HARBOURSIDE INSTITUTE
OF AUSTRALIA

Student Handbook
ELICOS
2026-2027

Harbourside Institute of Australia Pty Ltd
Pyrmont campus: Shop 118 243 Pyrmont Rd Pyrmont NSW 2009
Tel: 61 2 9281 6898 Email: info@harbourside.nsw.edu.au
ABN: 23 619 432 816 RTO Code. 45330 CRICOS Provider Code: 03670D

Contents

Welcome to Harbourside Institute of Australia Pty Ltd 3
Why Study in Sydney, Australia?..... 3
Why Study with Harbourside Institute of Australia Pty Ltd? 4
What We Offer Our Students 4
About Harbourside Institute of Australia Pty Ltd 4
Location..... 4
Student Amenities..... 5
Our Commitment to you 5
Our Team 6
Living in Australia..... 7
Living Cost in Australia.....10
Introducing Sydney NSW 12
Accommodation Options 15
Resources 16
Internal Student Recrtitment, Enrolment and Entry Assessment Policy 16
Student Engagement Policy..... 17
Course Information 17
How to Enrol 20
Student Timetable..... 21
Visa requirements..... 22
Overseas Student Health Cover (OSHC) 25
Dependants 25
Migration Agents..... 26
Fees and Charges and Payment Method 26
Refund Policy..... 27
Student Support Service..... 29
Students' Code of Conduct..... 32
Assessment Requirements..... 34
Policy for Deferring, Suspending or Cancelling a Student's Enrolment 34
Completion within the expected duration of study 38
Attendence Policy..... 39
Course Progress and Intervention Strategy Policy and Procedures 41
Transfer Policy and Procedures 43
Complaints and Appeals Policy 47
Critical Incident Policy and Prodedure 50
Work, Health and Safety Policy and Prodedure 64
Privacy Policy..... 65
Legal Requirements for International Students 66

Welcome to Harbourside Institute of Australia Pty Ltd

Thank you for your enquiry regarding the courses offered for International Students at Harbourside Institute of Australia Pty Ltd.

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 document is designed to provide you with sufficient information on Harbourside Institute of Australia Pty Ltd and our courses to ensure your transition to studying in Australia as easy as possible.

Harbourside Institute of Australia Pty Ltd is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at Harbourside Institute of Australia Pty Ltd are nationally recognised (in Australia) giving your 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 Harbourside Institute of Australia Pty Ltd as the right choice for you.

The better prepared you are for life in Sydney the more likely you are to enjoy your stay and have a greater chance of success on your journey. It is important that you read the entire contents of this document. It is our official notice to you of Harbourside Institute of Australia Pty Ltd 's Policies and Procedures which we must make you aware of before any decision is made regarding enrolment.

If you have any queries or concerns with regards to any part of this document, please ensure that you clarify these issues prior to applying for enrolment.

Why Study in Sydney, Australia?

If you have decided to study overseas, you want the very best education available. You want to put your career on fast track by perfecting your English and working with the top professionals in your field.

Whatever your reasons for studying overseas, one thing is clear – your next step is to come to the Australia which will help you achieve your goals and have fun.

For international students, Sydney, Australia has a lot to offer: great study environment, beautiful relaxed atmosphere, excellent weather, beautiful beaches a short drive away and most importantly, Harbourside Institute of Australia Pty Ltd, a brilliant Training organisation.

You will be given the opportunity to discover a whole new way of life and broaden your outlook on your new career.

Why Study with Harbourside Institute of Australia Pty Ltd?

Harbourside Institute of Australia Pty Ltd differs from other providers in several ways; for one, classes are generally small.

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 Harbourside Institute of Australia Pty Ltd 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 Harbourside Institute of Australia Pty Ltd. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques.
- Excellent location.
- A mentor network of teachers 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 Harbourside Institute of Australia Pty Ltd

Founded in 2017, Harbourside Institute of Australia Pty Ltd (RTO 45330) was established to deliver modern, current and relevant education. Harbourside Institute of Australia is well positioned to assist you to achieve your goals.

Harbourside Institute of Australia Pty Ltd aims to provides 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.

Location

Harbourside Institute of Australia Pty Ltd campuses are located at Level 3 616-620 Harris St Ultimo NSW 2007, and Shop 118 243 Pyrmont St Pyrmont NSW 2009, right in the heart of Sydney. Sydney CBD is one of Australia's premier education hubs with all essential services from medical to major banks, shops and even the Haymarket Library are located in 744 George St Sydney very close to Harbourside Institute of Australia campuses.

Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. Located on Australia's east coast, the metropolis surrounds the world's largest natural harbour and sprawls about 70 km on its periphery towards the Blue Mountains to the west, Hawkesbury to the north and Macarthur to the south. Greater Sydney is made up of 658 suburbs, 33 local government areas. Residents of the city are known as "Sydneysiders" and Sydney's 2024 population is now estimated at 5,184,896.

There are six public universities based in Sydney: the University of Sydney, the University of New South Wales, the University of Technology Sydney, Macquarie University, the Western Sydney University, and the Australian Catholic University. Other public universities maintain secondary campuses in the city: such as, the University of Notre Dame Australia, the University of Wollongong, and the University of Newcastle, etc.

Student Amenities

The aim of Harbourside Institute of Australia Pty Ltd is to provide students with a clean and harmonious studying atmosphere. We have many facilities at our doorstep, students can access countless food vendors at the local food outlets.

Our Commitment to You

As a student, you are entitled to expect us to meet the highest standards in all areas of our business. In recognition of this, we promise to honour the following obligations

We will:

- support you at all times throughout your enrolment;
- treat you with fairness and respect;
- provide you with a safe learning environment, free from discrimination and harassment;
- do everything we can to make sure we understand your needs, the needs of our staff, and the needs of the industries in which we operate;
- do everything we can to be flexible in our approach in providing high quality training and assessment services to all of our students;
- ensure we provide the highest quality teaching and assessment services at all times;
- operate professionally and conduct business in a sound and ethical manner at all times;
- treat student information confidentially, protect student rights to privacy, and ensure the accuracy and integrity of the information we hold about students;
- employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity;
- ensure we fulfil our obligations to maintain compliance with the Standards for Registered Training Organisations (RTOs) 2015 and National Code at all times as regulated by the Australian Skills Quality Authority (ASQA);

Our Team

The Harbourside Institute of Australia Pty Ltd team consists of a unique combination of people with vast industry backgrounds. We are a strong team with a common understanding and specialised knowledge of the industry and our students' needs - this is the secret of our success.

Teachers

Our teachers have many years' TESOL teaching experiences with wealth of knowledge and passion that will support you to improve your English ability and develop your confidence.

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

Administration

Harbourside Institute of Australia Pty Ltd's administration unit has a special interest in ensuring you get through your course as smoothly as possible. The administration team at Harbourside Institute of Australia Pty Ltd are well experienced in sorting out any problem you may have concerning the administration of your course.

Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out! Administration is there to help you and provide support with as little fuss as possible so that you can concentrate on your studies.

They are the smiling face and friendly voice over the phone when you need help, so please don't hesitate to call them, no matter how big or small your problem may be.

Main contacts details

Name/Position	Email	Tel
Julia HU – CEO/PEO	Julia.hu@harbourside.nsw.edu.au	61 430 167 907
Academic Manager	academic@harbourside.nsw.edu.au	61 2 9281 6898
Admission Manager	admission@harbourside.nsw.edu.au	61 2 9281 6898
Student Service	Student.service@harbourside.nsw.edu.au	61 466 346 799 61 2 9281 6898
Marketing	marketing@harbourside.nsw.edu.au	61 2 9281 6898
Finance	account@harbourside.nsw.edu.au	61 2 9281 6898
General Enquires	info@harbourside.nsw.edu.au	61 2 9281 6898

Our operating hours are Monday to Friday 9:00AM to 5:30PM

Emergency 24 hours Harbourside contact number is 0435 779 978

Living in Australia

The following information is a briefing induction about living in Australia, for more information visit https://www.studyaustralia.gov.au/en

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 league, 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 estimated population in mid-2024 is about 27,414,000 (from the Population clock in ABS). 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. Most people live along the eastern seaboard, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – 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.

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.

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 60 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 the norm 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.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you won't cause offence if you don't tip. Taxi drivers are always grateful if you leave the change.

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

Permission to work allows you to work up to 48 hours fortnightly on a casual basis during course time and full-time during vacation periods. Family members can also work up to 48 hours fortnightly throughout the year. In the case of students who have commenced a masters or doctorate course, family members can work unlimited hours. Students and their family

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

For more detailed information about employment rights and conditions, and how to resolve workplace issues, please refer to Fair Work:
https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

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 ago. 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 September. 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 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) precincts located in different neighbourhoods, especially in the inner suburbs.

Living Cost 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).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your life "style" and study location in Australia.

Accommodation

- **Hostels and Guesthouses** - $90 to $250 per week
- **Shared Rental** - $100 to $500 per week
- **Homestay** - $335 to $525 per week
- **Rental** - $365 to $740 per week

Other living expenses

- **Groceries and eating out** - $120 to $280 per week
- **Gas, electricity** - $35 to $140 per week
- **Phone and Internet** - $20 to $75 per week
- **Public transport** - $15 to $50 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

The Cost of Living Calculator https://costofliving.studyaustralia.gov.au/ is designed to help you think about how you spend money and to give you a broad estimate of potential costs in Australia.

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of 10 May 2024， the 12-month living costs are：

- For student – AUD$29,710
- For partner – AUD$10,394
- For a child – AUD$4,449

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window)

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au(opens in a new window)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living(opens in a new window) in Australia www.insiderguides.com.au/cost-of-living-calculator/(opens in a new window).

If you experience financial trouble while in Australia, talk to Harbourside Institute of Australia's international student support staff for assistance.

