



CRICOS: 024-39G

RTO: 21282

STUDENT HANDBOOK

CAMPUSES

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Levels 4 and 9
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Melbourne
VICTORIA 3000
TELEPHONE: (+613) 8610 4100

LITTLE COLLINS STREET

Level 4
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Melbourne
Victoria 3000
TELEPHONE: (+613) 8610 4100

SWANSTON STREET

Basement Level
488 Swanston Street
Carlton
VICTORIA 3053
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Principal: Paul Kelly

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Welcome to AMI Education

Thank you for choosing to study at AMI Education. The management and staff are committed to ensuring you have a positive and very productive learning experience while at AMI Education.

At AMI we aim to uphold the highest professional and academic standards, and at the same time, offer the flexibility and fairness to enhance student success. Your cooperation is expected at all times to help us maintain the level of service and support throughout your course.

CEO

Mr. Daniel Wong

Executive Directors

Mr. Paul Kelly

Mr. Siah Chuan Lim

Mr. Mark Lo

Principal

Mr. Paul Kelly

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Student Visa Information

A student visa enables you to arrive and remain in Australia under certain conditions

The conditions are listed on your visa label or in your visa notification. It is your responsibility to be aware of and understand these conditions. Up to date information on student visa conditions and requirements can be found on the Department of Immigration and Citizenship (DIAC) website.

Education for Overseas Students (ESOS)

The ESOS Framework

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

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.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 that your education provider must obey. These standards cover a range of information that you have the right to know and services that must be provided to you, including:

- Orientation and access to student support services;
- Who the contact officer or officers are 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;
- If attendance will be monitored for those courses;
- What will happen if you want to change providers; and
- How to use your provider's complaints and appeals process.

Your responsibilities

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

- satisfy your student visa conditions;

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- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your 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

Contact

Department of Education Science and Training (DEST) for your ESOS rights and responsibilities

Email: esosmailbox@dest.gov.au or

Website: www.aei.dest.gov.au/ESOS

Department of Immigration and Citizenship (DIAC) for visa issues

Website: www.immi.gov.au

Overseas Student Health Cover

You are required to have Overseas Student Health Cover while you are on a student visa.

You pay for the initial period when you accept your offer. This money payable to AMI Education Pty Ltd with your other fees as indicated in your letter of offer. This will usually covers any ELICOS study and the first year of your other program.

You are responsible for renewing your health cover after this date.

AMI Education's preferred provider is Medibank Private. Once you have enrolled in your course, the OSHC will be ordered, should you arrive earlier, please notify AMI Education and it will be ordered for you then.

Your Medibank Private card will be available from reception approximately 10 days after commencement of your course.

Should you need your health cover number earlier, please contact AMI Education reception on (03) 8610 4100

Contact

Medibank Private:

Phone 132 331

www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

24 hour emergency Advice and Assistance hotline: 1800 234 601

Maintaining Address Details

It is a visa requirement that you keep AMI Education informed of your contact details. Should you these details change after you have enrolled, you must notify AMI Education within 14 days. AMI Education will notify DIAC of this information.

Permission to Work

An International Student Visa is now issued with permission to work, this permission is not active until the student enrolls. The International Student Work Permit, entitles a student to work 20 hours per week during the term, and full-time during vacations. However, such employment must not interfere with your course by preventing you from attending classes or taking up too much study time such that course work is adversely affected. Students who undertake paid work will also need to apply for a Tax File Number (TFN) and complete an income tax return at the end of each financial year.

If you have a spouse (e.g. husband or wife) who is joining you in Australia the work conditions for spouses vary depending on the course that the student is undertaking.

Please see: www.immi.gov.au/students/students/working_while_studying/index.htm

Accommodation

In Australia, there are various kinds of accommodation available, such as:

- hostels
- flats, units and houses
- home-stays

You can choose which ever you prefer, but we recommend home-stay or sharing a unit/house/flat with other students of different nationalities.

It can take time to find permanent accommodation after you arrive in Melbourne. You should allow at least 3 weeks to find permanent accommodation.

While searching you should:

- Understand what the different types of accommodation are and involve,
- Avoid being rushed in your search so that you make a wise choice.
- Inspect the property before accepting the terms and conditions of the lease.
- Read the terms and conditions of the lease carefully before accepting them
- Decide whether this is good location to life
- Assess noise levels during both the day and night

It is important that you consider the public transport connections to your campus. The sites below give you the opportunity to look at the travel distances, times and routes.

Contact:

Where is:

www.whereis.com.au

Metlink – Public transport

www.metlinkmelbourne.com.au/maps_stations_stops

Private Rental

There are a number of options in the rental market. Renting an apartment, flat or house on your own offers you a chance to be self sufficient and private. It can be very expensive to live alone as you must also pay for utilities(electricity, gas, telephone and water) as well as other bills.

