



INTERNATIONAL STUDENT HANDBOOK

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Bathurst, NSW 2795, Australia
Email: info@ambi.edu.au Website: www.ambi.edu.au
Nartel Enterprises Pty Ltd t/a Australian Massage and Beauty Institute (AMBI)

ABN: 14 126 772 129
RTO ID: 40909
CRICOS Provider Code: 03653E

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Welcome to Australian Massage and Beauty Institute

Congratulations, you are starting your international student journey at Australian Massage and Beauty Institute

This Student Handbook is your guide through study with our Institute as an International Student. We aim to provide you with the best facilities, trainers and support services and high-quality courses to ensure that your learning experience meets and exceeds your expectations for study in Australia.

Please take time to read this information. During orientation, we will take you through the handbook and you will complete the "Declaration".

You can refer to the details in this International Student Handbook during your time at Australian Massage and Beauty Institute, so remember you can read it anytime on the website and can keep your own copy.



Registered Training Organisation (RTO) & CRICOS Provider

As a registered training organisation (RTO) and a CRICOS provider, Australian Massage and Beauty Institute (AMBI) is bound to comply with the Vocational Quality Framework (VQF), the ESOS Act 2000, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

AMBI is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA)

www.asqa.gov.au.

You will be guided and provided with information in this handbook and from the website and through our Administration department to make sure that you understand what it means to be a successful student at AMBI.

Studying in Australia as an International Student

It is very important that you understand your obligations as an international student in Australia. We refer all students to the Australian government website www.studyinaustralia.gov.au.



Study Sydney is a good website for students www.study.Sydney website which has resources and information for international students to study in Sydney.

The Australian Massage and Beauty Institute website has a section called Administration and Life in Sydney and Australia.

Go to our website and follow the recommended links for more information.

Living costs in Australia

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars.)

Accommodation

- **Hostels and Guesthouses** - \$80 to \$135 per week
- **Shared Rental** - \$70 to \$250 per week
- **Homestay** - \$110 to \$270 per week
- **Rental** - \$100 to \$400 per week
- **Boarding schools** - \$10,000 to \$20,000 a year

Other living expenses

- **Groceries and eating out** - \$80 to \$200 per week
- **Gas, electricity** - \$60 to \$100 per week
- **Phone and Internet** - \$20 to \$50 per week
- **Public transport** - \$10 to \$50 per week
- **Car (after purchase)** - \$150 to \$250 per week
- **Entertainment** - \$50 to \$100 per week

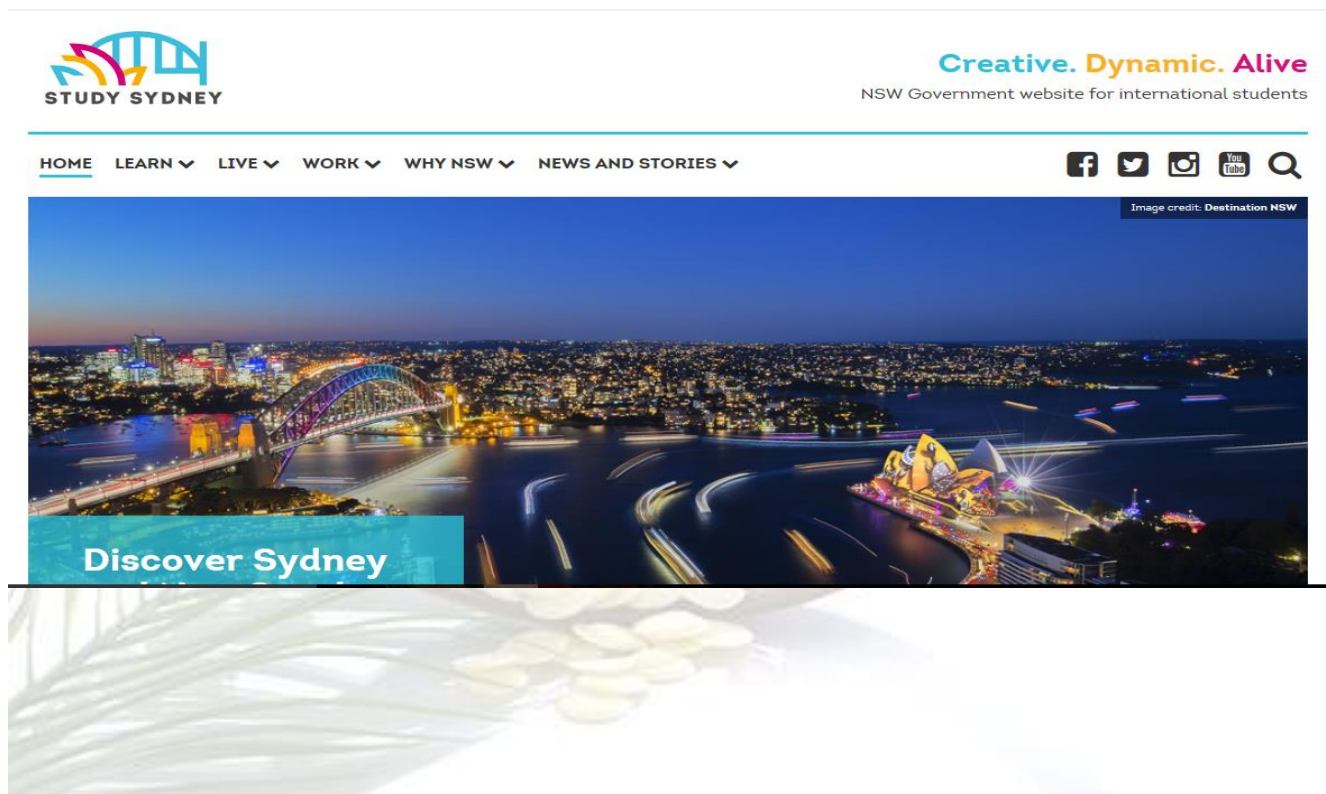
Minimum cost of living

The Department of Immigration and Border Protection (DIBP) has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

- **You** - \$18,610
- **Your partner** - \$6,515
- **Your first child** - \$3,720
- **Every other child** - \$2,790
- The cost of education for a dependent child is an additional cost to people on a student visa. You need to consider this in your expenses before you come to Australia.