For more detailed information about living in Australia, please click the following link: https://www.studyaustralia.gov.au/en/life-in-australia

Introducing Sydney NSW

New South Wales is a major global and Asia-Pacific cultural hub. Home to a diverse population of 8.3 million people (In December 2023); NSW is Australia's oldest, largest and most cosmopolitan state. It is also an economic powerhouse, with an economy larger than Hong Kong, Malaysia and Singapore. In addition to its cultural and economic strengths, the global status of NSW is underpinned by its international transport links, with over 1000 flights operating per week. These are just a few reasons why New South Wales is Australia's 'First State'.

In 1770, the HMS Endeavour, captained by Lieutenant James Cook sailed into Botany Bay. Cook claimed dominion over the territory for Great Britain under the name 'New South Wales'. The claim was formalised by the arrival of the First Fleet in January 1788; which led by Arthur Phillip, established the first European settlement in what is now Sydney. Phillip was appointed the first governor of NSW in February 1788, and the colony became a state in 1901 after Australia was officially declared a nation.

The original inhabitants of NSW, the Aboriginal peoples, have lived in the area for more than 45,000 years and many reminders of this period still exist today. In Sydney and the surrounding areas, there are over 2,000 Aboriginal rock engraving sites and many of Sydney's suburbs have Aboriginal names such as Woolloomooloo, Parramatta and Wagga Wagga. Throughout the 20th century, New South Wales became a popular destination for an increasingly diverse collection of migrants from many nations attracted by the opportunities presented by the growth in the agricultural and mining industries. Today, it is the most populous state in Australia; a cultural and economic hub of global significance, and home to 7.3 million people.

Cultural Overview

Most people would agree that Sydney has a vibrant energy, perhaps a brashness and self-confidence. Sydneysiders are generally very proud of the city and its beautiful harbour and beaches. Some say that many Sydney people just don't care what other people think. Do and wear what you like, so long as you don't interfere with other people's right to enjoy themselves too, but perhaps this isn't too different from elsewhere in Australia.

The beach culture is well entrenched in coastal suburbs, but it shouldn't be forgotten that the centre of Sydney, both geographically and in terms of population, is in the west. So, not all Sydneysiders are obsessed with lying on the beach all day. There's plenty of culture to enjoy as well, with world class galleries, theatre, opera, dance companies. Arts lovers can discover the best of Australia's colonial and 20th century art alongside significant Aboriginal art at Sydney's leading art museum, the Art Gallery of New South Wales. Also worth exploring are the the art precincts around Paddington. Music fans will find ample to enjoy from the Sydney Symphony Orchestra or the Brandenburg Orchestra for example.

Sydneysiders also enjoy brilliant food and you will find a wide range of cuisine options and price points, from world class restaurants like Tetsuyas to the more basic budget Vietnamese outlets or international food chains.

And of course like most Australians, most Sydneysiders love sport even if it's just a once a year splash out on the Melbourne Cup or watching the start of the Sydney to Hobart Yacht Race on Boxing Day. The main football game in town is Rugby League, but Rugby Union and Aussie Rules are both popular too. Soccer also has a growing legion of followers.

Sydney's Weather

Sydney is blessed with wonderful weather, even in winter the temperature rarely falls below 10°C.

Spring is positively gorgeous in Sydney. The average temperature ranges from 13°C (55F) at night to 22°C (72F) in the day. The weather is cool but is usually very pleasant and sunny. Spring is normally Sydney's driest season, the 2000 Olympic Games were held mid September for this reason. Spring commences September 1st and extends through to November 30th.

Autumn is lovely with sunny clear days. Autumn starts on March 1 and ends 31st September.

Winter in Sydney can be chilly with strong westerly winds. Winter starts June 1 concludes August 31.

Summer in Sydney is what all Sydneysiders love. It's truly beach weather, so slap on the sunscreen and head to one of the wonderful beaches. Summer starts on December 1st and finishes on February 28/29th.

Swimming and Water Temperature

The Australian east coast is influenced by the East Australian current which brings warm water down the coast from the Coral Sea. Its effects vary from year to year but are strongest in summer and weakest in winter.

Summer water temperatures in Sydney are generally around 22°C. The water is usually most comfortable for swimming between Christmas (25 December) and April. Earlier in December the air temperature is lovely, but the water is colder. As autumn progresses the air temperature is cooler and the water may still be warm.

Rainfall and Coastal / Inland variations

Australia experiences regular drought. Winter can be cool or cold (to local sensibilities) but have clear blue skies. In a protected position out of the wind it can be very pleasant indeed. Summer can be humid.

The coastal suburbs and beaches get more rain than further inland. You might find it's pouring rain in central Sydney or at the beach, but clear at Parramatta if you're thinking of heading out that way. Most of the time in summer rainfall comes as thunderstorms after a hot day and passes quickly.

Inland areas have greater daily temperature variations than the coast, with more days over 40°C. Summer nights inland may be cooler than they are by the coast, however this may depend on the wind direction. In the mountains, winter is of course colder still, but cooler than the coast in summer, so bear in mind these variants when day tripping or if you're in the western areas for a sunrise balloon flight For "inland" read Parramatta and anywhere as far west as that eg Richmond, Windsor and Camden areas.

Australia Climate

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

Seasons in Australia

Summer	December – February
Autumn	March – 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 September, 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, New South Wales, 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**
Daylight Saving Time begins **at 2am (AEST) on the first Sunday in October and ends at 3am (Australian Eastern Daylight Time)** on the first Sunday in April.

Daylight Savings is only applicable to the following states:

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

Public Transport in Sydney

Australian cities have excellent public (and private) transport systems, making travelling around them simple. Following is a breakdown of how best to get around in each capital city: Sydney boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from Transport-NSW on 131 500 or by visiting the website at: http://www.transportnsw.info/

Accommodation Options

There are many options for accommodation in Australia to suite the different needs and budgets of all Students.

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 we can help you if you are having difficulty in finding suitable accommodation.

Some accommodation options include (but are not limited to):

- Hostels and Backpacker Accommodation – Approximately $90 to $250 per week

- Share Accommodation – Upwards of $100 to $500 per week
- Rental Accommodation – Upwards of $365 to $740 per week for a 1-bedroom studio in the inner city suburbs of Sydney

For information on accommodation, you can visit:

- https://www.hostelworld.com/st/hostels/oceania/australia/
- www.realestate.com.au
- www.homestaynetwork.com.au
- https://www.homestay.com/
- www.auzziefamilies.com

You can also visit the https://www.tripadvisor.com.au/Tourism-g255060-Sydney_New_South_Wales-Vacations.html trip advisor site for more comprehensive information.

Resources

HIA ensures students have access to a range of resources as need for learning English however students are required to have access to their own computers (including software programs such as Microsoft Office) and stationery resources to continue study off campus. HIA provides free internet access to support in students research activities while at the campus. Printers are available to students; however, printing is at the student's own cost. Prices are available in the Letter of Offer and at the reception.

As a general rule, Staff and Students will have access to:

- Learning and Assessment educational resources
- Educational facilities with sufficient equipment and support resources for students.
- Access to commercial facilities and / or a simulated environment.

International Student Recruitment, Enrolment and Entry Assessment Policy

This policy is in place so that the provider recruits responsibly and ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.

Any student wanting to enrol at the RTO must meet the entry requirements specified by the RTO.

Providing Students with Entry Requirements Information

Students are informed of their entry requirements by way of:

- Website and downloading course information
- Requesting a hard copy of course information
- Receiving information from an HIA education agent

Assessing Entry Requirements

Prior to the acceptance of Enrolment, HIA will assess each student's ability to meet the entry requirements by verifying they hold:

- results of the IELTS Exam or equivalent.
- At least 18 years old
- Further, based on the information provided in the Application for Enrolment, a student's past education will be reviewed. This information will be used, along with information provided by the student, on the suitability of the course they wish to enrol in.

Student Engagement Policy

Purpose

This policy is in place to ensure HIA provides prospective students sufficient information prior to enrolment and the collection of money.

Policy

HIA ensures it provides all relevant information to students prior to enrolment in line with the requirements in National Code Standard 2.1 to ensure students can make an informed decision about studying with the College. This is done through the marketing material and includes the following information:

- all requirements for acceptance into a course, including:
  - the minimum level of English language proficiency,
  - The minimum age
- course content and duration, modes of study and assessment methods
- campus location(s) and a general description of facilities, equipment, and learning and library resources available to students
- details of any arrangements (if any) with another registered provider, person or business to provide the course or part of the course
- course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- a description of the ESOS framework made available electronically by DEST
- relevant information on living in Australia, including:
  - indicative costs of living
  - accommodation options, and
  - where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

HIA ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Course Information

The Harbourside Institute of Australia Pty Ltd delivers General English and English for Academic Purpose:

- General English (GE) - CRICOS Course Code: 115455B
- English for Academic Purposes (EAP) - CRICOS Course Code: 116515J

General English
CRICOS Course Code 115455B

Course Briefing

Duration of the course	60 weeks
Duration per level	10 weeks
Face to face scheduled contact hours	20 hours a week
Proficiency Levels	Beginner, Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, and Advanced
Scheduled breaks	Two weeks during the Christmas and New Year's holidays.
Intake	every Monday (except Christmas and New Year Holiday)

Entry requirements
Education: None
Age: 18 or more years old
Students must participate a placement test during the orientation program to determine existing language skills and appropriate level required

Course purpose

The General English course is specifically designed to cater to the needs of students who intend to master English for effective communication in their daily lives. The course is structured around communicative methods, with a strong emphasis on developing proficiency in vocabulary, grammar, and the four essential macro skills of reading, writing, speaking, and listening. The curriculum is fully aligned with the Common European Framework of Reference (CEFR) standards, providing students with a well-structured, comprehensive learning experience. Students are offered regular assessments to monitor their progress and make the necessary adjustments to their learning strategies. By completing this course, students can expect to develop strong English language skills, equipping them with the tools to communicate effectively both in their academic pursuits and everyday interactions.

