Course Prospectus and
Pre-Enrolment Information
Version 3 January 2016

- Business
- English Language
Australia - The International Education Centre of the Southern Hemisphere

The International Institute Australia (IntIA) is a Registered Training Organisation offering high quality education of Australian and international standards, in a range of discipline areas, to students from all over the globe.

The main campus of IntIA is located in Melbourne - Australia's education capital.

The main language of instruction in all programme areas is English.

The Institute

The International Institute (Aust) (IntIA), through its Management and staff, has an established reputation for higher quality Australian education provision.

IntIA is a well equipped, modern and highly progressive institution offering unique education and career opportunities to students of broad backgrounds.

Mission Statement

IntIA mission is to assist students in achieving their academic and career goals and in so doing playing a responsible and fundamental role in global cooperation and interdependence of young professionals.

Philosophy

Given the International Institute Australia's unique location within a multicultural nation, it fosters an international outlook in its overall development of young people of different cultures. It strives to enhance opportunities for education and career pathways of a globally competitive standard.

International Institute (Aust) is a Registered Training Organisation and delivers Nationally Recognised Qualifications.

A number of courses offered at International Institute (Aust) are endorsed for delivery to international students and registered for delivery to local students.

Upon completion, students may be eligible for credit in University Degree programs, some providing twelve credit points at undergraduate degree level.
**Academic Staff**

All trainers/lecturers at the IntIA are fully qualified and highly experienced in their field. With a special appreciation and understanding for international students, they present new systems of learning in a pleasant, professional and caring manner, easily understood by all students, while concurrently making them feel comfortable.

**Campuses**

The main campus is located in Melbourne’s Central Business District at: Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

NOTE:
The information contained in this brochure is accurate at the time of printing. IntIA reserves the right to update and amend this information including specified fees. Course details provided upon any letter of offer will not change once the place has been accepted. The currency of any information herein should be confirmed against the Institute’s website at www.aisi.edu.au. PRINTED Thursday, 21 July 2016.
COURSES

English as a Second Language

22258VIC Certificate IV in EAL (Further Study)
CRICOS Code: 088960B

DESCRIPTION

The 22258VIC Certificate IV in EAL (Further Study) is designed for participants who need to develop English language skills to participate in a further study context in complex interactions and to critically analyse and produce complex texts relevant to further study.

Approximate ISLPR outcome for 22258VIC Certificate IV in EAL (Further Study) is 3/3+. Approximate ACSF level is 4. This is the equivalent of IELTS 5.5-6.5.

These qualifications are consistent with the criteria and specifications of the AQF Level 4 as outlined in the Australian Qualification Framework Second Edition January 2013, as follows:

Knowledge: Graduates of a Certificate IV will have theoretical and practical knowledge and skills for specialised and/or skilled work and learning through knowledge of:

- resources and strategies to support own English language learning
- English language structures and conventions to enable participation in complex extended verbal transactions, conversations and presentations, and to read and write complex printed and digital texts, relevant to own purposes and appropriate to audience
- knowledge of Australian culture to enable participation in complex extended verbal transactions, conversations and presentations, and to read and write complex printed and digital texts, relevant to own purposes and appropriate to context
- communication technologies

Skills: Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply a range of methods, tools and information to:

- read and evaluate a range of information about potential pathway options
- develop, document and evaluate a learning plan according to identified processes
- select and evaluate types of evidence to assemble a portfolio
- participate in extended transactions and conversations in English
- present and respond to complex instructions and information
- apply research skills to locate and evaluate information relevant to own goals and purposes
- critically analyse complex texts
- write complex texts relevant to a range of purposes and audiences
use a range of learning/communication technology to communicate in English

Application of knowledge and skills: Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters by:

- planning and monitoring future English language skills development in relation to identified pathways
- analysing and participating in complex verbal transactions and exchanges in English
- researching and analysing a range of information in complex texts
- writing complex texts
- applying digital literacy skills

The volume of learning for this qualification is typically between 0.5 and 2 years and incorporates structured and unstructured learning activities such as:

- structured activities to develop English language listening and speaking, reading and writing knowledge and skills at ACSF Level 4 to enable more effective participation in those activities relevant to the learner
- research and evaluate pathway options to independently develop and implement a learning plan over time to enable learning goals to be reviewed and amended

Students utilise English language structures and conventions to enable them to engage in complex conversation and presentations, and to read and write complex printed and digital texts. They also develop knowledge of Australian culture. Students learn to apply research skills to locate and evaluate information and plan their future development.

The program is designed to allow participants to undertake further study in vocational or higher education programs. This is reflected in the units making up the program.

The focus of the listening unit is on advanced listening skills in English to go into further study contexts, focusing on taking notes from complex and extended aural texts.

The speaking unit develops advanced listening and speaking skills in English to undertake further study. The program promotes discussion of ideas and information in complex formal presentations and group discussions.

The reading units develop reading, note-taking and research writing skills in English and producing a wide range of complex research-based texts. Students learn to analyse a wide range of complex texts.

The focus of the writing units is on using analysis skills for a range of study tasks, and using and creating formatted texts. They also develop language analysis and application of these skills to review own texts for further study purposes.
The further study skills units help students to design and develop documents using advanced features of word processing software. These units develop the skills and knowledge to investigate pathway options and plan skills development.

ENTRY REQUIREMENTS

Applicants should be over 18 years old at the time of commencement.