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>.

The Australian Government provides information and guidance on managing your finances. You can read more at <https://www.moneysmart.gov.au>. If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.



Course Information

AMBI is registered by the regulator, called the Australian Skills and Quality Authority (ASQA) to offer nationally recognised qualifications. We provide training and assessment services in Massage and Beauty

The nationally recognized qualifications on our scope of registration that we are currently offering to International Students are as follows:

HLT42015 Certificate IV in Massage Therapy CRICOS Course Code: 096638A

HLT52015 Diploma of Remedial Massage CRICOS Course Code: 096639M

SHB50216 Diploma of Salon Management CRICOS Course Code: 096640G

We have separate course information in brochures and on the website.

What you must supply

Australian Massage and Beauty Institute use technology to teach parts of your courses. The Institute is wi-fi enabled. Students need to bring their own laptop computers.

Institute Location

Australian Massage and Beauty Institute is located at:

86 Keppel St, Bathurst NSW 2795

Email: info@ambi.edu.au **Website:** www.ambi.edu.au

The campus is located in Central West region of New South Wales. It lies on the south bank of the Macquarie River and is west of the blue mountains. Bathurst is rich with history and gold rush heritage, is the spiritual home of motorsports in Australia, and has abundant natural beauty, from the nearby river to the surrounding bushland.

Orientation to the Institute and the Course

AMBI Administration staff will organise your orientation. On your first day at our Institute the team will welcome you, answer your questions and give you information. This is called student orientation.

The student orientation program includes:



About the Institute and welcome

- Rules of the institute including student support services
- Course timetable
- Course progress requirements
- Attendance requirements
- Work placement requirements for some courses
- USI (Unique Student Identifier) set up
- Contact persons at our Institute -including student support and academic support
- Emergencies 24/7 mobile phone
- Tour of the facilities and resources
- Use of computers and mobile phones and devices
- Use of printer and photocopier
- Maintenance of the equipment
- Help outside - legal services
- Medical information and emergency and health services
- Complaints and appeals processes
- Work visas
- Safety using public transport
- How to keep your property safe
- Walking tour of the area
- Overseas Student Ombudsman
- RPL (Recognition) and Credit Transfer (Advanced standing or exemption)
- Institute transfer

You must attend an orientation session and sign off on this activity. We will ask you to complete a form that updates your personal details for the Institute database and provides more information about your background and any special needs that we must collect as a registered training organisation.



Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a government requirement. Family includes the student, the spouse of the student and any dependent children of the student up to 18 years of age who have been authorised to enter and remain with the student and who are residing at the same place of residence as the student in Australia.

Medibank Private and Australian Health Management are the organisations that provide the services to international students as well. The Medibank Membership Card normally takes 6 weeks to be delivered to the Institute. Remember to request for the receipts when you pay for the doctor consultation. Medibank Private will reimburse some of your expenses in the conduct of doctor's diagnoses and treatments. Australian Health Management takes less time.

You can talk to our reception if you need any help regarding arrangement of a Medibank card or an Australian Health Management card on behalf of you. For more detailed information on OSHC refer to:

www.medibank.com.au or alternatively contact Medibank Private by phone 1800 188 188 or

www.ahm.com.au for Australian Health Management or by phone on (+61) 134 246

www.oshc.bupa.com.au for BUPA or by phone on (+61) 134 135

www.oshcallianzassistance.com.au for OSHCALLIANZ or by phone on (+61)136 742

Alternatively Compare all Australian Government-approved providers for overseas student health care cover in one place by visiting www.oshcaustralia.com.au to buy your policy and have it in minutes.

Staff Contact Persons

The Student Service Officer (Jessica Nguyen) is the designated official point of contact for overseas students. Additionally, staff undertake the following roles and responsibilities in relation to overseas students.

Check the log in area of the website for many more local contact details.

Student Service Officer (Joseph Dang)	Area of Responsibility for Overseas Students enquiries	Reception, 86 Keppel st, Bathurst NSW 2795 Phone: +61 2 8076 2248 info@ambi.edu.au
Administration Officer (Jessica Nguyen)	Orientation on arrival	At reception or phone +61 2 8076 2248 or by Email info@ambi.edu.au
RTO Manager (Dalena Hong Tram Bui)	General student service enquiries OSHC/ Visa / Passport issues	
Trainers (June Favelle & Dalena Hong Tram Bui)	Academic tutorial support	Book in by email first then appointment Email info@ambi.edu.au
Academic support officer (Fernanda Lu)		
CEO (Kacey Letran) RTO Manager (Dalena Hong Tram Bui)	Academic Counselling	By email first then appointment Email: Dalena.bui@ambi.edu.au

RTO Manager (Dalena Hong Tram Bui) Then External source Resolution Institute	Personal Counselling	At reception or by email or phone then by appointment.
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Trainer (Kelvin Lam)	Emergencies, Student welfare, Complaints and appeals, Intervention meetings	Office phone number +61 2 8076 2248 Emergency phone and after hours 24/7: +61 424 965 789 (Kelvin Lam) <u>Email:</u> Kelvin@neonails.com.au
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AMBI Website Student Portal –A “Go to Here” Place for Information

Our website (www.ambi.edu.au) has a student information area. There is a lot of information for you on the website. But when you are an official student with our Institute, you will get a student log in (dropdown from LOGIN tab) and go to the Student portal. This is where you will be able to keep up to date with your course, personal details and much more.

We will show you around the website and student portal as part of your orientation to the Institute.

Address and Contact Details

Students must provide your current residential address and keep this up to date. Failure to do so may result in a cancellation of your Student Visa by the Australian Government Department of Immigration and Border Protection.