Modes and methods of course delivery

This course is designed for face-to-face mode delivery with 20 hours per week of tuition. The studies will take place in class, and students will be given fortnightly formative assessments and mid-term and end-of-term summative assessments. Students will be assessed in all four macro skills throughout the assessments.

Course structure

Course and Level	**Entry Requirement**		**CEFR Exit Level**	**Course Length**
	IELTS Score*	**Placement Test Overall Result in**		

		IELTS Indication		
Beginner Level	Below 3.5	Below 3.5	A1	10 weeks
Elementary Level	3.5	3.5	A2	10 weeks
Pre-Intermediate Level	4.0	4.0	B1	10 weeks
Intermediate Level	4.5	4.5	B1+	10 weeks
Upper-Intermediate Level	5.0	5.0	B2	10 weeks
Advanced Level	5.5	5.5	B2+	10 weeks

* The IELTS score displayed in the table is intended as an indicative measure mapped across with the Harbourside Institute of Australia's placement test result. Students who wish to enrol in the program with a valid IELTS certificate must provide their overall IELTS score for each level, ensuring that no individual score is less than 0.5 from the overall result. If a student's individual result is less than 1.0 from the overall result, they will be eligible to enrol in the level below. This approach ensures that students are accurately placed in the appropriate course level, allowing them to maximize their language learning potential.

English for Academic Purposes
CRICOS Course Code 116516J

Course Briefing

Duration of the course	40 weeks
Duration per level	10 weeks
Face to face scheduled contact hours	20 hours a week
Proficiency Levels	Level 1, Level 2, Level 3, Level 4
Scheduled breaks	Two weeks during the Christmas and New Year's holidays.
Intake	every Monday (except Christmas and New Year Holiday)

Course purpose

The English for Academic Purposes (EAP) course focuses on developing English skills for students from non-English speaking countries wishing to enter higher program that requires an English language level of IELTS 5.5 or higher. Students will engage in activities that help them execute spoken and written English appropriate for their future academic studies. Students will study academic reading, writing, speaking, listening, note-taking, summary writing, essay writing, and presentation skills. There are in-class and out-of-class (library visits for research) activities explicitly designed to achieve academic language skills. There are eight Formative assessments and four summative assessments for each level.

Modes and methods of course delivery

The studies will take place in-class and out-of-class (library visits for research) to help students achieve academic language skills. There will be 20 hours of face-to-face tuition per week. Students will be given formative and summative assessments throughout their students.

Entry requirements and Course structure
Education: None
Age: 18 or more years old

Course and Level	Entry Requirement		EAP Exit Overall Result/IELTS Band	CEFR Exit Level	Course Length
	IELTS Score*/	Placement Test Overall Result in IELTS Indication			
EAP Level 1	4.5	4.5	5.0	B1+	10 weeks
EAP Level 2	5.0	5.0	5.5	B2	10 weeks
EAP Level 3	5.5	5.5	6.0	B2+	10 weeks
EAP Level 4	6.0	6.0	6.5	C1	10 weeks

* The IELTS score displayed in the table is intended as an indicative measure mapped across with the Harbourside Institute of Australia's placement test result. Students who wish to enrol in the program with a valid IELTS certificate must provide their overall IELTS score for each level, ensuring that no individual score is less than 0.5 from the overall result. If a student's individual result is less than 1.0 from the overall result, they will be eligible to enrol in the level below. This approach ensures that students are accurately placed in the appropriate course level, allowing them to maximize their language learning potential.

How to Enrol

1. Choose a Course
   Check out our course information and entry requirements, and read our Student Handbook at http://harbourside.nsw.edu.au/

2. Complete Enrolment Application Form
   Download from our website at http://www.harbourside.nsw.edu.au and complete the "International Students - Application for Enrolment Form", alternatively you can request one to be sent to you via mail or email.
   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 ELICOS Student Handbook.
   Alternatively, you can apply online by complete the online application form and provide required documents:

https://hia.rtomanager.com.au/Publics/PublicsPages/StudentApply/pp_Application_Step0.aspx

3. Provide Documentation

Provide the following items with the Enrolment Form to us:

- A copy of your passport.
- Certified copy of your qualifications (including certificate and academic transcript).
- English language Skills Certificate – Certified copy of IELTS result or other forms of English level evidence.

Please Note: All the above documents sent to Harbourside Institute of Australia Pty Ltd must be certified by an official.
Harbourside Institute of Australia Pty Ltd reserves the right to check the validity of all documents tendered.

4. HIA will contact you to confirm your course suitability

5. Issuing Letter of Offer
   - A Letter of Offer will be issued to the successful applicant, or:
   - A Letter of Rejection, with reasons, will be sent to the unsuccessful applicant.

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

- The Harbourside Institute of Australia Pty Ltd 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 Harbourside Institute of Australia Pty Ltd".

6. Accepting the Letter of Offer and Pay Tuition Fee
   Upon receiving the Letter of Offer, the student will need to carefully read and agree with the terms and conditions listed on this document. At this point it is a requirement for the student to:
   - Sign and return a signed copy of the Letter of Offer to Harbourside Institute via email admission@harbourside.nsw.edu.au or in person to the Student Services Officer.
   - Pay relevant tuition fee(s) as listed in the Letter of Offer.

   Please note that the agreement to accept the offer must be signed and returned to HIA for the student's enrolment to be confirmed.

7. Confirmation of Enrolment
   An electronic Confirmation of Enrolment (e-CoE) letter will be issued to international students on successful completion of *Step 7: Accepting the Letter of Offer and pay tuition fee*.
   The COE is necessary for students to apply for student visa S500.

8. Attending Orientation and Placement test
   Orientation is conducted prior to your course commencement date. You will receive induction information on the orientation day include information about your classroom, timetable, and teacher.
   All ELICOS students will undertake a placement test on orientation day to determine existing language skill and appropriate level class you will be placed. Students will be tested for Grammar and Writing and have a one-to-one Speaking test with a teacher.

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 Harbourside Institute of Australia Pty Ltd.

Sample ELICOS Timetable

ELICOS Timetable								
Shift	**Class**	**Mon**	**Tus**	**Wed**	**Thu**	**Fri**	**Sat**	Sun
shift 1	**Morning 1**	8:45am-4:15pm	8:45am-4:15pm	8:45am-3:15pm				
shift 2	**Morning 2**				8:45am-4:15pm	8:45am-4:15pm	8:45am-3:15pm	
shift 3	**Evening**	4:30pm-9:45pm	4:30pm-9:45pm	4:30pm-9:45pm	4:30pm-9:45pm			

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 Harbourside Institute of Australia Pty Ltd.

Visa requirements

For successfully study in Australia, during your study period, you will need a student visa unless you hold another Australian visa that allows you to enter Australia with no restriction to study. Student Visas can only be granted for courses that are registered on the Commonwealth Register of Institutions and Courses for Overseas Students.

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.

The table below describes the conditions that might be applied to student visa holders. For your detailed visa conditions, please check your visa grant letter or VEVO: https://online.immi.gov.au/evo/firstParty

Conditions that might be attached to student visa holders

Condition number	Description
8105	This condition means you cannot work in Australia before your course starts unless at the time of applying for this visa, you held another visa that permitted you to work in Australia. You also cannot work more than 48 hours a fortnight when your course of study or training is in session. A course of study is in session: for the duration of the school semesters (including when exams are being held) you take another course that will count towards your main course during a term break. If you can work over 48 hours a fortnight You can only work over 48 hours a fortnight if: you hold a student visa granted in relation to a masters degree by research or doctorate degree and your masters degree by research or doctorate degree has started it is a registered part of your course that is mandatory, that was specified as a requirement of the course when the course particulars were entered into the Commonwealth Register of Institutions and Courses for Overseas Students A course is not in session: during scheduled course breaks if your course was deferred or suspended in line with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students if you hold a valid visa and have completed your course as listed on your confirmation of enrolment if your enrolment has been cancelled due to the default of your education provider and until you get a new enrolment and start the course. A fortnight is a period of 14 days starting on a Monday.
8202	You must: remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training) maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which we granted your student visa, unless changing from AQF level 10 to level 9. See: Change in study situation. maintain satisfactory attendance in your course and course progress for each study period as required by your education provider. Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Gap between courses Generally course gaps should not be more 2 months. A course gap can be more than 2 months if: it is the end of the academic year study break you are affected by education provider default you have completed your course and you are applying for a new visa

8203	You must not change your course of study, thesis or research topic without the approval of the Minister.- This approval can only be given after the Minister has obtained an assessment from the competent Australian authorities that you are not likely to be directly or indirectly a risk to Australian national security. If you are considering changing your thesis, major or research topic you must: complete Form 1221 - Additional personal particulars information (PDF) and submit a 8203/8204 Change of Study Assessment Request.
8204	You must not undertake or change your course of study, thesis or research topic without the approval of the Minister, for a: graduate certificate graduate diploma master's degree doctorate, or any bridging course required as a prerequisite to a course of study or research for a master's degree or doctorate This approval can only be given after the Minister has obtained an assessment from the competent Australian authorities that you are not likely to be directly or indirectly a risk to Australian national security. If you are considering changing your thesis, major or research topic you must complete Form 1221 - Additional personal particulars information (PDF) and submit a 8203/8204 Change of Study Assessment Request.
8303	You must not become involved in activities disruptive to, or violence threatening harm to, the Australian community or a group within the Australian community. For example, engaging or promoting extremist views and interrupting the operation of the Australian community.
8501	You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).
8516	You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.
8517	You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.
8518	You must maintain adequate arrangements for your education while you are in Australia.
8532	If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia. To maintain your welfare, you must stay in Australia with:

	your parent or legal custodian or a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or have accommodation, support and general welfare arrangements in place that have been approved by your education provider. You must not change your arrangements without the written approval of your education provider.If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.
8533	You must let your education provider know your residential address within 7 days of arriving in Australia if you were outside Australia when your visa was granted. If your residential address changes you must let your education provider know within 7 days after the change. Notify your current education provider that you have changed your education provider within 7 days of receiving: a confirmation of enrolment from your new education provider, or evidence you have been enrolled by the new education provider We will contact you through your school. If you don't update your contact details we won't be able to contact you.
8534	While you are in Australia, we will not grant you a new substantive visa, other than: a Subclass 485 (Temporary Graduate) visa, or a Subclass 590 (Student Guardian) visa, or a Protection visa
8535	While you are in Australia, we will not grant you a new substantive visa other than: a Student (Temporary) (Class TU) visa we grant you because you have support from the Commonwealth or a foreign government, or a protection visa

Overseas Student Health Cover (OSHC)

It is compulsory to maintain OSHC for the whole duration of all your courses when you are an international student studying in Australia and having a 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 Harbourside Institute of Australia Pty Ltd.