Entry to each EAL Course in / qualification must be determined according to the following criteria:

- a participant’s current English language skills. (The Listening and Speaking and Reading and Writing units in the Framework will provide the basis for initial assessment processes and placement of participants at the appropriate proficiency level)
- a participant's prior formal education experience, both overseas and in Australia
- any prior EAL learning
- a participant’s learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs

ENGLISH LANGUAGE ENTRY REQUIREMENTS

IELTS 5 or its equivalent OR
ISLPR 2+ OR
ACSF 3 OR
Certificates III in EAL, EAL Framework OR
CSWE III OR
CGEA I

IELTS International English Language Testing System (Cambridge ESOL, British Council and IELTS Australia Pty Ltd.)
ACSF Australian Core Skills Framework (© DEEWR)
CSWE Certificates in Spoken and Written English (© NSW AMES)
CGEA Certificates in General Education for Adults (© DEECD 2012)
ISLPR International Second Language Proficiency Ratings (Wylie & Ingram 1999)

COURSE RULES

To be eligible for the award of the 22258VIC Certificate IV in EAL (Further Study), learners must successfully complete a total of 9 units comprising:

8 Core units

1 Elective unit not previously completed from:

- elective units listed in this qualification
• Certificate III or IV qualifications in this EAL Framework

• unit which is first packaged in AQF levels 3, 4 or 5 in other accredited curricula and / or endorsed training packages

COURSE STRUCTURE (As Delivered by International Institute Australia)

- VU21353 Research pathways and produce a learning plan and portfolio
- VU21508 Give complex presentations for further study
- VU21509 Analyse and participate in complex spoken discourse for further study
- VU21510 Take notes from complex aural texts for further study
- VU21511 Read and write complex texts for research purposes
- VU21512 Read and write complex texts for further study
- VU21513 Use critical reading and writing skills for further study
- VU21514 Use language analysis skills to review own texts
- BSBITU303A Design and produce text documents

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

COURSE HOURS

540

DURATION

22 weeks (20 hours per week) [20 Weeks scheduled classes plus 2 weeks scheduled holiday periods].

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month

COURSE FEE

Tuition Fee: $6,250
Application Fee: $ 250

CLIENT GROUPS

Fee for Service - Domestic and International Students
ARTICULATION

There are no formal articulation arrangements for pathways into VET or higher education courses on completion of the Certificates in EAL.

A range of potential pathways are possible when EAL certificate courses utilise training package units of competency as electives. Successful completion of these units within Certificates in EAL will be eligible for credit into other training package qualifications. RTOs may design EAL certificate courses which contain a number of elective units from a particular Training Package qualification to provide a specific pathway to that qualification on completion.

Employment Pathway

- The program is designed to allow participants to undertake further study in vocational or higher education programs.

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and examinations as scheduled, with test generally scheduled during normal class time.
Business Management

BSB30115 Certificate III in Business
CRICOS Code: 090547G

DESCRIPTION

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

ENTRY REQUIREMENTS

There are no entry requirements to this program. All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

A proficiency in English equivalent to IELTS 5.5 (or its equivalent) is required for all applicants.

PATHWAY FROM THE QUALIFICATION

After achieving this qualification candidates may undertake:

- BSB40215 Certificate IV in Business, or a range of other Certificate IV qualifications such as BSB40515 Certificate IV in Business Administration

Employment Pathway

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

- customer service adviser
- data entry operator
- general clerk
- payroll officer
- typist
- word processing operator.

PACKAGING RULES

Total number of units = 12

1 core unit plus

11 elective units , of which:
7 of the elective units must be selected from the elective units listed below
4 elective units may be selected from the elective units listed at http://training.gov.au/Training/Details/BSB30115, from this Training Package (BSB) or from any current accredited course or endorsed Training Package at the same qualification level
if not listed in http://training.gov.au/Training/Details/BSB30115, 1 elective unit may be selected from a Certificate II qualification and 2 elective units may be taken from a Certificate IV qualification.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBWHS302 Apply knowledge of WHS legislation in the workplace

Elective Units

- BSBCUS301 Deliver and monitor a service to customers
- BSBINM301 Organise workplace information
- BSBINN301 Promote innovation in a team environment
- BSBFLM309 Support continuous improvement systems and processes
- BSBFLM305 Support operational plan
- BSBPRO301 Recommend products and services
- BSBSSUS401 Implement and monitor environmentally sustainable work practices
- BSBFLM312 Contribute to team effectiveness
- BSBWOR301 Organise personal work priorities and development
- BSBWRT301 Write simple documents
- BSBFIA301 Maintain financial records

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode if full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

DURATION

20 weeks (20 hours per week) [18 Weeks scheduled classes plus 2 weeks scheduled holiday periods].

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month

COURSE FEE
Tuition Fee: $3,390
Text Book/Resource Material: $360
Application Fee: $250 (Non-refundable)

CLIENT GROUPS

Fee for Service Students

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and examinations as scheduled, with test generally scheduled during normal class time.
BSB40215 Certificate IV in Business
CRICOS Code: 089582D

DESCRIPTION

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

ENTRY REQUIREMENTS

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:
- BSB30115 Certificate III in Business
OR
- with vocational experience assisting in a range of environments providing administrative or operational support to individuals and/or teams but without a formal business qualification.

All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

A proficiency in English equivalent to IELTS 5.5 (or its equivalent) is required for all applicants.

PATHWAY FROM THE QUALIFICATION

Pathways from the qualification
After achieving this qualification candidates may undertake:
- a range of Diploma level qualifications within the BSB Business Services Training Package, or other Training Packages.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:
- Accounts Clerk
- Customer Service Advisor
- Clerk
- E-business Practitioner
- Legal Receptionist
- Medical Receptionist
- Office Administration Assistant
- Student Services Officer
Word Processing Operator

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

PACKAGING RULES
Total number of units = 10

1 core unit plus

9 elective units, of which:

- 5 elective units must be selected from the elective units listed below
- 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Elective Units

- BSBREL401 Establish networks
- BSBLE401 Develop teams and individuals
- BSBRES401 Analyse and present research information
- BSBINN301 Promote innovation in a team environment
- BSBSUS401 Implement and monitor environmentally sustainable work practices
- BSBFIA402 Report on financial activity
- BSBMKG414 Undertake marketing activities
- BSBMKG413 Promote products and services
- BSBWRT401 Write complex documents

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode if full-time face-to-face on site at the
Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.

**DURATION**

26 weeks (21 hours per week) [20 Weeks tuition plus 6 weeks holiday periods].

**COURSE COMMENCEMENT**

Monthly Intake commencing the first Monday of every month.