There are two ways of doing this if your address changes:

- Fill in the Change notice form that is available in reception. It is important to notify Reception in person within 7 days if you have a change of address and contact details.
- Go onto the website and in the student portal. Log in with your student number and update your details.

Student Card

When you start at the Institute, we will arrange for you to have an Institute student card.

To get a student card, you will need to give reception a passport sized photograph. You will then be issued with a student card within a week. The student card can be used as a concession card at museums, theatres, cinemas etc. They are not valid on public transport in Sydney, as international students must pay adult fares. There is a charge for replacement of a lost card.

Institute Academic Calendar and Intakes

The academic year of Australian Massage and Beauty Institute is 36 weeks divided into 4 terms of 9 weeks for every term. Students must study a minimum 20 hours per week according to the timetable we supply. Students are only allowed to take breaks during the public holidays and nominated Institute holidays.

Term 1		Term 2		Term 3		Term 4	
9 weeks	Break 3 weeks	9 weeks	Break 4 weeks	9 weeks	Break 3 weeks	9 weeks	Break 6 weeks

Course Timetable

Timetables and room allocations are set in advance but may change each term. You can check on your timetable in these ways:

- New students receive the timetable at orientation.
- You can see your personal timetable in the Student Portal Login
- Timetables are posted at least 2 weeks prior to the commencement of the next term at the Institute noticeboard

Institute Facilities and Equipment

Australian Massage and Beauty Institute is a purpose- built facility in a commercial building. It has a welcoming reception and student space and offices, meeting and counselling space. There are lecture rooms and a practical and clinic rooms. The Institute is wi-fi enabled.

Training facilities include:

- A modern office style building
- Fully resourced classrooms
- Fully resourced practical rooms
- Student area and access to kitchen
- Counselling rooms for meetings with the student and staff
- Adequate acoustics, ventilation and lighting
- Toilet facilities
- A printer and photocopier for student use



In the event of a planned relocation of the Institute we will notify both ASQA and our students at least ~~three~~ weeks prior to the relocation taking place. This notification will provide details of our new address, a map of how to get there and other details relevant to the relocation and student studies during this transition period.

Student Breaks

Outside of the Institute there is a choice of places to eat and relax.

Student Support Services

Australian Massage and Beauty Institute support students to adjust to life and study in Australia and to achieve satisfactory course progress. It is important that we offer support services so students understand their obligations on a student visa while studying in Australia.

Orientation is the first and important part of student support. We talk about and give more information on:

- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Counselling services
- Any student visa condition relating to course progress and/or attendance

Communication and student intervention is the second and important part of student support. If you fall behind in your study and it is reflected in your results each term, we will communicate with you and make individual case by case arrangements. These are called student academic intervention and this is an obligation of AMBI as an RTO and CRICOS provider. You will read more about this in this Handbook and can see our policies and forms on the website.

Welfare related support services are the third and important part of student support. We will discretely offer referrals to welfare services if there are some personal issues that may arise during their study. Some services offered through our staff are provided at no additional cost to the student. If we cannot assist in your particular support needs, AMBI will refer a student to external support services. AMBI will not charge for a referral, but fees may be applicable for the service provider.

Our Institute has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, the required follow up to the incident and records of the incident and action taken. See the emergency contact details that follow here.

Our Institute ensures that the staff members who interact directly with students are aware of the obligations of the Institute under the ESOS framework and the potential implications for overseas students on a visa arising from the exercise of these obligations. This information is communicated to staff through inclusion in staff meetings, and across our policies.

External Counselling Services and Assistance

There is a list of support services on the notice board at reception.

Details of local legal, medical and emergency support services will be given out at the Orientation

Emergency Contact

EMERGENCY NUMBERS AND CONTACT DETAILS

AMBI EMERGENCY MOBILE PHONE NUMBER 0424 965 789

You will talk to the RTO Manager or the CEO.

POLICE or AMBULANCE or FIRE: **000**

1. DIAL 000 AND REQUEST THE SERVICE YOU NEED
2. REMEMBER TO REMAIN AS CALM AS YOU CAN
3. SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

We recommend if the matters is urgent, that you ring the emergency numbers here FIRST - 000.

Report the matter and get help from the experts.

Then ring the Institute emergency number.

LOCAL MEDICAL SERVICES BATHURST HEALTH SERVICE – COMMUNITY HEALTH CENTRE (02) 6330 5677 OCHRE MEDICAL CENTRE BATHURST (02) 6331 9444 RUSSELL STREET MEDICAL CENTRE (02) 6331 2266 MACQUARIE FAMILY MEDICAL CENTRE (02) 6325 1046 GEORGE STREET MEDICAL PRACTICE (02) 6332 5355 BUSBY MEDICAL PRACTICE (02) 6332 4266 MARATHON HEALTH – BATHURST OFFICE 1300 402 585	AIDSLINE 1800 133 392 ABORTION & GRIEF COUNSELLING Telephone 1300 363 550 CENTRE AGAINST SEXUAL ASSAULT 1800 806 292 CHILDREN'S HELP LINE Telephone 1800 55 1800 Web site www.kidshelpline.com.au CRISIS CARE Telephone 1800 177 135 CRISIS PREGNANCY Telephone 1800 650 840 DOMESTIC VIOLENCE 24X7 Telephone 1800 811
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More about Studying at AMBI - Teaching Methods

Depending on your course, you will experience a mix of teaching methods.

These methods include:

- ✓ Classroom lectures
- ✓ practical
- ✓ online study
- ✓ clinic or work placement.

Classroom and practical learning: Students are required to complete the timetabled classroom study and practical sessions for 15 -20 hours every week to complete the mandatory weekly structured training for an overseas student. The trainer leads the classroom sessions and practical sessions. . You will get access to your course materials in class and in the online platform.

Online Learning: Some courses are delivered with an online component. This means 25% of the course for each qualification is delivered online through a platform. Students are required to complete the online study for on average 5 hours every week to complete the mandatory weekly structured training for an overseas student. The platform will contain all the course resources and will be available 24/7. You will be shown how to navigate.