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).

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
https://www.mara.gov.au

Fees and Charges and Payment Method

The following table shows current fees and charges (AUD) as is applicable to our students.

Course Name	Course Code	Course Duration	Tuition Fee	Non-Tuition Fee	Total Course Cost
General English (GE)	115455B	60 weeks	21,000	800	21,800
English for Academic Purposes (EAP)	116515J	40 weeks	18,000	600	18,600

Deferment/Suspension/Cancellation fee	AUD$250.00	Change of Course fee/Course variation fee	AUD$200.00
Duplicate Document / Re-issue fee (per page)	AUD$20.00		
Overseas Student Health Cover (OSHC) (Single cover premium, subject to change upon the Bupa or Medibank Private price guide)	AUD$691.68 (Bupa-12 months) AUD$579 (Medibank-12 months)	Priority Processing fee (per page)	AUD$20.00
Document Request Fee (per document)	AUD$50.00	Late payment fee	AUD$200.00
Photocopy Service	AUD$0.10 (B/W) AUD$1.00 (color)	Alipay / WeChat pay Surcharge	1.65%
Airport Pick Up	AUD$180.00 (one way)	Student Card / Lanyard Replacement	AUD$20.00
Home stay Placement fee	AUD$320.00		

***Note: Harbourside Institute of Australia reserves the right to vary its tuition fees and charges at any time without any prior notice.**

Payment methods

Currently we offer the following payment options:

Bank Deposit

Online Transfer

Telegraphic Transfer

Credit Card (Visa or Master Card)

Alipay/WeChat pay (1.65% surcharge applies)

Bank Cheque

Our bank account details are listed as follows:

Bank name: Westpac bank

Bank address: 591 George St Sydney NSW 2000

Account name: Harbourside Institute of Australia Pty Ltd

BSB：032 135

Account Number: 640 175

Beneficiary address: Level 3 616-620 Harris St Ultimo NSW 2007

Swift Code: WPACAU2S

Please contact HIA for more detailed payment information.

Refund Policy

Policy – Student Default

Any student wanting to request a refund for whatever reason must do in writing by using the Refund Application Form and within 14 days of the incident taking place.

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

Refund items are listed in the following table:

Enrolment/application Fee	Non-refundable
Material Fee	Non-refundable
Refund Process Fee (per application)	AUD$200.00
Withdrawal for Visa refusal and received by HIA prior to course commencement date	Full refund of tuition fee
Withdrawal for Visa refusal and received by HIA after course commencement date	No refund
Withdrawal of course more than 28 days prior to course commencement date	50% tuition fee refundable
Withdrawal of course less than 28 days prior to course commencement	30% tutition fee refundable
Withdrawal of course after course commencement	No refund
Visa cancellation due to student's actions	No refund
Enrolment terminated due to student's actions and breach of HIA's policies and procedures	No refund
Doesn't commence (i.e. doesn't arrive; has not arranged with HIA for a later start)	No refund
OSHC	Refer to the OSHC provider
Homestay placement/Airport pick-up	Refer to the Homestay Services Provider

If you fail to commence without notifying HIA, no refund will be availabe 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.

If a student withdraws from a course of study after commencing, for any reason no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

If a student withdraws from a course of study after commencing, for any reason no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

Where a refund is approved, the RTO will make payment of refund within 4 weeks of receiving the Refund Application Form. All refunds will be paid to the person who enters into the contract with the RTO (the Student). No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged. All refunds will be paid in the currency in which the fees were paid.

Note: This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australia's consumer law* if the *Australian Consumer Law* applies.

Policy – Provider Default

In the unlikely event that the RTO is unable to deliver your course in full, you will be offered a refund of unexpended tuition fees (i.e., tuition the student has paid but has not been delivered by the provider) you paid directly to the RTO. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided and receipt of your Refund Application Form.

Alternatively, you may be offered enrolment in an alternative course by the RTO at no extra cost to you, or the RTO may arrange for you to finish your study with another provider.

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

If the RTO is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.

The RTO recommends that you read the ESOS Framework Information, which provides legislative protection for international students, available at https://www.education.gov.au/esos-framework

Note: This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australia's consumer law if the Australian Consumer Law applies.

Student Support Services Policy

Purpose

The purpose of this policy is to ensure that under Standard 6 of the *National Code 2018* HIA provides access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Policy

HIA support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

HIA induct each student prior to the commencement of course work to ensure they can settle into their new environment.

HIA provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

HIA ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

HIA ensure that all staff that interact directly with students are aware of both HIA's and their obligations under the ESOS framework as well as the potential implications to students.

HIA ensure have and implement policy and produces for managing Critical Incidents

Student Induction and Orientation Program
HIA will at the commencement of each course conduct and complete an orientation / induction program that will be held for all overseas students. It is mandatory for students to attend the Orientation Program.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. The following activities will take place on the orientation:

- Introduction to student support services available to students in the transition to life and study in a new environment
- Introduction to course information, timetable, learning & assessment strategies, academic intervention strategies
- Introduction to student rights and responsibilities at HIA
- Meet key staff
- introduction to facilities and resources
- introduction to complaints and appeals processes
- Introduction to student visa condition relating to course progress and attendance as appropriate.
- Information about emergency and health services
- Information about legal services

The Orientation Program is run by using both the International Student Handbook and the International Student Induction Checklist.

Students MUST go through, tick, sign and return their International Student Induction Checklist to HIA's staff.

HIA's administration/student support officer MUST collect all the completed forms, checking them to ensure they are filled correctly.

All forms MUST be filed in the students file.

Placement test
All ELICOS students will undertake a placement test on orientation day to determine existing language skill and appropriate level class you will be placed. Students will be tested for Grammar and Writing and have a one-to-one Speaking test with a teacher.

Dealing with late arrivals / starters

In the event a student commences their course late or simply missed the Induction, HIA's staff member will conduct an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

HIA have available one of two staff members available to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:
- Ms Bree WANG
  Contact phone number: 0466 346 799
- Ms Olivia LI
  Contact phone number: 0435 779 978

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by HIA always is free of charge.

Any referrals provided to students by HIA to support services is free of charge.

Academic Support Service
To maximise the chance of students successfully completing their learning, HIA will identify any support individual students need and provide access to that support throughout their studying.
This may include but not limit to provide:
- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Additional Tutorials

Counselling Services
The student counselling service at HIA is designed to assist students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be of concern to the student. Student Services Officers are well acquainted with the pressures and stresses of student life and are the first point of contact for any assistance. If they are not able to help the student with a particular situation or matter, they will refer the student to the appropriate personnel for further consultation. This may be the HIA CEO or the Head Teacher, or external service provided if required.
If the CEO feels the need for a student to be referred to a professional counsellor, a reliable and qualified social worker or psychologist will be recommended.

HIA does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to HIA, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Psychologist: Mind Harmony Psychology Clinic
Clinic Location: G.03, 77 Dunning Avenue (Corner of Morley Avenue) Rosebery NSW 2018
Contact Details: 02 8384 4266

Social workers could be found at AASW (Australian Association of Social Workers): https://www.aasw.asn.au/find-a-social-worker/search/
Phone: 03 9320 1000

Youth Support Services
Need help dealing with loneliness? Stress? Self-harm? Addiction? Depression? Suicide? Take control of whatever you're going through. Reach out and Lifeline are available for you 24 hours a day, seven days a week. It doesn't matter what has gone wrong in your life, how much pain you're in, or how confused you are – their telephone crisis supporters will listen and offer non-judgemental support and advice. For more details you can visit their websites: www.au.reachout.com/
https://www.lifeline.org.au/
Phone - 13 11 14

working in Australia
Students on a study visa can work a maximum of 48 hours every two weeks while taking courses. During any scheduled course break, students may work more hours. Nevertheless, just remember to always check the validity of your student visa before getting a paid job. When living and working part-time in Australia, you are entitled the minimum wage and basic rights as full-time employees. For more detailed information about employment rights and conditions, and how to resolve workplace issues, please refer to Fair Work: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

Medical Health Issues
Students should inform the student support officer or trainer asap if students have medical concerns, the teacher or officer will assist them in finding appropriate medical assistance. A close Medical Centre is Ultimo Medical Practice, Address**:** 82 Mountain St, Ultimo NSW 2007**,** **Phone:** (02) 9212 1400

Useful Phone Numbers
Phone numbers for organisations in Australia that students may find useful are as follows:

Organizations	Phone
Department of Home affairs	131 881
Health Services Australia (Medical Examination)	02 8396 0600
Public Transport Information Line (Timetables, routes etc)	131 500
Telstra Telephone Directory Service	1223
Telstra International Directory Service	1225
Lifeline Counselling Service (Telephone Counselling)	13 11 14
Translating and Interpreting Service (24 hours)	131 450
Domestic Violence Line (24 hours)	1800 656 463
Australian Taxation Office (ATO)	13 28 61
Fair Trading NSW	13 32 20
Legal Aid NSW	(02) 9219 5000