**COURSE FEE**

Tuition Fee: $3,500  
Text Book/Resource Material: $250  
Application Fee: $ 250 (Non-refundable)

**CLIENT GROUPS**

Fee for Service students

**ASSESSMENT**

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and examinations as scheduled, with test generally scheduled during normal class time.
BSB51915 Diploma of Leadership and Management
CRICOS Code: 090545K

DESCRIPTION
This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Job Roles
Job roles and titles vary across different industry sectors. The program is suitable to Department Manager in a small manufacturing business. Possible job titles relevant to this qualification include:
- Manager.

ENTRY REQUIREMENTS
All applicants must be 18 year or over.

ENGLISH LANGUAGE ENTRY REQUIREMENTS

IELTS 5.5

OTHER Language of instruction in previous studies was English
or Language spoken at home is English
or Satisfactory standard achieved from the Australian Industrial Systems Institute
or Hong Kong C.E.E. Grade C
or better
or Other acceptable equivalents

PATHWAY FROM THE QUALIFICATION
After achieving the BSB51915 Diploma of Leadership and Management, candidates may undertake the BSB61015 Advanced Diploma of Leadership and Management, or a range of other Advanced Diploma qualifications

PACKAGING RULES
Total number of units = 12
4 core units plus,
8 elective units

- 4 elective units must be selected from Group A
- up to 4 may be additional units from Group A or Group B
- if not listed below, up to 2 electives may be from Diploma or above in the Business Services Training Package
- if not listed below, 1 elective unit may be from any currently endorsed Training Package or accredited course at Diploma level.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

**COURSE STRUCTURE (As Delivered by International Institute Australia)**

**Core Units**
- BSBLDR501 Develop and use emotional intelligence
- BSBMGT517 Manage operational plan
- BSBLDR502 Lead and manage effective workplace relationships
- BSBWOR502 Lead and manage team effectiveness

**Elective Units (Group A)**
- BSBPMG522 Undertake project work
- BSBRSK501 Manage risk
- BSBMGT502 Manage people performance
- BSBFIM501 Manage budgets and financial plans
- BSBHRM405 Support the recruitment, selection and induction staff

**Elective Units (Group B)**
- BSBWRK510 Manage employee relations
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BS.BADM502 Manage meetings

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode if full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.
DURATION
52 weeks (21 hours per week) [40 Weeks tuition plus 12 weeks holiday periods]

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month

COURSE FEE

Application Fee: $200 (Non-refundable)
Text Book Fee: $300
Tuition Fee: $4180

CLIENT GROUPS

Fee for Service - Domestic and International Students

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and examinations as scheduled, with test generally scheduled during normal class time.
BSB61015 Advanced Diploma of Leadership and Management
CRICOS Code: 090546J

DESCRIPTION

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Employment Pathway
Occupational titles may include:

- Area Manager
- Department Manager
- Regional Manager

ENTRY REQUIREMENTS

Applicants should have completed a year 12 or equivalent level of secondary education.

Applicants must be over the age of 18 at the time of commencement.

ENGLISH LANGUAGE ENTRY REQUIREMENTS (Does not apply to local student applicants)

IELTS 5.5

OTHER Language of instruction in previous studies was English or Language spoken at home is English or Satisfactory standard achieved from the International Institute Australia or Other acceptable equivalents

CENTRELINK STUDENT RELATED PAYMENTS (LOCAL STUDENTS)

This course is PENDING for Youth Allowance, Austudy payment, ABSTUDY, and the Pensioner Education Supplement through Centrelink.
PACKAGING RULES
Total number of units = 12
4 core units plus,
8 elective units

- 4 elective units must be selected from the listed electives
- up to 4 may be additional units from Group A or Group B
- 4 elective units may be selected from the listed electives or from any currently endorsed Training Package or accredited course at Advanced Diploma level

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

COURSE STRUCTURE (As Delivered by International Institute Australia)

Core Units

- BSBFIM601 Manage finances
- BSBINN601 Lead and manage organisational change
- BSBMGT605 Provider leadership across the organisation
- BSBMGT617 Develop and implement a business plan

Elective Units

- BSBRSK501 Manage risk
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBMKG609 Develop a marketing plan
- BSBDIV601 Develop and implement diversity policy
- BSBMGT616 Develop and implement strategic plans
- BSBHRM602 Manage human resources strategic planning
- BSBHRM604 Manage employee relations
- BSBMGT615 Contribute to organisation development

Participants must successfully complete all core and elective units as specified above to be issued with the qualification. The delivery mode is full-time face-to-face on site at the Melbourne campus located at Level 1, 398 Lonsdale Street, Melbourne, Victoria, 3000 Australia.
DURATION

The course is conducted over a 38 week delivery plus 8 weeks holiday periods (totalling 46 weeks) at 20 hours per week required attendance (520 hours scheduled delivery).

COURSE COMMENCEMENT

Monthly Intake commencing the first Monday of every month

COURSE FEE

Full-Time Fee-for-service
Tuition $6,250
Application Fee: $ 250 (Non Refundable)

CLIENT GROUPS

Fee for Service – Domestic and International

ARTICULATION

Pathways from the qualification

After achieving this qualification candidates may choose to undertake studies at higher education level.

ASSESSMENT

Assessment comprises written assignments, tests and practical application projects. Students are required to attend tests and practical demonstration sessions as scheduled, with tests generally scheduled during normal class time.
PRE-ENROLMENT INFORMATION

Admission
Admission to the International Institute (Aust) is granted under the individual requirements within the categories depending upon students qualifications, educational objectives and course selection.

Proficiency in English, student past academic records and age requirements are all specified within each course offered. See course outlines for specific details.

Orientation
Orientation programs are offered on campus to all new participants within all IntIA courses. At orientation students are addressed by the Campus Principal and have an opportunity to meet their lecturers and undergo a tour of the campus and its facilities.

Attendance
Lesson attendance is an important part in the educational process at IntIA. All students are expected to attend classes regularly in line with course and student visa requirements.