You are introduced to your study modes during orientation and can follow up with Administration staff for extra support around online study and online navigation to get started. If extra support is required you need to contact IT support through the platform following the getting to know the site guides and using the help menus. You can also discuss any technical issues with the trainers face to face when you come to class.

All instructions are in English. The Institute is set-up with facilities which provide plenty of opportunity and ample space for you to practice and develop your skills.

Clinical practice and work placement: All our courses have a positive emphasis on applying your knowledge and skills in a real or simulated work environment. We arrange and support you through the clinic and work placement.

Massage hours are completed in a student clinic that operates on our Institute premises.

Salon Management hours are completed in a salon off campus under the supervision of an experienced manager.

Education Support and Tutorials

Our trainers want you to do well in your study, so we offer education support strategies such as:

- Interesting lectures
- Individual in class support and advice to students.
- Encouraging students to work at their own pace using the textbooks and web based research.
- We offer additional study tutorial times for students to work in smaller groups with their trainer. This is timetabled for day and in the evenings in a classroom.
- See the tutorial rooms and times in the calendar and noticeboards.
- Book in to a free tutorial by email – ask Administration about tutorial bookings.

Conduct of Assessment

Assessment is conducted in accordance with the curriculum we use. The assessment is competency based which means you are tested against the standards outlined in the units of competency within the relevant National Training Package and its defined assessment guidelines.

It includes:

- Assessment during the training to judge how you are progressing
- Assessment of performance at end of the units of training
- Recognition of prior learning or recognition of current competency

Assessment methods may involve you in:

- Written questions
- Oral questions
- Case studies
- Projects
- Presentations
- Practical skill demonstration
- Third party supervisor reports for work placement assessments
- At the start of every unit there is a unit outline. You will be given information on the topics and a delivery schedule including the units of competency and the student assessment plan which is the activities to be completed. The outcomes of assessment are C for *Competent* or NYC for *Not Yet Competent*. Those assessed as NYC (*Not Yet Competent*) can request a re- assessment. During the course your trainer will maintain your individual assessment records in hard and soft copy.

Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read your course information and talk to the Administration staff if there is anything you need explained
- Collect and complete the Application for Recognition of Prior Learning form
- Complete and RPL interview with a Trainer
- Confirm you are eligible for RPL then go ahead with your evidence collection
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- Organise the evidence you have for each unit of competency
- Present your evidence and the list of evidence for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file.

Where RPL is granted before the issue of a student visa via Australian Massage and Beauty Institute, the net course duration (as reduced by RPL) will be indicated on the letter of offer issued for that student.

Where RPL is granted after the student visa is granted, the resulting change of course duration will be notified via a database called the PRISMS.

Australian Massage and Beauty Institute does not charge for the processing of the RPL application. A fee does apply to complete the RPL assessment.

If a student is granted RPL there may be a reduction in the total course fee. This will be explained in a letter to the student.

Credit Transfer (CT) Advanced Standing

Australian Massage and Beauty Institute recognizes relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We must verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

We usually assess credit transfer requests at the application stage as this will affect the study load and the letter of offer to the student.

Where CT is granted after the student visa is granted, the resulting change of course duration will be notified to immigration via a database called the PRISMS.

Student Feedback is Welcome

At several contact points in your student experience with AMBI you will be asked to complete surveys. This is your opportunity to provide us with feedback on the Institute, course, the trainers and assessors, the course administration, the training facilities, the training activities, Online experience, resources and materials and the assessment procedures. Your comments are always read closely and reported to management to improve our services.

Issuance of Qualifications

On successful completion of all units of competency you will be issued with a full AQF qualification and transcript of competencies achieved. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

AMBI Trainers

Trainer Qualifications

Australian Massage and Beauty Institute trainers come from a beauty and massage background. Most are still working in the industry and have the relevant qualifications required teaching the courses as set down by the regulators.

These include:

- Qualifications in nails, make up and beauty therapy
- Qualifications in massage and salon management
- Qualifications in training and assessment
- More than 2 years' current experience in the relevant field

Your trainers will:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assist all students to achieve the course outcomes

- Provide equal access to resources
- Refer students with specific learning problems to appropriate agencies

Student Attendance is Monitored

Australian Massage and Beauty Institute will record and monitor student attendance throughout the course.

All course participants are required to complete the timetabled 20 hours of structured training per week to meet their student visa requirements and to gain maximum benefit from the classes.

You are required to attend all scheduled face-to-face training sessions each week.

The minimum attendance requirement set by AMBI is 70% average for each term. At each session, your trainer will record the attendance. The trainer will log into the student management system and update the attendance data so it is up to date and visible for administration and students.

- Your attendance is recorded in our database
- We check this regularly and monitor every 2 weeks in the term at weeks 3,5,7 and 9
- You can log into the student portal and see your attendance statistics.

Should you be unable to attend classes for reasons such as illness, serious family problems, you are required to contact Administration and explain your absence.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. You must provide a copy of their medical certificate upon return to class and keep the original for future records.

If your attendance falls below 70% we will notify you by SMS then if attendance drops lower, you will sent warning letters and asked to come and see Administration. We will offer support and intervention in case low attendance suggests problems for your study and life.

If you are absent for 2 consecutive weeks you will be sent a notification again and must contact the Institute and explain your situation to Administration.

We do this to make sure you are progressing with your studies. If you do not attend you will not be able to keep up with the work and assessments.

Course Progress

AMBI has adopted the National Code Standard 10 Course Progress policy. This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Study period the study period for course progress is 1 term of 9 weeks.

Trainer reporting of course progress

Trainers will complete the attendance records each week in the database

Trainers will complete the record of online learning activities each week in specific class unit tracking forms.

Trainers will mark assessments and complete the end of unit results for every student that is entered in the database.

