy Link College premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Ivy Link College or for which Ivy Link College is responsible; or

- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Ivy Link College.

If the student admits to the alleged misconduct, the CEO / Principal may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Ivy Link College.

The Principal may then impose the penalty of permanent exclusion from Ivy Link College in the case of physical or verbal abuse of students or staff of Ivy Link College, repeated or severe misconduct, or in the case of criminal acts.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the Principal within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

Procedure for recording deferments – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by Principal
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for 12 months before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education via PRISMS

Staff and Student Awareness of Policy

All staff are provided with a copy of this policy at their initial induction. Students are provided with a copy of this policy in the International Student Handbook which is made available to them on line prior to enrolment and at their course induction.

Course Credit

Under this policy, Ivy Link College will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. Ivy Link College will recognise past study and life experience and assess these aspects against the units and training package requirements.

Ivy Link College will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

Ivy Link College will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and placed it on the student 's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students in the Handbook.
- Applicant is to fill in Form 1 and submit back to Ivy Link College.
- Ivy Link College will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to Ivy Link College with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

Incomplete applications may result in a rejection and/or delay in processing of the application.

Assessment of the skills and knowledge will be carried out in the following ways:

- Assessment by the Principal or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above mentioned criteria.

and / or

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.

If credit is granted, tuition fees to the value of that subject's worth, to a maximum of 25% of the course, will be deducted from the total course cost.

Further cost exemptions may be granted at the discretion of the Principal but the maximum fee reduction remains at 25% of the course cost.

The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

PRISMS Notification

Any course credit offered by Ivy Link College which leads to a shortening of the student's course, must be reported on PRISMS

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

Completion within the expected duration of study

The Ivy Link College will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

Ivy Link College will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Ivy Link College will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

Ivy Link College will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Repeating of Units for International Students

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to Ivy Link College in a full time capacity. The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, eg bereavement.

Monitoring Attendance

If required to do so, Ivy Link College will systematically monitor students' compliance with student visa conditions relating to attendance.

Ivy Link College will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled.

Ivy Link College will assess each student's attendance at the end of each week to check if students are either at risk of falling below 80% or have in fact fallen below 80%.

During the orientation programme, all students are informed of the student visa condition relating to course attendance. Under the Attendance Policy, a student has breached the policy if the student has not successfully maintained an attendance above 80% over the duration of the program they are enrolled in.

Ivy Link College will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. This will include any accredited vocational education and training courses.

Ivy Link College will provide, to staff and students, a policy and procedure that specify the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- b. manner in which attendance and absences are recorded and calculated
- c. process for assessing satisfactory attendance
- d. process for determining the point at which the student has failed to meet satisfactory attendance, and
- e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

Ivy Link College will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

Ivy Link College will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

Ivy Link College will notify the student in writing of its intention to report the student for not achieving satisfactory attendance in their course.

Ivy Link College will inform student in writing that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Ivy Link College, Ivy Link College will notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the vocational education and training courses Ivy Link College will only decide not to report the student for breaching the 80 per cent attendance requirement where:

- a. that decision is consistent with its documented attendance policies and procedures, and
- b. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- c. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Monitoring Course Progress – Study Periods

The Ivy Link College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

Ivy Link College will assess each student's progress at the end of each compulsory study period. Each study period will equal one semester which equates to approximately 3 months of study.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Ivy Link College defines in Ivy Link College timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

Ivy Link College has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the "Intervention Strategy Document" is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if Ivy Link College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Ivy Link College will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, Ivy Link College **must notify** the student of its intention to report the student to DIBP for unsatisfactory progress. Ivy Link College will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access Ivy Link College's complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

- i. Ivy Link College's failure to record or calculate your marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. Ivy Link College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Ivy Link College will not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through Ivy Link College's intervention strategy, and Ivy Link College will not report you.

Where:

- i. You have chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. you withdraws from the process; or
- iii. the process is completed and results in a decision supporting Ivy Link College (ie. your appeal was unsuccessful);

Ivy Link College **must** notify the Secretary of Department of Education through PRISMS as soon as practicable of you not achieving satisfactory course progress.