Student Visa Obligations
Prior to making any study arrangements with International Institute (Aust), it is important for the overseas student to have an understanding of the Visa regulations of their country of origin. Please view the Australian Visa Regulations at the Department of Immigration and Border Protection (DIBP) website for further details, www.immi.gov.au.

CRICOS
(Commonwealth Registrar of Institutions and Courses for Overseas Students)
To be eligible for a student visa, you must first be accepted for full-time study for the whole or part of an education or training course offered by an Australian education provider who is registered on CRICOS.

IELTS (International English Language Testing System)
Each country has its own Pre-Visa Assessment level entry, ranging from Level 1 to 5. Requirements differ in each country and may be lesser than other countries, however it is desirable that the pending student has an IELTS Certificate of 5.5 or higher to gain maximum benefits from the courses we have to offer. To find out what your level of assessment is refer to Australia’s Immigration Department and point you to the document called Vocational Education & Training.

Letter of Offer
Prior to enrolling, the overseas student may request a ‘letter of offer’, appropriate to the
course of their choice. This letter will show all relevant information pertaining to the course on offer, and may aid you with your Visa requirements.

**eCOE (Electronic Confirmation of Enrolment)**

Upon acceptance of the overseas student to enter a training program at International Institute (Aust), the Institute will issue an eCOE. This enrolment form is required by immigration, preceding the application for a student visa. If the overseas student intends to complete an English course in Australia, prior to commencing at the Institute, it is necessary to obtain a separate eCOE for each individual course.

**Overseas Student Health Cover (OSHC)**

IntIA will pay OSHC on behalf the new student direct to the OSHC fund. Details of OSHC membership will be provided upon the students arrival at the Institute.

**Language, Literacy and Numeracy**

Language, literacy and numeracy (LL&N) needs of all individuals are an important part of International Institute (Aust)’s Teaching and Learning Strategies. Where LL&N needs are identified at the commencement of, or during, a course, the student will be referred to a suitable internal or external support service. Trainers and assessors are responsible for ensuring that they are conscious of individual learning needs in class, and will adapt their delivery and assessment methods to suit the needs of their students. Additional assistance will be provided by the teacher where necessary to assist students in successfully completing their course.

Where necessary and appropriate, adjustments will be made to methods of delivery and assessment to suit the needs of the individual, so that the student has a reasonable chance of success in their program.

**Recognition of Prior Learning**

What is Recognition of Prior Learning (RPL) and Credit Transfer?

RPL and Credit Transfer acknowledge skills / knowledge / competencies you have learnt from:

- Education and Training (both formal and informal) including other programs, courses, secondary schooling, adult education courses, work-based training, etc;
- Work Experience; and/or
- Life Experience (including volunteer work, committee responsibilities, family duties, hobbies, etc).

Previous learning may be recognized in a variety of ways. Relevant formal qualifications or completed courses (subjects) from other recognized educational institutions that you have already gained can be recognized through Credit Transfer. Other relevant formal or informal learning may be recognized though Recognition of Prior Learning (RPL).

The RPL and Credit Transfer process matches skills / knowledge / competencies you
already have against those being developed in the program you are doing, or intend to do.

Applicants are required to provide valid, current, relevant, and verifiable evidence to substantiate the claim for RPL and Credit Transfer which in many cases is a collection or portfolio of evidence including: documentation, interview, demonstration, projects, etc. If what you have learned at work or elsewhere is relevant to the program, you may not have to do those parts of the program again.

The Institute recognizes and accepts any Australian Qualifications Framework qualifications and Statements of Attainment that are issued by other Registered Training Organizations (RTOs). Credit will therefore be given for modules or units of competency for which an original official Certificate or Statement of Attainment is produced.

Why should I apply? What are the advantages?
A successful application for RPL and/or Credit Transfer could mean:

- You complete your program earlier than expected;
- You study only courses (subjects) that are new and challenging; and/or
- A reduced program load, leaving time for elective units, short courses and workshops.

Application process
If you have already formal qualifications or transcripts / statement of results for completed courses that you believe to be relevant to the program you want to study, and attach it with certified copies of your original documents to your enrolment application form. Alternatively, you may apply directly to your Coordinator.

If you believe that you are eligible to have formal or informal learning recognized, you may discuss your eligibility during orientation. This person will discuss with you whether you have sufficient documentation and/or other evidence to support an application for RPL. A wide range of evidence may be acceptable, including for example documentation such as workplace reports, forms, references, publications, certificates from successfully completed (non-accredited) courses etc, or samples of your work or photographic or video material.

If you have sufficient evidence to support an application for RPL, or believe that you can show that what you have already learned is relevant to the program by giving a demonstration or some other form of assessment, obtain an "Recognition of Prior Learning (RPL) Application Form" from Student Administration. Complete the form, attach relevant supporting evidence, and submit to the course area co-ordinator. When your application form is received, the course area co-ordinator will review it and decide on one or more of the following actions:

- Grant RPL or Credit Transfer where appropriate, and advise you in writing of the outcome;
Invite you and (if you wish) your nominated industry specialist or support person to for an informal discussion / interview;
Ask you to provide further evidence to support your application; or
Advise you in writing that your application was unsuccessful in this instance.

For International students, any variation to course load or duration resulting from an application for Credit Transfer/RPL, will be reported to DIAC.

School-Aged Dependants
Intending overseas students are advised that any school-aged dependants accompanying them to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

International Student Age at Commencement
International Institute (Aust) will not accept overseas students who would be under 18 years of age at the time of proposed commencement.