Emergency Contact Numbers

Organizations	**Phone**
POLICE FIRE AMBULANCE	000
POLICE STATION N COVERS HIA Address: 192 Day Street SYDNEY 2000	02 9265 6499
Fire Station 113 George St, Redfern 2016	02 9698 1161
Hospital St Vincent's, 390 Victoria St, Darlinghurst	02 8382 1111
Dentist Sydney Dental Hospital, 2 Chalmers St, Surry Hills	02 9293 3333
Poisons Information Centre	13 1126

Tax File Number

In order for you to work in Australia, you need to obtain a Tax File Number (TFN). You can obtain a TFN though the Australian Tax Office. You will need to contact them about their requirements and processes. Visit the ATO website for more information: https://www.ato.gov.au/individuals-and-families/tax-file-number/apply-for-a-tfn

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.
To find your closest Embassy and / or Consulate visit:
http://www.dfat.gov.au/geo/

Students' Code of Conduct

Rights and Responsibility

The adult learning environment within HIA encourages and supports the participation of people from diverse backgrounds. HIA's aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

HIA recognise that students have the right to:

- Expect HIA to provide teaching of a high quality that recognises and appreciates their individual learning styles and needs
- Have access to all HIA's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- Appeal for a review of the results of an assessment
- Expect to achieve the published learning outcomes from their learning program, if they, in turn, devote the necessary time and diligence to it
- Learn from fully qualified, competent and diligent teachers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Expect HIA to be ethical and open in their dealings, their communications and their advertising
- Expect HIA to observe their duty of care to them
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc
- Access to complaints and appeals policy and procedures, students have the right to take legal action under Australia's consumer protection laws
- Students have the external appeal rights after all internal procedures have been explored
- Privacy and confidentiality, and secure storage of student records in accordance with HIA's policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise HIA of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Attending Orientation Program
- Undertaking placement test
- Abiding by any dress code stipulated by HIA;
- Not cheating or plagiarising in course work / assessments submitted for assessment;

- must maintain satisfactory academic progress at all times
- attend the 20 scheduled contact course hours per week
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Ensuring they attend classes sober and drug free, and smoking free;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting HIA's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.
- Follow student visa regulations of the Department of Home Affairs and ESOC Act
- Comply with the course attendance and progress policy and procedures
- Follow the rules and guidelines in HIA Student Handbook

Assessment Requirements

Assessment participation
Students are required to participate in both the formative and summative assessments to complete a level. The formative assessments are conducted on weeks 2 to 4 and 6 to 9 as per the Syllabus. The summative assessments are conducted on weeks 5 and 10 as per the Syllabus.

Satisfactory outcome
The ultimate goal is for each student to achieve satisfactory results at their respective level of study. This means that students are expected to obtain an overall score that meets the requirements of their current level without receiving any macro skill results below that level. See the table below for clarification.

Levels	Satisfactory Overall & Macro Skill Result
Advanced	B2+
Upper Intermediate	B2
Intermediate	B1+
Pre-Intermediate	B1
Elementary	A2
Beginner	A1

Policy for Deferring, Suspending or cancelling a Student's Enrolment

HIA may **defer or suspend** the enrolment of a student if it believes there are compassionate or compelling circumstances.

HIA will **suspend or cancel** the enrolment of a student on the grounds of:

(a) The student breaches attendance requirements
(b) The student breaches course progress requirements
(c) The student fails to pay an amount he or she was required to pay HIA to undertake or continue the course as stated in the accepted offer letter
(d) Misbehaviour by the student.

HIA will inform the overseas student in writing of intention to defer or suspend or cancel his/her enrolment before imposing a deferment or suspension or cancellation, the student has the right to appeal within 20 working days and HIA will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

Deferring Studies

Students who would like to defer their studies must first speak to the PEO or its delegate. An application to defer form must be completed which will need to be approved by the PEO or its delegate. 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 fourteen (14) days of the agreed start date will have to apply to HIA to defer their studies.

Suspension or Cancellation 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. 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
2. Students must not use another person's concepts, results or conclusions and pass them off as their own
3. 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.
4. Students must not ask another person to produce an assessable item for them.

b) HIA'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 the RTO.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from HIA.

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 PEO or its delegate within 20 days of the date of the student being notified of the consequence.

Suspension or Cancellation due to 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 HIA property or the property of others; alters/defaces HIA documents or records; prejudices the good name of HIA, or otherwise acts in an improper manner.

HIA 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 HIA;
c) prejudices the good order and governance of HIA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of HIA;
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 HIA;
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 HIA, or on HIA premises or other premises to which the student has access as a student of HIA;
i) obstructs any member of staff in the performance of their duties;
j) acts dishonestly in relation to admission to HIA;
k) knowingly makes any false or misleading representation about things that concern the student as a student of HIA or breaches any of the HIA's rules;
l) alters any documents or records;
m) harasses or intimidates another student, a member of staff, a visitor to HIA, or any other person while the student is engaged in study or other activity as a HIA 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 HIA;
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 HIA premises while acting as a HIA 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 HIA or for which HIA 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 HIA.

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

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

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

Suspension or Cancellation due to 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 20 working days behind in their payments will be notified 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 PEO 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 PEO or its delegate
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment for an agreed period before enrolment will be cancelled
- Circumstances not deemed exceptional will not be granted
- HIA reports student to Secretary of DET 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 online prior to enrolment and at their course induction.

Completion within the expected duration of study

The Harbourside Institute of Australia Pty Ltd at all times monitors 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.

Harbourside Institute of Australia Pty Ltd will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Procedure for Altering the Students COE, and Reporting Students to the Department of Home Affairs

HIA will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:

1. compassionate or compelling circumstances (e.g. illness where a medical certificate statest that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
2. HIA implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
3. an approved deferment or suspension of study has been granted under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Where there is a variation in the student's load which may affect the student's expected duration of study in accordance with Standard 8, HIA will:

1. continue to monitor student course progress to ensure completion within time frame
2. implemented Intervention Strategy to help student complete the course as best as possible within required time frame

3. if necessary, increase the course length to enable student to meet academic progress requirements
4. record any variation and the reasons on the student file
5. correctly report the student via PRISMS and/or issue a new COE when the student can only account for the variation/s by extending his or her expected duration of study.

Attendance Policy

Purpose

These policies and procedures are in place to ensure the attendance monitoring for overseas students at Harbourside Institute of Australia comply with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and ELICOS Standards 2018.

Policy
Overview

Harbourside Institute of Australia monitors and records the attendance of all overseas students enrolled in ELICOS programs. Students must maintain a minimum of 80% attendance for the length of their CoE, and not be absent without approval for more than 5 consecutive days. Students are made aware of the attendance requirements in the Student Handbook and during the Orientation Program. Attendance is recorded daily and is calculated weekly. A list of students at risk of not meeting their attendance requirements is generated.

a. Harbourside Institute of Australia monitors overseas students' attendance for each course in which the overseas student is enrolled.

b. Harbourside Institute of Australia will not issue a CoE to overseas students that exceeds the CRICOS registered course duration.

c. Harbourside Institute of Australia's Attendance Monitoring Policies and Procedures is in place to identify, notify and assist an overseas student at risk of not meeting attendance requirements.

d. Harbourside Institute of Australia clearly outlines and informs overseas students before they commence the course of the requirements to achieve satisfactory attendance in each study period. This information is provided to overseas students in the Student Handbook and during the Orientation Program (prior to the commencement of studies).

e. The minimum attendance requirement for Harbourside Institute of Australia overseas students is 80%.

The Method for Working Out Attendance

a. The course is scheduled at 20 hours per week for all ELICOS programs offered at Harbourside Institute of Australia.

b. Attendance is marked and based on 20 hours of face-to-face delivery.

c. Teachers will mark attendance for every lesson, daily.

d. Attendance will be marked for *Extra'* classes. However, the marked attendance does not count towards the overall attendance score.

e. When a student is more than 15 minutes late for a lesson, the student will be marked as absent for that lesson.

f. Harbourside Institute of Australia will contact overseas students who have been

absent for more than five consecutive days without approval, to check on their welfare and to notify them that they may be at risk of breaching their visa conditions.

g. Overseas students will be informed of their current attendance rate.

h. An overseas student will receive a warning letter when the student's current attendance falls below 90%.

i. The Attendance *Warning Letter* will be provided to the student either via sending Attendance Warning email or in person. On receipt of the letter, the student will:

   i. have a face-to-face meeting with the teacher
   ii. have an opportunity to explain their current situation
   iii. be informed of their overall attendance
   iv. be informed of their current attendance
   v. be informed of the consequences of not meeting the attendance requirements and
   vi. be informed of the consequences and implications of not meeting their visa requirements.

j. The *Notice of Intention to Report Letter* will be provided to an overseas student when the student's current and overall attendance falls below 80%.

k. The *Daily Attendance Monitoring Calculation* in the table below shows an example of an overseas student who is 15 minutes late for the first lesson, 10 minutes late for the third lesson and absent for the last lesson. This example illustrates how daily attendance is recorded and how absenteeism contributes to the current and overall student's attendance rate. The method for working out minimum attendance for a course duration is reflected in Table 2 and Table 3.

l. The class time below is only an example. The class time may be subject to change depending on the availability of classrooms.

Table 1: Daily Attendance Calculation					
Start	Finish	Duration	Status	Marked As	Attendance
4:30 pm	7:00 pm	2.5 Hour	30 minutes late	Marked as absent	0 hour
7:30 pm	9:45 pm	2.5 Hour	10 minutes late	Marked as attended	2.5 hours
Total Attendance Hours for the day					2.5 hours
Total Attendance Rate for the day					50%

m. Attendance calculation will be based on the course duration stated on the student's CoE.