Most students chose to share accommodation with others. This is cheaper as all the costs are shared. This can be a challenge as you may not agree about responsibilities. It is best that you agree about these right at the beginning.

When looking for accommodation it is best if your rent is not more that 30% of your income

Prices will vary depending on the type, size, location, and condition of the property. You should check the average prices of properties in the area which you chose to live. Prices usually increase as you get closer to the centre of the city.

You rent properties through either a real estate agent or directly from the owner. Properties are usually advertised in the real estate section of the newspaper, through real estate agents and on their websites

When you rent a property you are called the Tenant and the lease you sign is a legal agreement. There will be conditions in the lease that you must follow. You also have a rights and are covered by the Victorian Residential Tenancy Act (1987). It is important you are aware of your rights and responsibilities.

You are required to pay a security bond as well as the first month's rent up front. The security bond is usually the same as 1 month's rent. It is refundable when you leave the property if it is in the same condition as when you moved in.

You will also need money to pay to connect the utilities, for furniture and household items.

Helpful links

Home-stay Accommodation

<http://www.homestay-australia.com>
<http://www.globalvillageaccom.com.au>
<http://www.melbournehomestay.dragnet.com.au>
<http://www.studenthomestay.com.au>

Houses, Flats and/or Share Accommodation

<http://www.domain.com.au>
<http://www.realestate.com.au>
<http://www.yourestate.com.au>
<http://www.flatmatefinders.com.au>
<http://www.shareaccommodation.org>
<http://melbourneexchange.com.au/>
<http://au.easyroommate.com/>

A list of other sites for share accommodation in Melbourne:

www.onlymelbourne.com.au/melbourne.php?id=99

Utilities

When renting a property in Australia utilities are an additional to the cost of the rent. The tenant will have to arrange to connect the utilities, such as water, electricity and telephone.

This can be done by contacting utility companies individually.

The following are links to the major companies:

Electricity and Gas

AGL: www.agl.com.au
Energy Australia: www.vic.energyaustralia.com.au
Origin: www.originenergy.com.au

Switch Select has a list of retailers (be careful, this covers those selling in other states too)

www.switchselect.com

Home Telephone and Internet

AAPT www.aapt.com.au
Optus: www.optus.com.au
Primus www.primustel.com.au
Telstra www.telstra.com

Banking

Victoria has six major banks:

ANZ www.anzbank.com.au
Bendigo www.bendigobank.com.au
Commonwealth www.commbank.com.au
National Australia www.nab.com.au
St George www.stgeorge.com.au
Westpac www.westpac.com.au

You should set up your account within 6 weeks of arrival as you will only need your Passport, confirmation of enrolment and one other form of identification, such as your student ID card. After this period, you are required by government legislation to provide extra forms of identification to meet the required 100 points of identification

Many banks have low cost accounts for students. Enquire with the banks in person or via telephone or on the internet.

If you notify the bank of your Tax File Number (TFN) you can reduce the amount of tax you pay on the interest from your bank account savings.

Banks in the area

Near Collins Campus

- Bendigo Bank
303 Collins St. (same building as the Collins Campus)
- Commonwealth Bank
385 Bourke Street (corner of Elizabeth)
- National Bank
330 Collins St.(across the street from 303 Collins St)
- Westpac
360 Collins Street
- ANZ
388 Collins Street, Melbourne

- St George
325 Collins Street, Melbourne

Near Swanston Campus

- ANZ Bank
280 Lygon St, Carlton
- Commonwealth Bank
St Vincents Hospital, 55 Victoria Parade, Carlton
- Commonwealth Bank
RMIT Union House, Building 8, 360 Swanston St, Carlton
- Commonwealth Bank
259 Lygon St, Carlton
- Westpac
310 Lygon St, Carlton

New Anti-Terrorism Laws.

The laws relating to anti-money laundering and counter-terrorism financing apply to all foreign currency transactions from December 2007.

This means that if you bring any foreign currency to Australia or have money transferred from your home country, your Australian bank may have to supply your personal information to the Australian Government

Contact

Attorney General Department
www.ag.gov.au/ami

Taxation Income Tax

If you take up a part time work while in Australia, you will have to pay income tax. You will be considered a “resident for tax purposes” once you have been studying in Australia for more than 6 months. So that any income you have (from work or interest from a bank account), you will need a tax file number (TFN). You can apply to the Australian Taxation Office (ATO) a TFN.

As you are paying tax on your income, at the end of each financial year (June to July) you will use your TFN to file a tax return.

Goods and Services Tax (GST)

GST is a flat 10% value added tax on most products and services in Australia. It should be included in the advertised price of most products or services you buy here. You only pay the price shown.

Contact

Australian Taxation Office (ATO):
www.ato.gov.au

Medical Information

In Australia, when you are ill, you make an appointment at a Doctor's Surgery. Only go to the hospital in emergency situations. You can find a local doctor in the Yellow Pages.