Transfer Policy

Under this policy Ivy Link College will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

Enrolling a Transferring Student

Under this policy Ivy Link College will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

Ivy Link College may enrol a student if they have documentation that approximates the letter of release (e.g. the student has evidence their CoE was conditional on meeting certain entry requirements and they did not meet the requirements). Ivy Link College will note this in PRISMS and keep the documentation on the student's file.

NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.

Transferring away from Ivy Link College

If a student wishes to transfer away from Ivy Link College, we will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, Ivy Link College will provide such a letter within 10 working days of receiving a written request.

Refusing to provide a letter of release

Ivy Link College will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

Students withdrawing from a course

If a student withdraws from a course the ESOS Act requires that Ivy Link College advise the Department of Education and Training through PRISMS within 14 days. This information is transmitted to the Department of Immigration and Border Protection (DIBP) and has implications for the student's visa.

Refund of Fees

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.

Practical Training, Non-discriminatory Environment

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at Ivy Link College are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.

Intent to Relocate Premises

In the event that Ivy Link College has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

Complaints and Appeals Policy

Ivy Link College aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and Ivy Link College.

However, if a complaint is unable to be resolved on an informal level the student is required to present to Ivy Link College a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by Ivy Link College within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of Ivy Link College receiving the formal written lodgement of the complaint.

Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

To lodge a complaint, students may do so by visiting:

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The Ivy Link College will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The Ivy Link College will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at Ivy Link College's discretion).

This policy advises that students are able to access Ivy Link College's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal to the Dispute Resolution Centres. As per Standard 8.2 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

The student may access the Independent mediation service which is available through the Dispute Resolution Branch, Department of Justice and Attorney-General.

There are six Dispute Resolution Centres throughout Queensland.

The Brisbane Centre contact details:

Level 1
Brisbane Magistrates Court
363 George Street
Brisbane Qld 4000

Tel: +61 7 3239 6269
Fax: +61 7 3239 6284
Website: www.justice.qld.gov.au/mediation/contacts.htm

Providers/students outside Brisbane may use the Toll Free No: 1800 017 288.

At present there is no fee for use of this service, but this may change. If a student is concerned about the actions of Ivy Link College they may approach the State Registration Authority for CRICOS.

Complaints about Ivy Link College must be made in writing.

INFORMAL COMPLAINT PROCEDURE

1. Student has a complaint
2. Approaches Trainer/Principal with complaint
3. Trainer/Principal resolves complaint internally on an informal basis

FORMAL COMPLAINT PROCEDURE

1. Student has a complaint
2. Student lodges the complaint in writing to the Principal within 5 business days of the incident occurring
3. The written complaint will be acknowledged by Ivy Link College in writing, along with an outline of the processes to be followed and an estimated time frame.
4. Review of the complaint to begin within 10 working days of the written complaint being received

5. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
6. A written statement detailing the outcome of the complaint review will be given to the student
7. In the event of a favourable outcome for the student, Ivy Link College will immediately advise and implement any decision
8. If student unhappy with result – able to lodge internal appeals process
9. Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review. (Refer to Policy for External Providers)

Student Induction and Orientation

Student orientation day is conducted for all new students at the beginning of each semester. It is essential for all new students to attend this session to understand Ivy Link College academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them; valid passport and current residential address. Typically the orientation day includes:

- Introduction to our facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook
- Introduction to course structure, academic calendar and timetable issues.
- Information about academic and attendance requirements governed by the department of immigration and student visa regulations.

At the end of the orientation day students will receive all student kits and resource manuals. Students will then be asked to sign a Student Orientation and Compliance Declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of Ivy Link College.

Legal Requirements for International Students

A description of the ESOS framework made available electronically through the Department of Education.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

There is Australian legislation governing the requirements of Education Providers delivering education to International students. These requirements apply to all students for the entire duration of their studies and are outlined in details in the following documents:

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2017
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001