Two consecutive study periods for reporting purposes

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods. Where the course is a short course (less than 6 months) then the study period is the length of the course.

AMBI Unsatisfactory course progress is failure in 50% of the unit of study over the study period.

Students receive a Unit Outline that indicates the timetable for the unit of study, the assessment tasks and the due dates for assessment tasks to be submitted. Academic progress is monitored by trainers for every unit of study and students who are having difficulty will be offered a range of support options.

When a student does not meet the course requirements for two consecutive terms they may be reported to DIBP via PRISMS as required under section 19 of the ESOS Act 2000 and this may result in their visa being cancelled.

Here are the steps we follow for course progress.

Regular monitoring then notification of attendance data where it falls below expected minimums

Notification to the student of results and the intervention strategy

Intervention strategy for a unit of study

Students can access their results through the Student portal. Student will be provided their results by the trainer.

Where a student falls below the minimum satisfactory requirements for the unit of study a letter outlining the AMBI intervention strategy will be sent and it may include any or all of the support strategies.

- Offer to attend tutorials in the term break
- Offer to re-submit written work
- Offer to re-do a major assessment
- Offer of academic counselling and a meeting with the CEO

SUMMARY OF COURSE PROGRESS NOTIFICATIONS

Early Intervention letter (Study Period 1) to be sent after the first 5 weeks in reference to course progress	Students who failed units within first 5 weeks in study period 1, an early intervention letter is sent to the student via email notification.
Warning letter If they do not respond to early intervention letter and continue to be below 70% attendance and not at satisfactory course progress, we will send a warning letter	Students who continue to fall below the minimum set by the Institute at the end of term are sent email warning notification of their attendance status and their course progress in that term. The student is required to attend an intervention meeting at the Institute. The student is allowed time for the internal and external appeals process (20 working days)
Early Intervention letter (Study Period 2) to be sent after the first 5 weeks in reference to course	Students who failed units within first 5 weeks in study period 2, an early intervention letter is sent to the student via email notification.

progress	
<p>Letter of Intention to report for Unsatisfactory course progress</p> <p>This will occur when:</p> <p>There is no response to early intervention letters and warning letter and intervention has not been taken up. Unsatisfactory course progress at the end of 2nd consecutive study period.</p> <p>Where there are no compassionate grounds established,</p> <p>Institute intends to report unsatisfactory course progress.</p>	<p>No response to the early intervention and warning letters and offer of support through intervention and no appeal process initiated by the students means the Institute will escalate and send a final notification to the student that the Institute will report to DIBP for unsatisfactory course progress. This occurs at the end of the 2nd consecutive study period.</p> <p>The student is allowed time for the internal and external appeals process (20 working days)</p>
<p>Notification to Australian Government Department of Immigration and Border Protection (DIBP) –</p> <p>No response to Letter of Intention to report and intervention meeting and no appeal.</p>	<p>Australian Massage and Beauty Institute prints the Notice of Intention To Consider Cancellation Notice (NOICC) that PRISMS generates and give this to the student and a copy would be kept in student file. The student is given an opportunity to respond to the NOICC and explain their situation.</p>

Summary of Attendance Notification:

<p>Attendance notification #1</p> <p>Absent for 2 consecutive weeks</p>	<p>Students who are away for 2 consecutive weeks or more are sent email or mobile phone SMS notification warning of their attendance status.</p>
<p>Attendance warning notification #2</p> <p>Below 70% attendance and not submitting assessments for satisfactory course progress</p>	<p>Students who fall below the minimum set by the Institute are sent mobile phone SMS notification warning or warning letter by email of their attendance status and failure to submit assessments for course progress across the study period – at week 5 & week 10.</p>
<p>Warning letter #3</p> <p>URGENT second warning - If they do not respond to notification #1 or warning notification #2 and continue</p>	<p>Students who continue to fall below the minimum set by the Institute at the end of term are sent email warning notification of their attendance status and their course progress in that term—at week 10. The student is required to attend an intervention</p>

to be below 70% attendance and not at satisfactory course progress we will send an intervention letter – at Week 10	meeting at the Institute. The student if allowed time for the internal and external appeals process (20 working days)
Warning letter #4 Intention to report to DIBP This will occur when: There is no response to warning letters #1, #2 or #3 and intervention has not been taken up. Where there are no compassionate grounds established, Where there is no change or improvement in attendance to minimum 70% and no satisfactory course progress - Institute intends to report unsatisfactory course progress.	No response to the warning letters and offer of support through intervention and no appeal process initiated by the students means the Institute will escalate and send a final notification to the student that the Institute will report to DIBP for unsatisfactory course progress. The student if allowed time for the internal and external appeals process (20 working days)
Notification to DIBP – Abandonment of course	Where there is no attendance at all and no response to communication in the term, the Institute will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The CEO will make the final decision.

Intervention – Support for Students

When warning letters are sent out to students, the intervention meeting is offered and the student must attend this meeting. The intervention meeting is a chance to find out what is happening for the student and offer support. The support may include any or all of the support strategies:

- (1) Academic counselling and a meeting with the Trainer or CEO
 - (2) Counselling on course selection
 - (3) Counselling to clarify if personal situations are impacting on student results
 - (4) Sensitively exploring there are any compassionate or compelling reasons for the result
 - (5) The option of repeating a unit of study in a later term
 - (6) The cost of repeating a unit of study
 - (7) Transfer options for the student
 - (8) Clarification of student visa implications for continued unsatisfactory progress in the second study period
 - (9) The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.
- The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

Compassionate or Compelling Circumstances

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;
- 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 the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the CEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, AMBI will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

Maintaining your Study Load

AMBI is required to monitor the enrolment load of students to ensure that at all times you are in a position to complete the course within the duration specified on your visa. There are limited circumstances in which students are permitted to receive an extension to the expected duration of study for the course.