The nearest medical Centre is:

Medical Collins Street Centre
8th Floor
267 Collins Street
Ph: (03) 9654-6088

Medical One
Level 3, 23 QV Terrace 292 Swanston St
Melbourne VIC 3000
Ph: (03) 9686 9229

If you are ill, please advise the college, by phoning Reception, before the start of your class.

Emergencies

The Police, Fire and Ambulance emergency phone number is **000**.

The Operator will immediately ask you for the service you need:

- Wait to be connected
- Describe the problem

This is a free call from any phone.

For general police enquires, ring the nearest Police Station:

Ambulance Service

Your OSHC will cover your costs for ambulance only in an emergency when you require medical treatment in a hospital immediately. The cost of an ambulance for non-emergency medical

transport is not covered by the OSHC. Should you wish this extra level of ambulance cover, you can pay for Ambulance Membership.

Pharmacies (Chemists)

Pharmacies dispense medicines on prescriptions from doctors. Pharmacies also stock a wide range of health related products.

Dentists

Dental treatment in Australia is expensive. A basic check-up with no treatment will cost around AUD\$50.00 and you can expect to pay AUD\$100.00 for standard treatment. It is recommended you take out special dental cover insurance.

Optometrists

Refer to the Yellow Pages directory for local optometrists. Fees for eye tests are covered by your health insurance. However, the provision of glasses is not covered.

www.yellowpages.com.au

All health and medical consultations are confidential.

Transport

Metlink 131 638

Melbourne has 3 main types of transport

TRAIN: There are several routes running from the city to the suburbs. Flinders Street Station is just across the road from the school (Collins Campus).

BUS: Bus travel is available in the suburbs and city.

TRAM: Tram travel is easy and convenient within the city and out into the suburbs

Daily, weekly or monthly passes make it cheaper to travel by public transport. There is a free City Circle Tram. Transport passes are available at most newsagents and from train stations.



Concessions for Students

Overseas students are not eligible for travel concessions on Melbourne's public transport system.

Further information and journey planning can be found at:

www.metlinkmelbourne.com.au

Driving in Australia

International students can drive in Victoria on their overseas licence, provided:

- The licence is current
- The licence is in English; or
- The licence is accompanied by an English translation from the Overseas Licence Authority

Should you wish to drive in other states of Australia and in other countries, it is advisable to get an International Drivers Licence. This must be issued in a student's home country. It cannot be issued in Australia. If you have an international licence, you can use it with your home country licence (providing it remains current) for a period of twelve months. International licences can only be renewed in the country of issue.

To get a local licence, you will be required to go through the full testing procedure. This consists of a written test and a driving test.

For information please see:

VicRoads: Phone: 13 11 71 or

Web: www.vicroads.vic.gov.au

Buying a Car

Having your own car certainly makes life easier but there are lots of potential problems. The booklet entitled 'Better Car Deals' (published by the Ministry of Consumer Affairs) is a useful reference. We strongly recommend you read this before buying a car.

Please note: Unless you obtain Third Party Property, Fire & Theft Insurance, you will be liable for any damage your car causes to another vehicle or property in an accident. For example, if your car hits a brand new Mercedes Benz and the cost to fix the Mercedes is \$20,000 AUD, then you will have to pay this amount unless you have Third Party Insurance. There are a number of providers of Third Party Insurance. It is suggested you compare the costs and benefits of various providers before making your decision.

Car Accidents - What To Do

If someone is hurt in a car accident phone 000 for ambulance and police. The police must be called if someone is hurt. If the accident is not serious and no one is hurt, the police do not need to attend.

Obtain the other driver's name, address, telephone number, car registration number, type of insurance cover and name of insurance company. Provide similar information about yourself to the other driver.

Note the other driver's car type, colour and damage incurred.

Obtain name, address and contact number of any witnesses to the accident.

Social Customs in Australia

Use of Names

Most Australians have three names. The first two names are referred to as 'given' or 'First' names, and most people are known by the first of these. The last name is called the 'family name', or 'surname'.

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Your naming system may differ from this, however for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name. e.g. Wong Fei Wan.

Punctuality

Being on time is important in Australia. If you have an appointment it is important to be on time or try to re-schedule.

If you are meeting friends or going to a social function it is more relaxed, though it would be polite to let them know you will be late.

Equity

Australians believe that all people deserve respect regardless of their gender, sexual orientation, ethnic or racial background, occupation or economic circumstances. In Australia it is common practice to thank people for the smallest deeds. When you buy something and receive some change, thank the shop assistant. Thank someone who holds the door open for you or who answers a question.

Going Out for a Meal

If you are invited for a meal with an Australian family, ask what time you are supposed to arrive, being punctual

An invitation to join friends for a meal in a restaurant may mean that they would like you to join them but you will be expected to pay for your own meal. If in doubt, ask.