Students who are in sick should obtain a Medical Certificate and provide it to HIA as soon as possible. Please note a Medical Certificate provides an explanation only it does not cancel an absence.
For any kind of leave students must complete a Leave Application Form and provide appropriate supporting documents at the time of application. A student only can leave after approval from HIA.
HIA will grant a student's leave if the student is in compassionate or compelling circumstances.

Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
    - involvement in or witnessing of an accident or
    - a crime committed against the student or
    - the student has been a witness to a crime

  and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. **HIA is asked to use its professional judgment and to assess each case on its individual merits.** When determining whether compassionate or compelling circumstances exist, HIA will consider documentary evidence provided to support the claim. HIA keeps copies of these documents, together with a record of why the decision was made, in the student's file.

Course Progress and Intervention Strategy Policy and Procedures

Purpose

These policies and procedures are in place to identify, notify and assist an overseas student at risk of not meeting academic progress requirements at Harbourside Institute of Australia, and to comply with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and the ELICOS Standards 2018.

Overview

Harbourside Institute of Australia is committed to the delivery of high-quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high-quality support.

a. Harbourside Institute of Australia monitors overseas students' course progress for each course in which the overseas student is enrolled.
b. Harbourside Institute of Australia monitors the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
c. Harbourside Institute of Australia clearly outlines and informs the overseas student about the course requirements to achieve satisfactorily during the Orientation Program, prior to the commencement of studies.

Course Progress Requirements

Students must maintain Satisfactory Course Progress. Satisfactory Course Progress refers to successfully achieve the academic requirements for each level in a course, in order to successfully move up to the next level within a course, or to complete a course.

Reporting Overseas Students Visa Holders

a. At the end of each study period (10 weeks per study period), the Administrator will review the results once they have been finalized by teachers. A report will be generated which will identify those students who are at risk of not progressing, which refers to failing to meet the required course requirements.

   When an overseas student is identified for the first time as fails to meet the course progress requirements, Harbourside Institute of Australia will provide the student with an *Unsatisfactory Course Progress Warning* which notifies the overseas student that an Intervention Strategy is implemented.

   When an overseas student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, Harbourside Institute of Australia will provide the student with an *Unsatisfactory Course Progress Warning* 2 which notifies the overseas student that an Intervention Strategy is implemented again.

   When an overseas student is identified as not making satisfactory course progress in a third **consecutive compulsory study period** in a course, Harbourside Institute of Australia will provide the student with a *Notice of Intention to Report* which notifies the overseas student:

   i. that Harbourside Institute of Australia intends to report the student for unsatisfactory course progress; and
   ii. of their rights to access the Harbourside Institute of Australia's *Complaints and Appeals* process within 20 working days.

b. Harbourside Institute of Australia will maintain the overseas student's enrolment and only report a breach of course progress to the Department of Home Affairs via PRISMS if:

   i. the internal and external complaints processes have been completed and the breach has been upheld by Harbourside Institute of Australia.
   ii. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
   iii. the overseas student has chosen not to access the external complaints and appeals process; or
   iv. the overseas student withdraws from the internal or external appeals process by notifying Harbourside Institute of Australia in writing.

c. Harbourside Institute of Australia will report an overseas student who has failed the same level third times or more and has recorded an attendance rate of below 70%. The student will be reported under unsatisfactory course progress.

d. Harbourside Institute of Australia will not report an overseas student who has a minimum of 70% attendance and has compassionate and compelling reasons for not achieving satisfactory academic progress.

Transfer Policy

The policy describes the requirements for transferring from one provider to another and vice-versa for International Students.

This policy is to ensure that HIA does not enrol:

- any transferring international student prior to completion of 6 months of their principal course unless:
    - the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
    - The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for the release in PRISMS.
    - the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
    - Any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.
- an overseas student who has already been enrolled in the same course unless the student has not completed the relevant course and the registered provider has agreed to release to the student for the relevant course (if release is required).

This policy details the procedures for assessing applications to transfer within this period.

Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

HIA's policies support the intent of Standard 7 and EOS Regulation Section 10 and consider individual circumstances and will grant a release at no cost to the student. HIA will always advise the student of the need to contact the Department of Home Affairs to seek advice on whether a new student visa is required.

This policy is included in the Student Handbook.

Under this policy HIA 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 HIA will **not** enrol any transferring international student prior to completion of 6 months of their principal course unless:

- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for the release in PRISMS.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- Any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

Further, HIA will not enrol an overseas student who has already been enrolled in the same course unless:

a) the student has not completed the relevant course and the registered provider has agreed to release to the student for the relevant course (if release is required).

HIA 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). HIA 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.

Provider obligations under Standard 1.5 and 4.6.2

Under *National Code 2018* Standards 1.5 providers must not actively recruit a student where this clearly conflicts with its obligations under Standard 7. Furthermore, Standard 4.6.2 of the National Code requires providers not to accept students from or enter into an agreement with an education agent where it knows or suspects that the education agent has deliberately attempted to recruit a student where this clearly conflicts with the obligations of providers under Standard 7.

Transferring away from HIA

If a student wishes to transfer away from Harbourside prior to completing six (6) months of his/her principal course and requesting a letter of release must firstly access this policy to ensure they are aware of the requirements for release and then complete the Student Release Application form and attach the letter of offer from other registered provider and/or other supporting documentation.
In situations where students are eligible to grant a Release, HIA will grant such a release within 10 working days of receiving a written request. And it is issued at no cost to the student.

Circumstances in determining release

The policy will ensure students' individual circumstances are considered in order to determine if the transfer will be to the detriment of the student.

Circumstances for which transfer may be considered include:

- if the course the student wishes to transfer to:
  - better meets the study capabilities of the student

  - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations

- if the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)

- if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met

- for compassionate or compelling reasons

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise the student's progression through a package of courses

- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and

- if the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

Refusing to grant a release

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 he/she has the right to appeal the decision within 20 working days.

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.

Procedure for Assessing Students Wishing to Transfer to HIA

1. HIA receives an application from a student who is "on-shore" and who has indicated that they are currently studying at another institution.

2. HIA use PRISMS to decide if the student has completed 6 months of their principal course. HIA also use the copy of the student visa to ascertain what the principal course is and when they arrived in Australia.

If the above 2 points have been met, the application will be accepted.

If they have not met the above points, the students must be asked to provide an appropriate **"grant of release"** in support of their application.

Students can be provided with a "conditional" offer which clearly states that an offer of a place is contingent on their obtaining a grant of release.

Note: If they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any grant of release

If a grant of release is received as per above and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application will be accepted.

If no satisfactory grant of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time.

They are welcome to re-activate their application when the 6 month period has passed.

Note: In the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no grant of release is required.

Procedure for Assessing Transfer Applications from Students Wishing to Transfer Away from HIA

1. Students make a written request to the PEO, or its delegate to transfer to another provider.

2. The student is asked to provide a valid offer of enrolment from the new institution.

3. With the valid offer of enrolment, HIA will assess the transfer request considering the following questions:

    - Does the student have any outstanding fees payable? (if they do, these must be paid before a grant of release can be provided)

    - Is the student fully aware of the study issues involved in the transfer?

    - Is the student simply trying to avoid being reported to DET due to lack of course progress or poor attendance?

    - Circumstances in determine release

4. If the answers to the above are satisfactory and in accordance with policy, the grant of release will be granted at no charge to the student. The student will also be advised of the need to contact the Department of Home Affairs to determine if they need to obtain a new student visa.

5. HIA reports student's termination of studies through PRISMS

If any of the answers are unclear, the PEO, or its delegate will need to interview the student and gain a fuller understanding of the circumstances.

The PEO, or its delegate will make a recommendation if they believe the request should be refused or alternatively they will grant the release.

The PEO, or its delegate will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process as detailed in the Student Handbook if they seek a review.

Notes:

- The above assessment procedure should not take more than 48 hours once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should be placed on student's file
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Complaints and Appeals Policy and Procedures

This policy ensures international students have a fair, inexpensive complaints and appeals process for the resolution of any type of dispute that includes access to an independent external body if necessary. HIA must make prompt decisions as a student's visa will restrict his or her length of stay in Australia.

This policy has internal complaints and appeals process that:

- requires a written record if the complaint or appeal cannot be resolved informally;
- respond to any complaint or appeal the overseas student makes regarding his or her dealing with HIA, HIA's education agents or any related party HIA has an arrangement with to deliver the student's course or related services
- provides a student with the opportunity to formally present his or her case at minimal or no cost;
- allows the student to be assisted or accompanied by a support person;
- provides a written statement of the outcome, including details and reasons for the decision; and
- requires that processes begin within 10 working days of HIA receiving the formal written lodgement of the complaint or appeal, and finalise the outcome as soon as practicable
- in the event of a student's internal complaint and appeal process is unsuccessful the student can access to external complaint and appeal process at minimal or no cost

HIA will maintain the student's enrolment throughout the internal appeals process for all types of complaints or appeals. However, whether HIA will maintain the enrolment throughout an external appeals process depends on the type of appeal.

HIA must wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – HIA only needs to await the outcome of the internal appeals process (supporting HIA) before notifying DET through PRISMS of the change to the student's enrolment.

HIA will update the student's file to record the outcome, and any subsequent actions.

Harbourside Institute of Australia Pty Ltd (HIA) aims to resolve all complaints or appeals received in an informal manner to avoid unneccessary stress and disruption to the student and HIA.

However, if a complaint is unable to be resolved on an informal level the student is required to present to HIA a written complaint/appeal within 5 business days of the incident. Review of the complaint will begin within 10 business days of HIA receiving the formal written lodgement of the complaint.

complaints or appeals include but not limited to Academic and Non-Academic complaints or appeals.

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. HIA will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

HIA 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 mainted during the internal process (enrolment during the external process will be at HIA's discretion).