Relevant Legislation and Documents
Copies of the following legislation and documents are available to students upon request:

Commonwealth Legislation:
• Human Rights and Equal Opportunity Commission Act 1986
• Disability Standards for Education 2005
• Disability Discrimination Act 1992
• Racial Hatred Act 1995
• Racial Discrimination Act 1975
• Sex Discrimination Act 1984
• Privacy Act And National Privacy Principles (2001)
• Skilling Australia’s Workforce Bill 2005
• Skilling Australia’s Workforce (Repeal and Transitional Provisions) Bill 2005.
• The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
• Education Services for Overseas Students Act 2000
• Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
• Education Services for Overseas Students Regulations 2001
• Standards for NVR Registered Training Organisations 2011

State Based Legislation (Victoria)
• Vocational Education and Training Act 2005
• Anti-Discrimination Act 1977
• Workers Compensation Regulation 2003
• Workplace Injury Management and Workers Compensation Regulation 2002
• WorkCover Legislation Amendment Act (1996 No. 120)
• Dangerous Goods (General) Regulation 1999
• Occupational Health and Safety Act 2000 (as amended 2002)
• Copyright Act, 1879. 42 Vic No 20 (modified 2002)
• Child Protection (Prohibited Employment) Act 1998
• Occupational Health and Safety Regulation 2001

Access and Equity
The Institute is committed to the principle of access and equity in vocational education and training with the goal of improving the knowledge, skills and quality of life for Australians and overseas students, having regard to the particular needs of disadvantaged groups.

Staff are responsible for ensuring that they understand and comply with the Access & Equity policy and behave in a courteous and sensitive manner when dealing with other staff, students and clients.

Students are responsible for behaving in a courteous and sensitive manner when dealing with other students, staff and clients. We all have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

This right is accompanied by our responsibility to respect the rights of others and respect differences and diversity.

Use of personal information
Personal information provided to International Institute (Aust) may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and where International Institute (Aust) is required, under s19 of the ESOS Act 2000, to tell DIBP about certain changes to the student’s enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.
Articulation and Pathways

As a registered training organization as part of the Australian Qualifications Framework, upon successful completion of Diploma and Advanced Diploma courses and meeting university academic progression criteria, students are eligible to articulate into relevant undergraduate degree programs at preferred universities in Australia.
Training and Assessment

Your training will consist of theory and practical classes.

Since individuals learn in different ways, teaching is organised in variety of ways:

- Training seminars
- Guided Discussions
- Directed Readings
- Audio/Visual Multimedia
- Information Technology based tutorials
- Case Studies
- Individual and Group Work
- Worksheets/ Surveys
- Role Playing
- Report back sessions and
- Inviting guest speaker/s

The specific teaching method used will depend on the nature of subject being studied.

Most of the courses also incorporate the use of videotapes and other audiovisual equipments and computer laboratories. Overhead projectors and handouts allied to a number of subjects are employed to facilitate learning by the students.

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment and within a commercial environment (where appropriate) for all courses. Students must demonstrate that they are 'job ready' in order to complete their program.

Where an overseas student is required to take extra units to complete a course of study at the end of their scheduled program, and the remaining units do not constitute a full-time load, the student may complete the units with a less than full-time load. This applies to overseas students who are required to repeat units of study, however, International Institute (Aust) will not allow them to repeat any unit more than once.

Institute Facilities and Resources

State of the art classroom facilities, a resource centre, a distributed and most current computing laboratory, constitute a combination of excellent educational technology, which along with professional management make the International Institute (Aust) learning environment a uniquely rich and dynamic one for all and second to none.
Student Services

International Institute (Aust) offers a well-established and developed environment in which to study. Students have access to the latest technology, facilities and resources to maximise their learning experience.

Services provided include:

- Self-study facilities after class
- Accommodation assistance
- Social programmes
- Further education and counselling
- Student welfare services
- Textbook sales
- Student Health Cover Insurance (OSHC)
- Airport Transfer

Student Counselling

Expert student counsellors are available to students to provide support and informed advice to students in their studies, career and personal lives. Informed advice and assistance is offered and students are encouraged to develop interdependence and their own resources in finding solutions and means through trying situations.

Accommodation

The Student Support Officer plays an integral part in assisting students in finding suitable accommodation prior to commencing their studies.

Airport Reception

Upon arrival the Student Support Officer or an associate of IntIA can receive students at the airport and assist new students coming from abroad. This is an additional service and separate charges apply.
Orientation

All new students to International Institute (Aust) are required to attend an orientation on their first day. The orientation program includes the following:

- Welcome
- Studying In Australia
- Laws in Australia
- Relevant Legislation
- ESOS Framework
- Studying at IntIA
- Complaints and Appeals Procedures
- Applying for Course Credit
- Repeating Unsatisfactorily Completed Units
- Assessment
- Transfer Between Registered Providers
- Privacy
- Student Access to Records
- Minimum Age of students
- Fees and Refunds
- Language, Literacy and Numeracy (LLN) Assistance
- Flexible Delivery and Assessment Procedures
- Discipline
- Assessment Standards
- Assessment Criteria
- Assessment Methods
- Completion Within the Expected Duration of Study
- Deferment, Suspension and cancellation
- Overseas Student Health Cover (OSHC)
- Services
- Community and Support Services
- Questions and Concerns

All students are provided with a Student Handbook which covers all the above listed topics.

Studying in Australia

Australia provides a unique kind of education and a learning style that encourages you to be innovative, creative and think independently. Australia attracts the third largest number of international students in the English-speaking world after the USA and UK. In some countries Australia is the students’ first choice study destination.
Australia offers an education experience that makes a real difference. Graduates from Australia are very successful in finding jobs and hold prominent positions worldwide. Additionally, they are readily accepted for postgraduate study at leading international universities.

Australia is a dynamic, vibrant country and its people are energetic, friendly and confident. Multicultural Australia is a safe, friendly, sophisticated and harmonious society in which students can learn and travel in an English speaking country.

Australia also offers excellent value for money and a standard of living which is among the highest in the world. Living expenses and tuition costs in Australia are considerably less expensive than the UK and USA.

LIVING COSTS IN AUSTRALIA

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about $335 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle.

**Accommodation**

Accommodation available to International students includes Homestay, Hostels, Guest Houses, Share Accommodation and Rental Accommodation. Prices for accommodation vary in Melbourne from $70 to $350.

**Food**

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available.