Approved Reduced Study Load

We may permit a student to undertake a reduced study load over the academic year in the following limited circumstances;

- (1) Student has been awarded exemptions (Credit) or RPL and there is no available course in that study period which will contribute to the program; or
- (2) Student has not passed the required prerequisite courses to allow further enrolment; or
- (3) Student has been approved for a reduced study load over the academic year as part of an intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- (4) Student has been granted an approved leave of absence under compassionate and compelling grounds.

Students who are permitted to undertake a reduced study load will be provided with a revised study plan which must be followed for all future study periods.

Course Variations, Suspension, Deferment and Cancellation

In some circumstances, the Institute and/or the student can vary the timetable, or the course or the enrolment status. This will be considered on a case by case basis.

Students must ask for the Change of course form and talk with an Administration officer.

Student will complete a withdrawal, deferment, cancellation form and talk with an Administration officer.

The situations include:

- Defer commencement date
- Defer commencement of a new term – special leave
- Suspension of enrolment
- Cancellation of enrolment (by the student or the Institute) Change in schedule
- Change in start date
- Change of course

Withdrawals and Transfers

- In the event the students intend to transfer their study to another provider the Request for Transfer form is completed. The student must meet with the CEO.

- Australian Massage and Beauty Institute is responsible for assessing the student's request to transfer within the first 6 months where AMBI is the principal course of study. Such a request will be assessed and the decision explained to the student in a personal interview and in writing.
- AMBI will consider a student's request to transfer out of the Institute prior to the first 6 months and this may be granted where the transfer will not be to the detriment of the student and where exceptional circumstances exist.
- After the first six months of the principal course no restrictions apply. So, the student is entitled to transfer out of AMBI after 6 months and we will advise and process this request.

Fees Policy

Fees

\$300 application fee applies before enrolment for all courses is mandatory and this fee is non-refundable.

All students at AMBI make fee payments in advance every 3 months. This lines up with the terms.

At the time of enrolment students are required to pay the following fees:

Application fee and the first term of tuition fee. From this point students will receive written notice of their next fee due date four weeks before the completion of the existing term.

Fees are expected two weeks before the next term.

If the tuition fee is not paid on time then a late payment fee may apply as follows:

- After 7 days overdue \$200
- After 14 days overdue \$400

Should fees remain overdue for more than 14 days AMBI will inform the student of their intention to report them for non-payment of fees to DIBP via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Students can log in to their student portal and see the details of payments made and amounts owing for their course.

Schedule of Non-Tuition (Administration) Fees (GST inclusive)

Application Fee (non-refundable)	\$300	Refund processing fee	\$250
Overdue tuition fee – 7 days	\$200	Cancellation and course variation fee	\$300
Overdue tuition fee – 14 days	\$400	Transfers processing fee	\$250
Change of COE details	\$100	Textbook Fees	\$150-\$250
Re-enrolment fee	\$500	Interim academic transcript	\$20

RPL fee per unit	\$150	Interim attendance letter	\$20
Credit transfer fee per unit	\$50	Re-issue of final documents	\$100
Assessment re-sit	\$180	Replacement qualification testamur	\$100
Replacement Student ID Card	\$30		

Refund Policy

In the unlikely event of default by Australian Massage and Beauty Institute, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, Australian Massage and Beauty Institute must refund the student all course fees. Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start of the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the Institute's expenses, then the Institute is relieved of its liability to make the payment. The student must advise the Institute in writing whether they agree to the alternative arrangement.

AMBI's refund policy applies to both commencing and re-enrolling students. It is set out in the Handbook and below. All requests for a refund must be submitted on the appropriate refund application form and must be accompanied by official documentary evidence of the grounds for the request.

Your initial application fee is not refundable.

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft. All refunds incur a \$250 administration fee.

Total Refund of Tuition Fee

A total refund will be granted under the following circumstances:

- In the unlikely event that the Institute is unable to provide the course for which an offer has been made. An alternate offer of a place will be offered at no extra cost to the students as well as the refund option.
- An offer of a place is withdrawn by AMBI (The exception is when the offer was made on the basis of intentional incorrect information).
- The applicant is unable to obtain a visa from an Australian Diplomatic Office.
- Applications for a total refund on the above grounds must be lodged at least 2 weeks prior to the commencement of the term for which the offer is made. The student must provide a certified copy of the official letter of visa application rejection by the Department of Immigration and Border Protection (DIBP) along with their application, in order for the refund application to be approved.

Partial Refund of Tuition Fee

The amount of partial refund is determined as follows. Administrative fees and applicable deductions are applied:

Request is more than 10 weeks before the commencement of the term/ next term	Full refund.
Request is less than 10 weeks but more than 6 weeks before the commencement of the term	Refund is 70% of tuition fees for that term.
Request is less than 6 weeks but more than 2 weeks before the commencement of the term	Refund is 50% of tuition fees for that term.
Request is less than 2 weeks before the commencement of the term	Refund is 30% of tuition fees for that term.
If a student withdraws from the course on or after the course commencement date.	The student will not be eligible for a refund for the fees for that term.
Withdrawal from a course on illness and compassionate grounds	Refund will be decided on a case by case basis.
If a student holds a valid student visa at the time of enrolment with AMBI, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.	Refund for any tuition fees paid to AMBI will be calculated on a pro-rata basis (calculated on a weekly basis as per the AMBI term calendar) minus any applicable deductions*.
Student transfers to a second course within AMBI without completing the first course.	<p>The tuition fee paid for the current six-month period of the 1st course will be credited on a pro-rata basis towards the tuition fee of the 2nd course.</p> <p>All other tuition fees paid toward the 1st course will be credited in full towards the tuition fee of the 2nd course. If the credited amount is greater than the total cost of the second amount, the difference will be refunded within 28 days of commencement of the second course.</p>

If the Institute has paid an amount to a representative in relation to recruitment, the refund will be further reduced by that amount.