If after the internal complaint and appeal process has been conducted, the student is still unsatisfied with the result they may appeal to External Agency such as Overseas Students Ombudsman (OSO); or Fair Trading NSW. The outcome of the external appeals process will be final and accepted by both parties.
Alternatively the student may access the Independent mediation service which is available through the Dispute Resolution Branch, Department of Justice and Attorney-General.

Department of Justice

Head office location: 6 Parramatta Square, 10 Darcy Street, Parramatta.
Mailing address: Locked Bag 5000 Parramatta NSW 2124.
Phone: 02 9377 6000
Website: www.justice.nsw.gov.au

Informal Complaint Procedure

1. Student has a complaint
2. Approaches Trainer, or PEO or its delegate with complaint
3. Trainer, or PEO or its delegate resolves complaint internally on an informal basis

Formal Complaint and Appeal Procedure

1. Student has a complaint/appeal
2. complaints or appeals include but not limited to Academic and Non-Academic, assessment related appeals to complete the Assessment Appeal Lodgement Form, other matter related complaints or appeals to complete the Complaint Lodgement Form or Appeal Lodgement Form.

3. Student lodges the complaint/appeal in writing to the PEO or its delegate within 5 business days of the incident occuring
4. Review of the complaint/appleal to begin within 10 working days of the written complaint/apeal being received ,and finalise the outcoem as soon as practicable
5. The students enrolment will be maintained during the review process
6. A written statement detailing the outcome of the complaint/appeal review will be given to the student
7. If the outcome of a student's complaint/appeal through HIA's internal or external complaints and appeals handling process is favourable to the student, HIA will immediately advise the student of this and implement any decision and/or corrective and preventive action required.
8. If the outcome of a student's complaint/appeal through HIA's internal complaints and appeals handling process is unsuccessful, HIA will advise the student within 10 working days of concluding the internal review that the student has the right to access to an external complaint and appeal process at minimal or no cost
9. The outcome of the external appeals process will be final and accepted by both parties.

External Agency

If a student is not happy with the internal appeal outcome the college will refer them to the Overseas Students Ombudsman (OSO). OSO helps international/overseas students. The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

Table listed below provides more information about Ombudsman and its variety of service:

Description	Web link
About Overseas Students Ombudsman (OSO)	https://www.ombudsman.gov.au/about
Making a complaint	https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint
More information regarding Overseas Students	https://www.ombudsman.gov.au/complaints/international-student-complaints
More information regarding Private Education Providers	https://www.ombudsman.gov.au/complaints/international-student-complaints/information-for-private-education-providers
Frequently asked questions	https://www.ombudsman.gov.au/publications-and-news-pages/publication-pages/faqs/frequently-asked-questions
Phone	1300 362 072* within Australia Outside Australia call +61 2 5117 3600.
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	Monday 10:00 am – 4:00 pm Tuesday 10:00 am – 4:00 pm Wednesday 10:00 am – 2:00 pm Thursday 10:00 am – 4:00 pm Friday 10:00 am – 4:00 pm Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm

Critical Incident Policy and Procedure

Policy

In the event of a critical incident, the RTO recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines the RTO policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that the RTO has:

- An effective approach in responding to critical incidents as they occur;
- Appropriate support and counselling services available to those affected;
- Appropriate training and information resources provided to staff.

Under Standard 6 of the National Code 2018, Student Support Services, Registered Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.

Under Standard 6.8 the registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

1. Principles

The RTO recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2. Definition

A critical incident is defined by the National Code as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.*

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

3. Critical Incident Team / Coordinating Group

When a critical incident occurs, the PEO, or their delegate will call a meeting with the appropriate staff to form a Critical Incident Team.
The Critical Incident Team is responsible for:

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as home stays, carers or foreign embassies, and
- counselling and managing students and staff not directly involved in the incident.

4. Action Plan

The Critical Incident Team will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies.

This will include:

- creating and disseminating a plan and its procedures
- a review of the plan, and
- staff development and training.

5. Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

6. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the RTO to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

All aspects of the incident and its management will be recorded on the student files.

7. Follow-up and evaluation

The RTO staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds. A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team and/or other stakeholders.

8. Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Critical Incident Procedures

The RTO Critical Incident procedures detailed below include:

- Reporting and recording
- Flow chart and detailed action plan sample
- Evaluation and review checklist
- Staff training
- Resources and local links

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency.

When an international student dies or other critical events involving students occur, the RTO of necessity, will take on many of the tasks which would normally be dealt with by the family of the victim were the incident to have occurred in the student's home country.

The RTO has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

Reporting and Recording

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the RTO to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the RTO September be required to assist the student's family.

This September include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

In addition the following need to be notified:

- Home stay or accommodation provider
- Library
- IT Services
- Utilities

On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WH&S matters.

The PEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO, or their delegate who will communicate other staff as appropriate.

Key Details to be Reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

The staff member receiving the news contacts the PEO, or their delegate / Head of the Critical Incident Team.
The PEO, or their delegate urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed.

The staff most likely to be present will be:

- Each PEO, or their delegate
- PEO
- Administrator
- Trainer

The Critical Incident Team

At the initial meeting, the task of the group is to:

- create for themselves a clear understanding of the known facts.
- plan an immediate response.
- plan ongoing strategies.
- allocate individual roles/responsibilities for ongoing tasks.

Immediate response

Issues to be considered:

1. Contact with next of kin/significant others - what is the most appropriate manner of contact?

2. Arrangements for informing staff and students.

3. Guidelines to staff about what information to give students.

4. A written bulletin to staff if the matter is complex.

5. Briefing staff and delegating a staff member to deal with telephone/counter inquiries.

6. Managing media/publicity

7. Identification of those students and staff members most closely involved and therefore most at risk.
   - Those directly involved
   - Personal friends/family of those involved
   - Others who have experienced a similar past trauma
   - Other students, staff, supervisors etc

8. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
   In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

9. Organise a tasks timetable for the next hour/s, day/s etc.

10. Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together.

11. Confirm access to emergency funds if necessary.

Note *One member of the team should record for all meetings to keep records of content and decisions.*

Ongoing and follow up response

These issues September need to be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phones
- Notification of and liaison with Sponsor/Agent if applicable
- Arrangements for visits to/from Family
- Liaison with Police, Doctors, Hospital Staff
- Hiring Independent Interpreters
- Death Notices
- Funeral/Memorial Service Arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of Death Certificate
- Consideration of personal items and affairs (household and academic)
- Insurance Matters, OHSC Coverage, Ambulance Cover

- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- Liaison with Academic Staff
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with Department of Immigration and Citizenship if studies will be interrupted
- Fees issue to be resolved if student cannot continue with their studies
- Legal Issues: helping students get access to legal assistance if required.
- Arrangements for further debriefing sessions for groups/individuals as required
- Follow up condolence or other letters to Family
- Financial Assistance for families of affected person(s) if residing in Australia
- Organising students/staff for hospital visits

Student File Essentials

In addition to the RTO Student Management System, the RTO employ and use a file note system, keeping hard copies of student details in the Enrolments files. This will enable all required staff to monitor any student issues.

Include in the file will be the following information:

- Coloured Photograph
- Copy of Passport, including number, photo page, and visa page
- Student's address and telephone number
- Student's religion
- Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
- Any other identification details - student ID, course details, medical conditions, allergy information etc.

Critical Incident Flowchart

Staff member(s) (witness to incident or first contacted)

Gather factual information and **Contact Emergency Services - Dial 000**

↓

Staff member(s) (witness to incident or first contacted)…

Ensure safety & welfare of staff and students
Contact first aid officer
Administer first-aid until ambulance arrives

Note: *Assess situation: focus on immediate safety of other students and staff*

NB: Once police or fire brigade arrive at the Institute they will determine if other resources such as State Emergency Services (SES) are required to assist.

Critical Incident Team member to liaise with emergency services

Staff: **Contact Critical Incident Coordinator** Staff: **Give facts of the situation** Staff: **Receive advice from Critical Incident Coordinator on debriefing & counselling** Director / Principal manage incoming inquiries (and outgoing information via web, phone…)	**Note:** *Contact team leader within the hour* *Debrief and counselling info as soon as practicable*
Critical Incident Coordinator - Manage the media Prepare a written statement	**Note:** *Within 24 hours*

Reception: **Inform colleagues**	**Note:** *Within 24 hours Receive briefing from critical incident team*

PEO, or their delegate **Contact parents or families / friends** of affected persons	**Note:** *Within 24 hours*

PEO **Complete "Incident Report" form**	**Note:** *Within 5 days*

Additional Action (When appropriate)

PEO, or their delegate: **Convene brief meeting of the Critical Incident Team to:**

• discuss intervention plan	• obtain executive support

Contact Local Support Personnel

Support Personnel		
Counsellors	Trauma Counselling Services	
Nursing and emergency staff	Hospital	

PEO, or their delegate:

Convene full staff meeting of teaching and administrative staff to:

• present information	• discuss action plan
• allow staff response	• decide on how students will be informed or given additional information

PEO: **Set up a recovery room in the school:**

• provide fluids	• comfortable chairs	• support personnel

PEO, or their delegate: **Inform students of:**

• facts of the incident	• school actions
• counselling services	• allow student discussion or response

Student Director and or Counsellors convene with first aid officers…

Identify "at risk" students and staff

Be aware of others who have experienced trauma

List of students involved

PEO, or their delegate: **Contact parents or families of "at risk" students and staff**

Student Director… **Arrange debriefing for "at risk" students and staff**

Organise for referrals to professional counsellors if required

Student Services/Counsellor…**Inform all parents via the RTO website**

- The facts of the critical incident
- the school's response plans
- possible reaction of students
- sources of help for families
- encourage two-way communication between parents and the school

Critical Incident Coordinating Group: **Restore the school to regular routine as soon as practicable**

- All staff can help here

Critical Incident Coordinating Group: **Obtain updated factual information**

- continue to inform staff, students and parents

Critical Incident Coordinating Group: **Continue to monitor well-being of students and staff**

All staff to report new information to Critical Incident Coordinating Group

Staff September use rapport with students to counsel or refer on to professional body… Critical Incident Coordinating Group to be informed of all referrals

Recovery time for staff involved

Checklist for Staff Managing Critical Incidents

The PEO, or their delegate will seek information about the incident and will request that the information is not immediately made public.