Melbourne’s restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Ethiopian, Brazilian, Malaysian, Greek, Indian, Thai, Vietnamese, Lebanese, French and Indonesian.

**Shopping**

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets which can be reached easily by public transport.

**Transport**

Melbourne has an extensive public transport of buses, trains and trams. AIPS has easy access to major bus, rail and tram routes. As Melbourne is a well-planned city it is easy to travel in by car. Cars travel on the left side of the road. Drivers can use their home country licences for three months from the date of entry to Australia. An international licence can be used providing the licence from the country of origin is also valid.

The following links will help you to get around in Melbourne -

Street directories:

Public Transport
The Victrip website provides information on the public transport system in Melbourne, including costs and timetables: http://www.victrip.com.au To find out more about living and studying in Australia, the Study in Australia website includes useful information on applications, visa requirements, accommodation options, cost of study, background information about Australia, and lots more.

**Typical living costs for a single student**

The living costs below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (A$). Remember to add your program fees and airfares to get a realistic total.

**Establishment costs for first year of study**

- Bond (refundable security deposit) $400
- General (furniture, connection fees, etc.) $1000
- Overseas Student Health Cover $312

**Recurrent costs**

- Rent per person (weekly $100; annually $5,200)
- Food and drink (weekly $50; annually $2,600)
- Travel (up to 10km from city) (weekly $22; annually $1,144)
- Telephone (weekly $10; annually $520)
- Gas, electricity, water (weekly $15; annually $780)
- Books, stationery, photocopying (annually $500)
- Personal expenses (clothes, entertainment) (weekly $40; annually $2,080)

**Deferment, Suspension and Cancellation**

DIAC will be advised of all deferments, suspensions and cancellations. Any deferment, suspension or cancellation may affect the student’s visa.

**Deferment from Course**

**Policy**

Deferment of commencement of study requested by student

(a) IntIA will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

i. illness, where a medical certificate states that the student was unable to attend classes
ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

(b) The final decision for assessing and granting a deferment of commencement of studies lies with the Student Management Committee.

All applications for deferral must be made in writing.

Suspension of study requested by student
(a) Once the student has commenced the course, IntIA will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

i. illness, where a medical certificate states that the student was unable to attend classes
ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)

(b) The period of suspension will not be included in attendance calculations.

(c) The final decision for assessing and granting a suspension of studies lies with the Student Management Committee.

Assessing requests for deferment or suspension of studies
a) Applications will be assessed on merit by Student Management Committee.
b) All applications for deferment or suspension will be considered within 10 working days.

All applications for suspension of studies must be made in writing.

Any student initiated cancellation, or withdrawal, must be in writing and submitted to the Administration Manager.

Suspension and Cancellation initiated by the Provider
A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, unsatisfactory attendance, academic misconduct or misbehaviour by the student.

The conditions for and processes pertaining to suspension or cancellation of enrolment are addressed in the Course progress Policy, Academic Misconduct policy and Student Behaviour and Termination policy. For overseas students on a student visa the student will be informed of IntIA’s intention to suspend or cancel and notify the student that he or she
has 20 working days to access the provider’s internal complaints and appeals process, refer to the Complaints and Appeals policy. If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

IntIA is required to report to the Department of Education, Employment and Workplace Relations (DEEWR) where a student’s enrolment is deferred, temporarily suspended or cancelled. Overseas students on a student visa deferring, suspending or cancelling enrolment may affect his or her student visa.

**Suspension and Cancellation initiated by IntIA**

If IntIA initiates the suspension or cancellation of a student’s enrolment, the student will be notified of its intention in writing. The student will have 20 working days to access the internal complaints and appeals process – please refer the Complaints and Appeals policy and Process outlined below.

If an overseas student does not access the internal appeals procedure, IntIA will report to the Department of Education, Employment and Workplace Relations (DEEWR) via Provider Registration and International Student Management System (PRISMS) the suspension or cancellation of a student’s enrolment.

This information will be transferred to the Department of Immigration and Citizenship (DIAC) and which may affect an overseas student’s visa. If the student does access the internal appeals procedures reporting will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

All decisions will be considered in line with DEEWR and Department of Immigration and Border Protection (DIBP) guidelines. As each student’s situation is different please refer to the DIAC website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon a student’s visa.

**Withdrawal**

An International Student may voluntarily withdraw from a course at anytime. In this case the student’s enrolment will be cancelled.

Students must inform IntIA in writing of their intention to discontinue their studies using the Withdrawal Form available from Reception. Overseas student withdrawals will be reported to the Department of Education, Employment and Workplace Relations (DEEWR) that they are no longer enrolled with IntIA and the student’s eCoE will be cancelled. Students are required to depart Australia within 28 days of cancellation unless a student has enrolled with another provider or obtained another visa.
Complaints and appeals

Policy

Academic Appeals Policy
IntIA seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. All IntIA staff are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment.

All records of any appeals will be kept on file.

Internal and External Grievance Policy
In the event that a student has a grievance concerning any matter in relation to IntIA, there is a process in place to ensure that the grievance can be resolved amicably. Students have access to a grievance procedure if they feel they have been unjustly treated or have a serious complaint.

A student may be assisted or accompanied by a friend or family or any other support person regardless of the nature of the grievance or complaint.

IntIA will maintain a student’s enrolment while a complaint and appeal process is ongoing, however, this does not exclude IntIA from reserving the right to suspend a student from attending class or visiting the IntIA campus if that is considered necessary during this period. If the grievance is related to a suspension based on misbehaviour, the student will remain suspended until the end of the appeal.

External Appeal
There is an external appeal process available to students if they have exhausted the internal appeals process and still feel unsatisfied. This service is offered by Australian Council for Private Education and Training. If the internal appeal process is unable to resolve the dispute, students will be referred to the Overseas Student Ombudsman by IntIA.