Tipping

It is not normal to tip for services. If the service is very good you may wish to do so.

If you are invited to a barbecue you may be asked to bring your own meat and drinks. This may be expressed on an invitation as BYO (bring your own) meat and drinks. Again, if in doubt, say "What would you like me to bring?"

You may also be invited to a function and asked to "bring a plate". This is an Australian expression which means you are being asked to bring a contribution of food for the meal.

Conversation

You are studying in an English-speaking country so take the opportunity to improve your English. Don't be embarrassed or worried if you are not fluent, you will soon improve. Generally people won't mind if you ask them to speak more slowly.

When you are talking to Australians there



are some questions it is best not to ask unless you know someone very well. It is considered impolite to ask someone how much money they earn or the cost of their belongings, their religion or whether they are married.

Body Language and Personal Space

People of every culture have particular ways of using their hands, eyes, arms and even standing, that have meaning within that culture. A gesture may mean one thing within one culture but something entirely different in another.

For example, when an Australian is talking to someone, he/she will usually look at that person in the eye. We think this shows that we are sincere and are giving the other person our full attention. In some other cultures this would be considered impolite.

When talking, Australians don't stand very close to each other. Nor do they

touch each other as much as people from some other cultures do.



Bribery

Bribery is NOT tolerated in Australia and you should never attempt to gain preferential treatment by bribery. There are laws against bribery and they are enforced both against the person offering AND the person receiving the bribe.

Relationships

Young people in Australia are sometimes portrayed as being more physically expressive in relationships than some other cultures. Do not assume that this is the case. It is quite normal in Western cultures for relationships to develop slowly and for any intimate body contact to take place only when it is desired by both of the people involved. Any person has the right to say "No" at any stage.

If you find yourself in a situation you do not understand or feel comfortable about, feel free to talk to your teacher, our counsellor or any of the administration staff at Reception.

Shopping

There are many places in Melbourne to shop. The prices in retail shops are fixed, though it is common to ask if a discount is available on expensive items.

Bargaining is common in open air markets

Tourism In and Around Melbourne

AMI Education is located in the heart of Melbourne within easy walking distance of many tourist attractions. eg:

- The Melbourne Aquarium
- The National Gallery of Victoria
- Federation square
- Old Melbourne Gaol
- The Melbourne Museum
- The Yarra River

There are also many interesting and beautiful tourist destinations within 100km of Melbourne that students can visit on weekends. eg.

- Goldfields region around Ballarat
- Great Ocean Road
- Phillip Island
- Yarra Valley wine regions
- Wilson's Promontory

More information can be found at either www.visitvictoria.com or www.tourismvictoria.com.au

Culture Shock, Independence and Support.

Most students who go overseas to live and study in a new country will experience some difficulties relating to the new culture and environment. This reaction is often referred to as "culture shock". It is often a result of a new environment, the weather, a different way of doing things in the new country. In your home country you have your own support networks, with your family and friends around you. These people may


be the ones that remind you to do your homework and check about your study progress. In a new country you are the one responsible for your own studies and living situation.

Students and their families have to deal with a wide range of emotions when living in Australia. Some may feel stressed, homesick, lonely or frustrated. This is normal. It is important that you ask for help if this is affecting you negatively.

You are encouraged to speak with one of our student counsellors. Counselling is available for both personal and academic issues.

There are several stages in Culture Shock:

- 1 the excitement, and curiosity about being in Australia when you arrive
- 2 After enrolment, you may start to feel depressed, homesick and stressed. This may be because of the workload, the language, the lack of a familiar support network, or a lack of confidence.
- 3 Frustration and confusion about cultural identity, both your own and Australia's.
- 4 As you become familiar with Australia you will feel more relaxed, comfortable and confident.
- 5 Finally you will start to enjoy being in Australia as you come to understand it while still valuing your own culture.

 <p>WELFARE & ACADEMIC COUNSELLING</p> <p>Mr. Mark Lo</p> <p>Monday to Friday afternoons</p> <p>Please make an appointment at Reception, 303 Collins St</p>	<p>ACADEMIC COUNSELLING English - Ms Janine Rainbow</p> <p>Hospitality - Mr. Bryan Cole</p> <p>Higher Education - Mr Mark Lo - Ms Esther Teo</p> <p>BY APPOINTMENT Please give at least one days notice for an appointment to be arranged.</p>
<p>STUDENT CONTACT PERSON</p> <p>ELICOS – Gabriel O’Sullivan</p> <p>Hospitality - Ms. Seruni Semiati Poerwoko</p> <p>Higher Education – Mr Eric Zhang</p>	
<ul style="list-style-type: none"> • All appointments must be made at: Reception, 303 Collins St Reception, Swanston Street • Please arrive on time for your appointment • Advise reception as soon as possible if you want to cancel your appointment – someone else may need it. 	