The PEO, or their delegate or nominee will urgently deal with an emergency matter then call a meeting with the following staff or their nominees as a Critical Incident Team:

- PEO, or their delegate

- Director of Studies
- Director student services
- Director Marketing/Communications
- Registrar

A PEO, or their delegate will be appointed to manage the RTO response.

Response Checklist

As soon as possible, the PEO, or their delegate will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.

Communication

- response and ongoing strategies including individual roles and responsibilities
- liaison with police, doctors, hospital staff and other relevant professionals
- legal assistance if required
- follow-up letters to family
- incident report for the RTO records

Support for family, friends and staff

- next of kin (parents/guardian) to be contacted and support provided to family and friends
- arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

Checklist For Follow up, Review and Evaluation

How well were the following actions undertaken by the Critical Incident Coordinating Group? Please add comments below if you wish to clarify your choice.

1 = poorly; 5 = very well, most appropriately

Question	1	2	3	4	5
Decision maker clear					
Follow up clear					
Availability of mobile phones					
Notification of and liaison with Agent if applicable					
Arrangements for visits to/from Family					
Liaison with Police, Doctors, Hospital Staff					
Hiring Independent Interpreters					
Death Notices					
Funeral/Memorial Service Arrangements					
Refund of student's fees to pay repatriation or associated expenses					
Copy of Death Certificate					
Consideration of personal items and affairs (household and academic)					
Insurance Matters, OHSC Coverage, Ambulance Cover					
Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)					
Liaison with Academic Staff					
Arrangements for further debriefing sessions for groups/individuals as required					
Liaison with Department of Immigration and Citizenship if studies will be interrupted					
Fees issue to be resolved for student unable to continue with their studies					
Legal Issues: helping students get access to legal assistance if required.					
Arrangements for further debriefing sessions for groups/individuals as required					
Follow up condolence or other letters to Family					
Financial Assistance for families of affected person(s) if residing in Australia					
Organising students/staff for hospital visits					

Critical Incident Staff Training

It is important for the RTO staff to be aware of the existence of the Critical Incident Policy and Procedures.

Resource workshop will be conducted regularly to locate all relevant community resources in immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.

Stress management

1. Debriefing as soon as possible after the event on an individual or group basis
2. Further debriefing - one or more days after the incident (group basis)
3. Follow up 2 - 6 weeks later - (individual or group basis)
4. Ongoing counselling as required
5. Recovery time for staff involved and the Coordinating Team members.

Skills and knowledge

- Cross Cultural Skills
- Training Skills in Cross Cultural Communication
- Awareness of one's own values and biases and how they September affect the students
- Knowledge of resources on and off the RTO premises
- Uninterrupted access to those resources
- Communication skills
- Organisational skills
- Liaison skills
- Networking skills
- Stress Management skills
- Delegation skills
- Maintenance of clear and direct communication channels with decision makers
- Panic diffusion skills
- Skills to eliminate time lags
- Sensitivity to the issue of confidentiality
- Sensitivity towards different cultural expressions of grief and other emotions
- Protocol knowledge (eg: for repatriation to home country)
- Diplomacy skills
- Debriefing skills
- Monitoring skills for those affected by incident
- Recognition skills re: warning signs of risk to students affected by the incident
- Follow Up skills
- Advocacy skills (for students)
- Referral skills to legal, medical, religious assistance
- Recognition of one's own limitations
- Self care skills

Critical Incident Recovery Timeline

In order to successfully manage a critical incident, the RTO will always take appropriate action and provide support during and after a critical incident.

The recovery timeline following a critical incident will vary depending on the circumstances.

Immediately (and within 24 hours)

- Gather the facts;
- Ensure safety and welfare of staff and students and arrange for first-aid if necessary;
- Where possible notify the time and place of the debriefing to all relevant persons;
- Manage the media;
- Set up a recovery room;
- Keep staff, students and parents informed.
- Keep parents informed.

Within 48-72 hours

- Arrange counselling as needed;
- Provide opportunities for staff and students to talk about the incident;
- Provide support to staff and helpers;
- Debrief all relevant persons;
- Restore normal functioning as soon as possible;

Within the first month

- Arrange a memorial service, if appropriate;
- Encourage parents to participate in meeting to discuss students' welfare;
- Identify behavioural changes and the possibility of post traumatic stress disorder and refer to Health Contacts for Mental Health Services;
- Monitor progress of hospitalised staff or students;
- Monitor mental and physical health of all helpers.

In the Longer Term

- Monitor staff and students for signs of delayed stress and the onset of post traumatic stress --disorder - refer for specialised treatment;
- Provide support if needed;

In the Long Term

- Plan for and be sensitive to anniversaries, inquests and legal proceedings
- Access specialist support if needed.

Emergency Numbers and Contact Details

Police	000
Ambulance	000
Fire	000
Poison Info Line	131 126
Non Emergency Health Advice	13 HE AL TH 13 43 25 84

1. Dial 000 and identify the state / town you are calling from and the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested

The following details are for additional emergency services, national and/or state-based

Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644

Federal Government Support Numbers

Department of Education and Training ESOS Hotline	*02 6240 5069*
PRISMS Hotline	*0262407647*
Home Affairs General Enquiries:	*131881*
AEI-NOOSR (National Office for Overseas Skills Recognition)	1300 363 079
Australian Education International (AEI) Online	1300 363 079
Australian Passport Information Service	131 232
Centrelink - Studying and Training	13 2490
Consular Emergency Centre	1800 330 066
Customs Hotline	1800 061 800
DET General Enquiry Line	1300 363 079
Family Law Hotline	1800 050 321
Going to Uni - Student Enquiry Line	1800 020 108
Human Rights and Equal Opportunity Complaints Hotline	1300 656 419
National Security Hotline	1800 123 400
National Training Complaints Hotline	1800 000 674
Overseas Skills Hotline (National Office)	1300 363 079
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861
Trades Recognition Australia - Australian Recognised	1300 360 992

NSW State Support Numbers

Study New South Wales
studyqueensland.NSW.edu.au

Counselling and Support Services

Abortion Trauma and Crisis Pregnancy Help	1300 737 732
Aids Line:	1800 133 392
AIDS Information	1800 177 434
Brisbane Health Services Information Line	07 3236 4833
Cancer Helpline, Information and Support Service	13 11 20
Crisis Pregnancy	1800 650 840
Drug-Arm	1300 656 800
Eating Disorders Association Inc.	07 3876 2500
Gambler's Help	1800 156 789
Lifeline	131 114
Statewide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Men's Telephone Counselling Service	1800 600 636
Women's Health New South Wales-wide	07 3839 9988

Australian Rescue and Emergency Service

Australian Search and Rescue	
Aviation Rescue	1800815257
Maritime Rescue	1800 641 792
State Emergency Service	132 500

http://www.emergency.NSW.gov.au/ses/

Work Health and Safety (WHS) Policy and Procedure

HIA strives, through a process of continuous improvement to fully integrate health and safety into all facets of its operations and activities. And HIA recognises its duty of care to staff, students, visitors, and contractors by providing a healthy and safe environment in which to work and study.

Health and safety is everyone's responsibility and all workers, students, visitors and other persons have a responsibility to contribute to a healthy and safe workplace.

HIA is committed to, and requires the active support of all workers, students, visitors and other persons in its workplaces in fulfilling this commitment to complying with relevant work health and safety legislation and making available relevant training, safe systems of work, instruction, information and supervision to workers and students to enable them to perform their duties and study safely and effectively.

HIA ensure to
• Provision and maintenance of a work environment without risks to health and safety;
• Provision and maintenance of safe plant and structures as well as safe systems of work;
• Safe use, handling and storage of plant, substances and structures;
• the provision of adequate facilities including ensuring access to those facilities;
• The provision of any information, training, instruction or supervision necessary to protect all persons from
risks to their health and safety;
• complete WHS checks every half year

General rules

Students should report to student service officer in the front desk as soon as possible when an incident occurs.
A First Aid Kit is located in the open Kitchen area.
No Smoking, alcohol or drugs are allowed in the campus
Be responsible for your own actions and do absolutely nothing to endanger another person's health or safety
In case of fire, all people are to evacuate to the ground level via the concrete fire stairs. Evacuation Diagrams are located in each classroom and main entrance.
Know and observe details of emergency response ad evacuation plans, all students and staff need to be familiar with the location of all Exits and fire extinguishers
Do not undertake work for which you are not qualified
Report all potential hazards, accidents to HIA staff

Privacy Policy

Why we collect your personal information
As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information
We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.
The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:
administration of VET, including program administration, regulation, monitoring and evaluation
facilitation of statistics and research relating to education, including surveys and data linkage
understanding how the VET market operates, for policy, workforce planning and consumer information.
The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.
The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.
If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys
You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information
At any time, you may contact Harbourside Institute of Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For more information about the Privacy Policy please contact info@harbourside.nsw.edu.au

Legal Requirements for International Students

A description of the ESOS framework made available electronically through the Department of Education: https://www.education.gov.au/esos-framework

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 detail in the following documents:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2018
- ELICOS Standards 2018
- Education Services for Overseas Students Regulations 2019
- Education Services for Overseas Students (Registration Charges) Act 1997
- The Education Services for Overseas Students (TPS Levies) Act 2012
- Education Services for Overseas Students (Calculation of Refund) Specification 2014