No refund

False or misleading information in application forms or during study	automatically disqualifies you from any refunds
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Student is terminated due to serious breach of the Institute rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
Student defers enrolment and commencement date	Tuition fees will be held by the Institute until course commencement date.
Student is seeking a refund for enrolment in the principle (main) course of study, as applied for on their current Student Visa	No refund for any tuition fees paid for the first six (6) months of the principle course. Any additional tuition fees, paid beyond the first six (6) months, that are deemed refundable, will be payable back to the student minus any applicable deductions*.

How to claim a refund

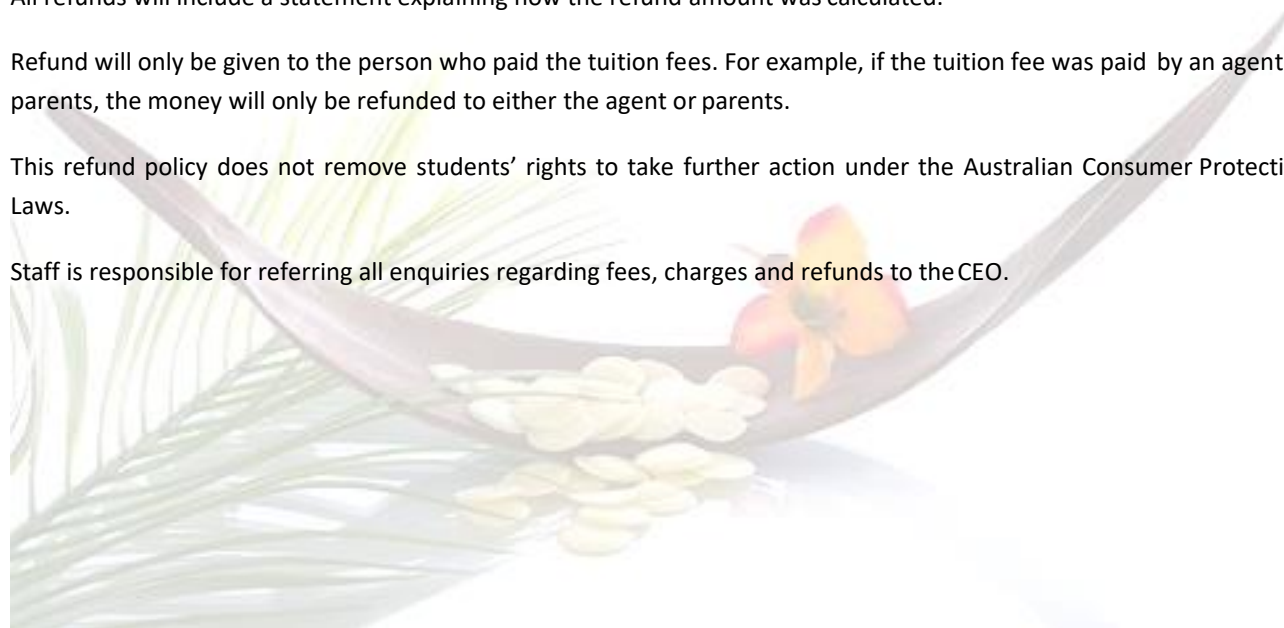
Requests for refund should be made in writing to the CEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. A documented administrative fee \$300 will be charged for processing refunds. The enrolment fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the CEO.



Records Maintenance

It is an Australian Government requirement that we keep records of each student's current residential address (as supplied by the student), the student's full name, date of birth, nationality, the start and completion day of the student's course, attendance and academic performance details of payments received, information on International student health cover, level of English language proficiency and the student's passport and visa numbers. We must also keep a record of the reason for a student's termination of studies if this situation occurs.

Your records are confidential and available to you on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

Information provided by the students to Australian Massage and Beauty Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Australian Massage and Beauty Institute is required under section 19 of the ESOS Act to inform DIBP about certain changes to a student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

Legislative and Regulatory Requirements

Australian Massage and Beauty Institute is bound by and operates within the following legislative and regulatory requirements:

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- Education Services for Overseas Students (ESOS) Act 2000
 - ESOS Regulations (2001)
 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2017)
 - VET Quality Framework (VQF)
 - National Vocational Education and Training Regulator Act (2011)
 - Human rights and Equal Opportunity Commission (HREOC) Act 1996
 - Commonwealth Affirmative Action (Equal Employment for Women) Act (1986)
 - Commonwealth Racial Discrimination Act (1975)
 - Commonwealth Industrial Relations Act (1998)
 - Commonwealth Sex Discrimination Act (1984)
 - Commonwealth Industrial Relations Reform Act (1993)
 - Commonwealth Racial Hatred Act (1995)
 - Commonwealth Disability Discrimination Act (1993)
 - NSW Anti-Discrimination Act 1977
 - Copyright Act 1968
 - Equal Opportunity Act
 - Work Health and Safety Act (2011)
 - Work Health and Safety Regulations 2011
 - Workers Compensation Act
 - NSW Anti-discrimination Act 1977
 - Workers Rehabilitation and Compensation Act (1986)
 - Migration Act 1958

These legislations are available at website www.austlii.edu.au and www.legislation.nsw.gov.au

You can also go to the regulator website for more information - ASQA www.asqa.gov.au

You can also go to the website and links through Study in Australia called Future Unlimited www.studyinaustralia.gov.au and www.study.sydney

Work Health, Safety Act and Work Cover NSW

Australian Massage and Beauty Institute guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

At orientation we will talk to you about emergency evacuation procedures. In an emergency situation you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the collection point for a roll call check.

No Smoking is allowed in any area of the Institute. If you wish to smoke you must leave the premises. There are rules about smoking within 4 meters of the entrance that must be applied by all staff and students.

A First Aid Kit is located at the reception area.

You are responsible for:

- Always conducting you in a safe and healthy manner.
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms.

Anti-Discrimination

Australian Massage and Beauty Institute is committed to providing a fair and equitable Institute for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the Institute.
- Reporting any discriminatory behaviour or harassment to your trainer.

Access and Equity

Australian Massage and Beauty Institute provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

Recruitment to Australian Massage and Beauty Institute is carried out in an ethical manner in accordance with Access and Equity principles

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students

- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do you may contact the RTO Manager.