Campus Rules

AMI Education welcomes you and asks that you remember the following:

1. **Mobile phones are to be switched off during class time.** If you are expecting an important call, please let your teacher know before class.
2. **No food or drinks in the classrooms.** Water bottles are allowed.
3. **No Smoking!** By law, smoking is strictly prohibited in any Melbourne office building and therefore is not allowed on the AMI Education Campus. Students who wish to smoke must leave the building. Smokers must not stand near the street entrance doors.
4. **Keep the kitchen area clean and tidy.** The kitchen is a shared area for students and staff. Please wipe down the benches and clean up after yourself. When washing dishes, check the sink for any scraps left in the drain. Please leave the area how you would like to find it.

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5. **ONLY SPEAK ENGLISH!** The best way to improve your English is to practise! Try to speak English as often as possible, this includes during break times!
6. **Discrimination.** Discrimination is treating one person differently to another based on prejudice. The Australian government has legislation to prohibit any form of discrimination. Students in classes are expected to treat each other with respect and to show respect for each other's cultural differences. Learn to accept such differences including:
- Gender
 - Sexuality
 - Race
 - Country of origin
 - Marital status
 - Religious beliefs
 - Age
 - Ability/disability
 - Sexual Orientation
7. **Harassment.** Harassment is to give uninvited and unwanted attention to another person to the point of annoyance. It is therefore, unacceptable for one student to continuously "harass" another person by words or actions. The Australian Sex Discrimination Act specifically outlaws this type of activity. Physical contact should be avoided, particularly with the opposite gender. Physical violence between students will not be tolerated and may result in instant dismissal from AMI Education.

If anyone believes they have been harassed or discriminated against, they must report it to either their teacher or AMI Education's Director of Studies immediately. Such reports will then be investigated and appropriate actions taken.

Attendance & Punctuality

- All students are required to arrive punctually for classes and remain for the full duration of classes.
- Overseas students are required to maintain an attendance record of 80% or higher. The Commonwealth Department of Immigration and Citizenship (DIAC) grants student visas only for full-time training. Full-time training is defined as an average of 20 hours per week face-to-face instruction on the premises (or other premises as required).
- In the event that a student holding a student visa has poor or unsatisfactory attendance, the following procedure is followed:
 1. If the student is still attending but is constantly late or not completing the full day, the relevant Director of Studies will counsel the student that their attendance is unsatisfactory and could result in the loss of their visa.
 2. Attendances are checked on a weekly basis. Any student who has a poor record of attendance, is given a warning letter and counselled by the relevant officer. A letter is placed on the student's file. This procedure will occur at various levels of attendance until the student's projected attendance cannot reach 80%.
 3. Once the total attendance of 80% by the end of the study period cannot be reached, the student will receive an Intention to Report notification. The letter is placed on the student's file. Students with compelling or compassionate reasons

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for poor attendance may wish to provide documentation to AMI and AMI will have the discretion whether to report or not to report. However, if a student's attendance is below 70%, AMI will report the student to DIAC. Students may access AMI's Complaints and Appeals process and provide a written response to the Intention to Report notification. Students have 20 working days in which to make this response. AMI will activate the process within 10 working days. Please access the Complaints and Appeals process through Reception or speak to Reception if you require any further information.

If for any reason students are unable to attend classes, they must contact AMI Reception to inform the relevant teacher. Normally, twenty four hours notice is expected. In accordance with Immigration Department requirements, if you are sick and cannot attend class, you need to see a Medicare registered doctor and ask for a medical certificate. Bring this to class and give it to your teacher within 7 days.

Student Leave

Holders of **Student Visas** cannot take leave during course times for reasons other than illness or compassionate circumstances such as bereavement. Medical certificates and appropriate documentation must be provided before leave can be granted. AMI will have the discretion to allow deferment of study in exceptional circumstances.

Other visa holders can apply for holidays by submitting a Student Application for Leave form for approval. Leave may be granted at the discretion of the Director of Studies.

Attendance Certificates

Students may from time to time need to obtain a certificate of their attendance level during their studies, for example, a DIAC interview. Students should complete a Documentation Request form and hand it to Reception. At least 24 hours notice is required to provide a Certificate of Attendance.

Emergency Situations

In circumstances where a student requires urgent medical treatment, AMI Education is authorised to arrange appropriate medical treatment in accordance with the advice of qualified medical practitioners.

Access and Equity

AMI Education is committed to access and equity for all students to ensure no student enrolled in its courses is disadvantaged. Policies on access and equity cover the following groups:

- Students with any form of physical disability (e.g. hearing, seeing)
- Gender
- People from non-English speaking backgrounds
- Students with a learning disability (e.g. dyslexia)
- Sexual Orientation

Students with disabilities should contact the relevant Director of Studies within the first two weeks of commencement of their course. AMI Education will, within limits, do its best to make special arrangements to assist students with disabilities.