Procedure

1. Grievance/complaint Procedure
   (a) Students are required to speak directly with the person concerned to resolve the problem informally within 7 days of the incident or reason for complaint. As an alternative, if students are not comfortable discussing the issue with the person involved, they may directly approach the Training Coordinator, Director of Studies, Chief Executive Officer, Student Services staff and Sales and Marketing staff as appropriate to request
resolution. A resolution must be reached within 10 days of receiving the complaint and provided to the student in writing.

(b) If the student is not satisfied with the outcome of (a) above, they may request to appeal the decision through the Administration Manager. The Administration Manager will then organise the appeal in accordance with item 3 below.

(c) All records of any grievance will be kept on file (Student Administrative file).

(d) A grievance can be a complaint about a situation, a process, a person or people, a facility or a service provided by IntIA Advanced Academy Training. A grievance is not about an academic result.

(e) A grievance can be lodged in writing by letter or by email or in person. Students must lodge their grievance with the Administration Manager. A written record of the grievance will be kept on student file.

(f) If the student chooses to access IntIA Advanced Academy Training’s complaints and appeals processes, their enrolment will be maintained while the process is ongoing.

(g) IntIA will investigate and respond to all grievances lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.

(h) IntIA treats all grievances in confidence and must seek the permission of the student before discussing the grievance with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

2. Academic Appeal Procedure
   (a) Notify teacher and/or Training Co-ordinator within 7 days of receiving any result.

   (b) Teacher and/or Training Co-ordinator provide a written statement of outcome within a further 10 days.

   (c) Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.

   (d) If the appeal is still unresolved, the student will be advised of external organisations, e.g. ACPET, Overseas Student Ombudsman, Consumer Affairs or the relevant Government Department that may be able to assist.

3. Appeals
   (a) Requests for appeals must be made in writing to the Administration Manager and within 20 working days of written notification of the decision they are appealing.
(b) Once the Administration Manager receives a request for an internal appeal in writing, they will convene a panel to hear the appeal. The panel will consist of 3 management staff, one of which will be either the Chief Executive Officer or his delegate. The panel will meet with the student and make a determination accordingly.

(c) Prior to convening the panel to hear the internal appeal, the Administration Manager must brief all panel members on the case.

(d) Once the internal appeal date and time have been set, the Administration Manager will advise the student of the appointment in writing.

(e) During the appeal, the student will have the opportunity to formally present their case at no or little cost. A student may be accompanied and assisted by a support person during the deliberation however this should not be a member of the legal profession.

(f) At the completion of the internal appeal, the Administration Manager will communicate the outcome to the Chief Executive Officer, where the Chief Executive Officer is not part of the panel, and to the student within 10 business days. If the appeal is not in favour of the student, they will also be advised in writing by the Administration Manager that they have access to an external appeals process which must be initiated within 20 working days. An application for external appeal form will be made available to the student. IntIA will proceed with its original intention if the student does not request further appeal within 20 working days of notification.

(g) Requests for an external appeal can only be initiated in writing within 20 working days of the written notice of outcome from the internal appeals process. The completed request must be completed by the student and submitted to the Administration Manager.

(h) The Administration Manager sends a template letter to the external appeal body requesting a date and time for the appeal to be heard. A copy of the letter is also provided to the Student Management Committee and the Chief Executive Officer together with any relevant file notes.

(i) If the external appeal results in a decision that supports the student, IntIA will immediately implement the decision or preventive action required and advise the student of the outcome. If the external appeal supports IntIA, the original intention will be carried out despite any further review.

(j) The appeals process, both internal and the first external appeal will be at no cost to the student. Students may also seek legal redress through the usual court processes if they feel unsatisfied beyond the first external appeal. Costs of any legal redress by students are to be covered by the student.

Contact details for Overseas Students Ombudsman to make a complaint

Online
You can make your complaint online by using the online complaint form (https://forms.australia.gov.au/forms/ombudsman/overseas-students-ombudsman-complaint-form).

Note: In order to use the online complaint form, you need to have the Adobe Reader installed. If you don’t already have it, you can download the latest Adobe Reader version for free from the Adobe website (http://get.adobe.com/reader/).

Telephone

You can contact the Ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. The Ombudsman’s Office will pay for the interpreter.

If you are deaf, hearing or sight impaired

You can contact them via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Fax

You can send the Ombudsman a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

Mail

You can write a letter and post it to:
Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601
AUSTRALIA
Tuition Fees Note
Any fee paid by Credit Card will incur a Credit Card Surcharge of 1.8%.

Transfer Between Registered Providers

Transfer from International Institute Australia (IntIA) to another provider and vice-versa for International Students

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. 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.

The policy of International Institute Australia is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

In regard to releasing current students, all of the students within a degree pathway with a higher education visa have not commenced their ‘principal’ program and thus, all students transferring out of this program need a letter of release from both IntIA and further education provider to be able to enrol in another institution. Our broad policy is to agree to all transfer requests unless there are some particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe IntIA course fees or that it is suspected that they are seeking transfer only to avoid being reported to DEEWR/DIBP for failure to meet academic progress or attendance. The Chief Executive Officer will make any final decision as to whether to refuse a letter of release for any student.

Letters of release would always be provided when or if:

1. IntIA registration or that of the Certificate or other course has been revoked.
2. Sanctions imposed on IntIA by the Australian government prevent the student from continuing in the course.
3. A government sponsor deems that the transfer is in the best interest of their student.

Procedure for assessing transfer applications from students wishing to transfer out of IntIA

1. Students make a written request to the Admissions Officer to transfer to another provider. The following must be addressed in the application:
   - Student Name
   - Current Course
   - Date of Application
• Course Commencement Date
• Visa Sub-Class
• Principal Course of Study (Note: For a 573 Visa Sub-Class the primary course will be the higher education course)
• What is the reason for this transfer request?
• Explanation of how the transfer will not lead to increased tuition costs, increased duration of studies, a lower level of support services at the new provider and effect the progression through a package of courses where appropriate.

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

3. If the student is under 18, their parent or guardian must support this request in writing. If they are under 18, they must also provide written evidence that the new provider will accept responsibility for their accommodation and welfare.