Student Responsibilities/Code of Behaviour

While you remain a student at Australian Massage and Beauty Institute it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner, prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the Institute's emergency procedures.
- To refrain from smoking anywhere in the Institute building
- To refrain from drinking and/or eating in the lecture and computer rooms.
- To attend class regularly and punctually.
- To discuss any complaints or grievances with your trainer or Administration staff.
- To not be discriminatory, harassing or bullying at all times to other students, staff or visitors to the Institute
- To report any discriminatory behaviour, harassment or bullying to Administration staff.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices, this may disrupt classes. e.g. mobile phones and devices.

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance, a written warning in the second instance and must meet with the Intervention staff to manage the behaviours. Continuing inappropriate behaviour is grounds for cancellation by the Institute.

Complaints and Appeals

AMBI provides a process for complaints and appeals policy and procedure.

Despite all efforts by AMBI to provide satisfactory services to its students, complaints may occasionally arise that require formal action and resolution. The following procedure provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that are designed to satisfy all parties involved. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness. The Institute complaints and appeals processes are independent, easily and immediately accessible and no cost or inexpensive for the parties involved.

Complaints and appeals come in two different types – Academic and Non-Academic as defined below.

Academic Complaint and Appeals: Refers to an appeal about an academic matter:

- Your course
- trainers and training delivery
- Course progress and or attendance
- your assessment result or assessment outcomes

Non-Academic Complaint and Appeals:

- The Institute and its administration staff
- A Trainer or an Assessor
- Another course participant or person at the Institute

Procedure for a grievance, complaint, and appeal:	
1. Discuss the issue with the member of staff or trainer involved or course participant	<p>You might have a grievance or complaint about:</p> <ul style="list-style-type: none"> AMBI and administration staff Your course or your assessment result A Trainer or an Assessor Another course participant or person at the Institute <p>We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.</p>
2. Discuss the issue with a Manager	<p>Where talking with the person is not appropriate, the complaint can be discussed with a member of staff –probably a manager by phone or through email such as RTO Manager.</p> <p>We will seek an immediate resolution of the matter if possible within our roles. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our policies and procedures and point this out to you as the complainant and the process will be fair and transparent. Allow 10 days.</p>
3. Fill in the written complaint form and it will be considered by the CEO	<p>If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and submitted following steps on the form.</p> <p>The Institute will acknowledge receipt of complaint and date received. The complaint goes to the CEO who will consider the written complaint within 10 working days. Where the matter may involve the CEO, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p>
4. How we advise of the complaint resolution and give written notification of the decision	<p>A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant.</p> <p>We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the Institute will be finalised as soon as practicable</p>
5. If our internal process has not worked, you can seek a review or appeal the RTO decision. We move to mediation	<p>If agreement still cannot be reached, or the complainant is not satisfied with the Institute decision, then you can seek a review and appeal that decision. Our RTO offers a mediation services through LEADR which is now called Resolution Institute. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed we will write to you and explain the delay and keep you up to date on progress of the matter.</p>
6. Complaints are in registers and the quality assurance system	<p>Complaints and appeals are logged in the complaints and appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for Institutes.</p>

<p>7. External appeal Take the complaint to an external agency</p>	<p>Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted.</p> <p>There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision.</p> <p>NSW Department of Fair Trading. This is the external agency that deals with consumer complaints such as fees, discrimination or other matters.</p> <p>National Training Complaints Hotline give advice and refers you to the correct training body : Phone: 13 38 73 Mon- Friday 8am – 6pm</p> <p>Written complaints can be emailed to skilling@education.gov.au.</p> <p>Complaints can also go to the Overseas Student Ombudsman www.oso.gov.au</p> <p>Information brochures are on their website.</p>
<p>8. The role of ASQA in investigating complaints after internal processes are exhausted.</p>	<p>We will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations.</p> <p>Participants will be informed of ASQA's role at induction.</p>



Appeals against assessment decisions are handled differently

The process is explained here.

Records of assessment appeals that escalate to a written appeal will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Procedure for an assessment appeal:	
1. Discuss your results with the Assessor who marked your work	For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date. The Institute will acknowledge receipt of appeal and date received.
3. Fill in and send a written assessment appeal form that will be considered by the CEO	If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the CEO shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results. This form can be downloaded from the website and submitted following steps on the form. The Institute will acknowledge receipt of appeal and date received.
4. The Appeal resolution by meeting or phone then the CEO will send written notification of the decision	A meeting or phone conference may be offered to the complainant. A support person can be there with the complainant. Details of any meetings with the complainant will be recorded in writing. The written statement of RTO'S decision, including details of the reasons for the outcome will be provided to the complainant. We must refer to our policies and procedures and point this out to you as the complainant so the process will be fair and transparent. Internal decision making and resolution between you and the Institute will be finalised as soon as practicable.
5. If our internal process has not worked, you can seek a review or appeal the decision. We move to external marking.	If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.
6. You have 3 months to submit assessment appeals	Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.

7. Appeals improve our quality of training and assessment system	Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Take the appeal to an external body	Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline. Phone: 13 38 73 Mon- Friday 8am – 6pm Written complaints can be emailed to skilling@education.gov.au
8. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	Our RTO will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.

ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS Framework includes consumer
- Protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enroll a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions
- Maintain your overseas student health cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress

End of International Student Handbook

Australian Massage and Beauty Institute Student Declaration

I understood that the information provided by me by Nartel Enterprises Pty Ltd - Australian Massage and Beauty Institute may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund.

Australian Massage and Beauty Institute is required under section 19 of the ESOS Act to inform the Department of Immigration and Border Protection about certain changes to student enrolment and any breach of a student's Visa condition relating to attendance and academic performance.

I have read, understood, and agree to comply with the information outlined in this Student Handbook.

Student's Name:

Student's Signature:

Date:

Please sign and tear out this page.