Access to Student Records

AMI Education acknowledges and respects the privacy of all students. Student record files are maintained in strictest confidentiality. However, students do have a right of access to any personal information contained within their own student file in accordance

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with the Act and AMI Education's policies. Students wishing to gain access to information stored in their file, whether manually or electronically, should approach the Registrar. Note that AMI may be required to give some information to designated government authorities, such as DIAC, police, TAS (Tuition Assurance Scheme)

Student Facilities

Collins Street Campus

AMI provides students with a comfortable meals area which is equipped with a fridge, microwave, water cooler and eating area. Adjacent to this area is the Student Lounge with computers and online access. A coin operated photocopier is also available for students in the Student Lounge.

Paper Cut Printing cards can be purchased at the reception desk, a minimum of \$5.00. The printing cost is \$0.10 per page.

Students are asked to show consideration for others by tidying up any mess they may make. This is a common area and it is the responsibility of all students to keep it clean.

Little Collins Street Campus

AMI provides students with a comfortable meals area which is equipped with a fridge, microwave, water cooler and eating area.

Students will have access to computers, the internet and a coin operated photocopier at the nearby Collins Street Campus.

Swanston Street Campus

AMI provides students with a comfortable lounge area. There is a microwave where students may heat their lunch. Hospitality students also have access to the nearby AMI café where meals are prepared for breakfast, lunch and dinner. There is another lounge area adjacent to the café where students may relax. Students also have access to computers and online access. A coin operated photocopier is also available for students in the Reception area.

Paper Cut Printing cards can be purchased at the reception desk, a minimum of \$5.00. The printing cost is **\$0.10** per page.

Students are asked to show consideration for others by tidying up any mess they may make. These are common area and it is the responsibility of all students to keep it clean.

Library

AMI Education (Collins Street) has a library on site at Level 9. Students wishing to borrow books may approach the Academic Support Team staff at any time.

You will be required to present your student identification card when borrowing books.

The City Library is located on Flinders Lane, 5 minutes walk from the Collins Street Campus. Students are welcome to become members and access the library range of books, videos, DVDS, computers and online material.

The State Library of Victoria is located nearby on the corner of Swanston and La Trobe Streets. The library houses a significant amount of on-line and print based resources which can be printed and copied for learning purposes.

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Copyright

All the necessary regulations as set out in the Copyright Amendment Act 1989 and any further amendments must be observed when copying material in which copyright exists. Students are not allowed to use photocopies except where permitted by law.

Purchase of textbooks

Students are required to purchase textbooks appropriate to their course and level. These should be purchased at Reception at Collins Street or Swanston Street.

Supplementary materials maybe provided in the classroom.

Emergency Evacuation Procedures (All Campuses)

The safety of our staff and students is very important to AMI Education. For this reason fire drills (practice) are conducted by AMI Education on a regular basis. If you hear a fire alarm, do not panic – it is probably a drill. Do not use the lifts when an alarm is sounding. It can be very dangerous.

Should an evacuation become necessary, please remain calm and follow the instructions of your teacher and the wardens (wearing yellow or red hat) at all times. You will be given more specific instructions about the emergency procedures at your campus, at orientation.

Fees, Payment And Refund

1 AMI Education Pty Ltd Courses – ELICOS and Hospitality

- a) All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. The fee schedule may change from time to time. Therefore, students should confirm current course and other fees with the Registrar. Once enrolled in a course the course fees will remain the same for the normal duration of that course.
- b) At a minimum, full semester course fees and charges must be paid in advance prior to issuing the Confirmation of Enrolment (COE). Student course fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.
- c) Fees become liable at the enrolment date of each semester. Failure to pay fees by the enrolment date may incur the following financial penalties 2 weeks after the enrolment date:
 - d) 10% interest per year calculated daily on the outstanding amount
 - e) Where an application is withdrawn or cancelled, written notification must be provided.
 - f) Any request for refund must be forwarded in writing to AMI Education Pty Ltd., addressed to the Registrar detailing reason for withdrawal after approval from the relevant Director of Studies. This request must be received within ten (10) working days of notification of withdrawal from the course. Where a refund is due, tuition fees will be refunded per refund schedule set out below, less
 - i) Any commission paid to an agent or representative (if applicable)
 - ii) A Withdrawal Administration Fee of \$200.00