4. With these documents sighted, the Chief Executive Officer, or delegate, will assess the transfer request considering the following:
   Does the student have any outstanding fees payable? (if they do, these must be paid before a letter 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 DEEWR/DIBP for lack of course progress or poor attendance?

5. If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education/VET course.

6. The Admissions Officer reports the students’ termination of studies through PRISMS.

7. If any of the answers are unclear, the student is required to attend an interview with the Chief Executive Officer, or delegate, to gain a fuller understanding of the circumstances.

8. The Chief Executive Officer, or delegate, will inform the student in writing of a negative outcome with reasons and indicate that the student may access the student appeal process.

9. The assessment procedure should not take more than 10 days once the student has provided the necessary documentation to the Chief Executive Officer, or delegate. All requests, considerations, decisions and copies of letters of release will be retained in the 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.
10. Where a letter of release is granted, this will be provided to students at no cost to the student.
ESOS Framework
The Australian Government wants overseas students in Australia to have a safe, enjoyable and
rewarding place to study. Australia’s laws promote quality education and consumer
protection for
overseas students. These laws are known as the ESOS framework and they include the
Education

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

Your rights
The ESOS framework protects your rights, including:
• your right to receive, before enrolling, current and accurate information about the
courses,
fees, modes of study and other information from your provider and your provider’s agent.
If
you are under 18, to ensure your safety, you will be granted a visa only if there are
arrangements in place for your accommodation, support and welfare.
• your right to sign a written agreement with your provider before or as you pay fees,
setting out the services to be provided, fees payable and information about refunds of
course money. You
should keep a copy of your written agreement.
• your right to get the education you paid for. The ESOS framework includes consumer
protection that will allow you to receive a refund or to be placed in another course if your
provider is unable to teach your course.
The ESOS framework sets out the standards Australian education providers offering
education services to overseas students must obey. These standards cover a range of
information you have a right to know and services that must be offered, including:
• orientation and access to support services to help you study and adjust to life in Australia
• who the contact officer or officers is for overseas students
• if you can apply for course credit
• when your enrolment can be deferred, suspended or cancelled
• what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
• if attendance will be monitored for your course, and
• a complaints and appeals process.
One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider’s permission.
If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Your responsibilities
As an overseas student on a student visa, you have responsibilities to:
• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the written agreement with your education provider
• inform your provider if you change your address
• maintain satisfactory course progress
• if attendance is recorded for your course, follow your provider’s attendance policy, and
• if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Application Process

STEP 1. Review course information and read information on this website related to International students

STEP 2. Complete and sign Application for Enrolment Form

Print the Application for Enrolment Form

• Fill out the Application for Enrolment Form
• Send Enrolment Form to IntIA:
  o BY FAX: +61 3 9671 4440
  o BY MAIL: Level 2, 213-215 Lonsdale Street, Melbourne Victoria 3000 Australia

IntIA will:
(a) Check if places are available and advise the applicant if no places are available, otherwise:
(b) If places are available, check documentation is complete, including:
  - Completed enrolment application form
- Signed written agreement
- Certified transcripts of academic records
- Certified evidence of date of birth
- Copy of passport details
- Copy of English language test/ evidence English language proficiency
- Any documented request for Special Assistance/Programs where required
(c) Request any documentation outstanding
(e) Check that the applicant has received pre-enrolment information

Where qualifications, experience and English language proficiency are not appropriate for entry into the selected course, the Administration Manager advises the applicant as such in writing within 10 days of receipt of the application.

Where qualifications, experience and English language proficiency are appropriate for entry into the selected course, the Administration Manager will:
(a) Confirm recommended course place is available
(b) Confirm documentation and consultation process is complete
(c) Follow up any academic or management requests
(d) Finalise documentation
(e) Advise outcome of application and complete enrolment process if application is accepted

STEP 3. Receive a Letter of Offer

- You will receive a Letter of Offer in the mail if your application is approved. You will receive a notification by mail if your application is not approved.
- This usually takes 2 - 3 weeks from when we receive your application form.
- If you have not received an Offer Letter after a month, please contact Student Services:
  - EMAIL: info@aisi.edu.au
  - PHONE: +61 3 9671 4400
  - FAX: +61 3 9671 4440

STEP 4. Apply for Provisional Visa (PVA)
(*only for non-gazetted countries)
Refer to http://www.immi.gov.au/allforms/pdf/1219i.pdf for DIAC’s website

Assessment level 3, 4 and 5 applicants must make their initial student visa application whilst they are outside of Australia.

- If you belong to assessment level 1 or 2, skip the Step 4 and follow the Step 5.

STEP 5. Make Payment for Tuition Fee
Refer to course details pages for current fees

Payment Methods

Payment of the following must be made prior to the commencement of study:

- Half/Full Tuition Fees
- Enrolment Fee
- Text Book Fee
- Equipment Fee
- Overseas Student Health Cover (OSHC)

Fees can be forwarded utilising the details as provided in the Letter of Offer

STEP 6. Receive Confirmation of Enrolment (COE)
Once IntIA has received the Signed Agreement (sent with the Letter of Offer) and cleared funds into its bank account:

- You will receive an electronic Confirmation of Enrolment (eCoE) via eMail
- You must take this to your nearest Australian DIAC (Department of Immigration and Citizenship) to obtain a student visa.

STEP 7. Apply for Student Visa
Take your COE to your nearest Australian DIAC (Department of Immigration and Citizenship) to apply for a student visa.

STEP 8. Arrange Your Flight Ticket, Accommodation, and Airport Pick-up

- Arrange your flight online or with your local travel agent.
- IntIA can organise accommodation and airport pickup for you. Please contact Student Services to arrange these:
  - EMAIL: info@aisi.edu.au
  - PHONE: +61 3 9671 4400
  - FAX: +61 3 9671 4440

*Note: please notify IntIA at least one week prior to commencement if you need to defer your course due to delay of visa processing.

You will be required to attend an orientation at the Lonsdale Street campus as outlined in your letter of offer.