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- g) Refunds will be issued within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.
- h) Hospitality
- i) Tuition Fee
- (1) Visa refused – 100% refund of tuition fees
 - (2) Withdrawal notified in writing and received by AMI Education 28 days or more prior to semester commencement..... 70% refund of tuition fees
 - (3) Withdrawal notified in writing and received by AMI Education less than 28 days prior to semester commencement 50% refund of tuition fees
 - (4) Withdrawals notified in writing and received by AMI Education on the commencement date or after the semester commences
..... No refund of current semester tuition fees
- ii) Student Default:
- (1) No refund of current semester tuition fees
- i) ELICOS
- i) Tuition Fee
- (1) Visa Refused 100% refund of tuition fees
 - (2) Withdrawal notified in writing and received by AMI Education 10 or more weeks prior to commencement 100% refund of tuition fees
 - (3) Withdrawal notified in writing and received by AMI Education between 4 and 10 weeks prior to commencement..... 70% refund of tuition fees
 - (4) Withdrawal notified in writing and received by AMI Education less than 4 weeks prior to commencement 40% refund of tuition fees
 - (5) Withdrawal notified in writing and received by AMI Education less than 4 weeks after commencement 30% refund of tuition fees
 - (6) Withdrawals notified in writing and received by AMI Education later than 4 weeks after the semester commences
..... No refund of current semester tuition fees
- ii) Student Default
- (1) No refund of current semester tuition fees
- j) Administration fees and fees used to purchase goods and services from other service providers are not refundable.
- k) Any scholarship or promotional amount discounted or provided by AMI Education Pty Ltd is non refundable
- l) In the unlikely event that AMI Education is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 28 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AMI Education at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- m) If AMI Education is unable to provide a refund or place you in an alternative course ACPET, our Tuition Assurance Scheme (TAS), will place you in a suitable alternative course at no extra cost to you.

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- n) Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
- o) Situations of provider default are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.
- p) Situations of student default are covered by this agreement. Student default may include:
 - i) The student failed to pay an amount he or she was liable to pay AMI Education, directly or indirectly, in order to undertake the course.
 - ii) The student breached a condition of his or her student visa.
 - iii) Misbehaviour by the student.

2) Higher Education – University of Ballarat

Refund Policy

a) **Default and Level of Refunds of International Student Program Fees**

i) **University Defaults**

- (1) The University will, pursuant to the provisions of the ESOS Act and the Education Services for Overseas Students Regulations 2001 ("ESOS Regulations"), refund all program fees paid by or for a student if:

- (a) the course ceases to be provided at any time after it starts but before it is completed;
- (b) the course does not start on the agreed starting day;
- (c) the course is not provided in full to the student because a sanction has been imposed on the University under Part 6 of the ESOS Act,

- (2) and the student has not withdrawn before the default day.

- ii) However, if the offer to the student was made on the basis of incorrect or incomplete information being supplied by the applicant/student the University will, except in exceptional circumstances, retain 10% of the program fee for the applicable enrolment period.

iii) **Student Defaults - Definition**

- (1) The international student defaults, whereby:
 - (a) the course starts on the agreed day (i.e. on the day on which the course was scheduled to start, or a later date agreed between the University and the student) but the student does not start the course on that day and has not previously withdrawn from that course;
 - (b) the student withdraws from the course either before or after the agreed starting day;
 - (c) the student's candidature is terminated by the University;
 - (d) the student's candidature is deemed by the University to have lapsed.
 - (e) The student does not meet the requirements of the Letter of Offer or are not successful in obtaining a visa
 - (f) The University withdraws an offer on the basis that the offer was made on the basis of incorrect or incomplete information being supplied by the international student or intending international student.
 - (g) The international student fails to meet course progression rules and is not permitted to re-enrol.

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- (h) The international student or intending international student submits a notice of withdrawal due to exceptional circumstances.
 - (i) The international student or intending international student obtains Permanent Resident Status in Australia after accepting an offered place.
- b) **Level of Refunds of International Student Program Fees where the Student Defaults**
 - i) Where a student, after accepting an offer of a place, gives a minimum of 4 weeks (or 20 working days) written notice before the commencement of the teaching period of an inability to undertake the course, all international student program fees paid for the teaching period are refundable less an administrative fee of 10%
 - ii) Where a student gives less than 4 weeks (or 20 working days) written notice before the commencement of the teaching period of an inability to undertake the course, all international student program fees paid for the teaching period are refundable less 50% (including an administrative fee of 10%)
 - iii) Where a student withdraws from a course no later than 4 weeks (or 20 working days) after the first day of commencement of the teaching period, all international student program fees paid for the teaching period are refundable less 50% (including an administrative fee of 10%).
 - iv) No refund of international student program fees paid for the teaching period is payable where a student withdraws from a course beyond 4 weeks after the first day of commencement of the teaching period, except where a student withdraws in exceptional circumstances as outlined in 3.8 below.
 - v) Subject to sub-clauses **3.3**, **3.4** and **4.3**, a partial refund of international student program fees paid for the teaching period may be payable for students who are not continuing to the next teaching period whose enrolment at no later than 4 weeks (or 20 working days) after the first day of commencement of the teaching period is less than the normal workload of 1.0, calculated in accordance with **2.3** above.
 - vi) Where a continuing student who is permitted to re-enrol, submits a re-enrolment form for the next teaching period but does not pay the required fees and does not withdraw from studies, the tuition fees for that teaching period must be paid before the student can re-enrol in the same course or enrol in a different course, in a subsequent teaching period.
 - vii) International student program fees paid are fully refundable where a student fails to meet course progression rules and is not permitted to re-enrol, if the fees were paid in advance of the notification of exclusion.
 - viii) All international student program fees paid for the teaching period may be fully refundable where a student has been required to withdraw under exceptional circumstances. Exceptional circumstances include:
 - (a) inability to obtain a student visa;
 - (b) illness or disability prior to the commencement of the course
 - (c) death of the student or a close family member (parent, sibling, spouse or child); or
 - (d) political, civil, or natural event which prevents full payment of fees.
 - ix) Where the University withdraws an offer based on incorrect or incomplete information supplied by the applicant, all international student program fees paid for the teaching period are refundable less a 10% administrative fee.
 - x) Fee Refunds Related to International Students who Obtain Permanent Resident Status in Australia:
 - (a) Permanent Resident status is recognised from the date the PR status is stamped in the student's passport, not the date on which the application for PR status is made.

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- (b) If an international student obtains Australian Permanent Resident status before their initial enrolment the fee-paying overseas place will be withdrawn. If the student wishes to continue to study at the University, he/she must apply for a Commonwealth supported place or a Domestic fee-paying place in competition with Australian citizens, New Zealand Citizens or holders of a permanent visa and be subject to the same selection criteria applicable to these applicants.
 - (c) If an international student obtains Australian Permanent Resident status after commencing their course, but prior to the applicable census date for the relevant teaching period then they will be granted a Commonwealth supported place if available or if not available then they will be offered a Domestic fee-paying place. If an international student obtains Australian Permanent Resident status after the census date for the relevant teaching period then they will not be eligible for a Commonwealth supported place or a Domestic fee-paying place until the beginning of the next teaching period following the granting of PR status.
 - (d) If the student has already paid the international student program fees applying to international students for the teaching period, a total refund of these fees will be payable to the student if the student has obtained Permanent Resident status by the census date for that teaching period.
- c) **Payment of Refunds**
- i) **Payment of International Student Program Fee Refunds**
 - ii) In circumstances where the University defaults, if a refund of international student program fees paid to the University is applicable the University must refund the amount in accordance with the ESOS Act and the ESOS Regulations within 2 weeks after the default day, the default day being if sub-section 5.1(a) applies, the agreed starting date of the course, and if sub-section 5.1(b) or (c) applies, the day the course ceased to be provided.
 - iii) In circumstances where the international student defaults, if a refund of international student program fees paid to the University is applicable, the University must refund the amount within 4 weeks after receiving a completed and signed University of Ballarat "Application for Refund", or a written claim, from the student. The written claim must include the date of the claim, the student's full name, and the basis for making the claim, the address to which the refund is to be forwarded, and the student's signature. Claims will not be processed where the signature on the claim does not match the student's signature as shown on other documents provided by the student for admission to the University. Students are required to submit the Application for Refund or the written claim as soon as possible after the default day.
 - iv) In addition to the credit arrangements for continuing students under 3.4 above, where a full or partial refund of the international student program fees paid to the University is applicable, the University may (as an alternative to making a refund payment), arrange for another course or part of a course suitable to the international student or intending international student, and transfer the due refund as payment or part payment for that course. If the student agrees to enrol in the alternative course or part of course, the University is relieved of its liability to make the refund payment.
 - v) Refunds will be reimbursed in Australian dollars.

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Complaints and Grievance Procedures

Students may access the Complaints and Appeals Process through Reception, either at Collins Street or Swanston Street. Formal complaints must be made in writing. AMI will respond to the complaint within 10 working days.

However, AMI Education will attempt to resolve grievance issues on an individual case basis.

All students have the right to be represented and/or accompanied by a nominee at all times.

The three steps are as follows:

1) Informal Resolution

The student and other party will attempt to resolve the issue through discussion. If the complaint cannot be resolved then the Student Counsellor will be involved to aid resolution. At this point a written account of the issue and all steps taken towards resolution will be created and maintained by the relevant Director of Studies and placed on the student's file. If an informal resolution to the situation is not achieved, the student will proceed to step 2, Mediation.

2) Mediation

Here the student meets with the relevant Director of Studies or the Principal Administrator to reach a solution that is agreeable to all parties. If the dispute remains unresolved then either party may request an external Independent Conciliator, Step 3.

3) Independent Conciliator

An Independent Conciliator recommended by the Department of Education Services, would listen to all parties and make a decision, which will be binding for all.

Independent Conciliator

Ms Cindy Tschernitz

ACPET

Suite 101, Level 1, 126 Wellington Parade

East Melbourne, VIC 3002

CARLTON VIC 3053

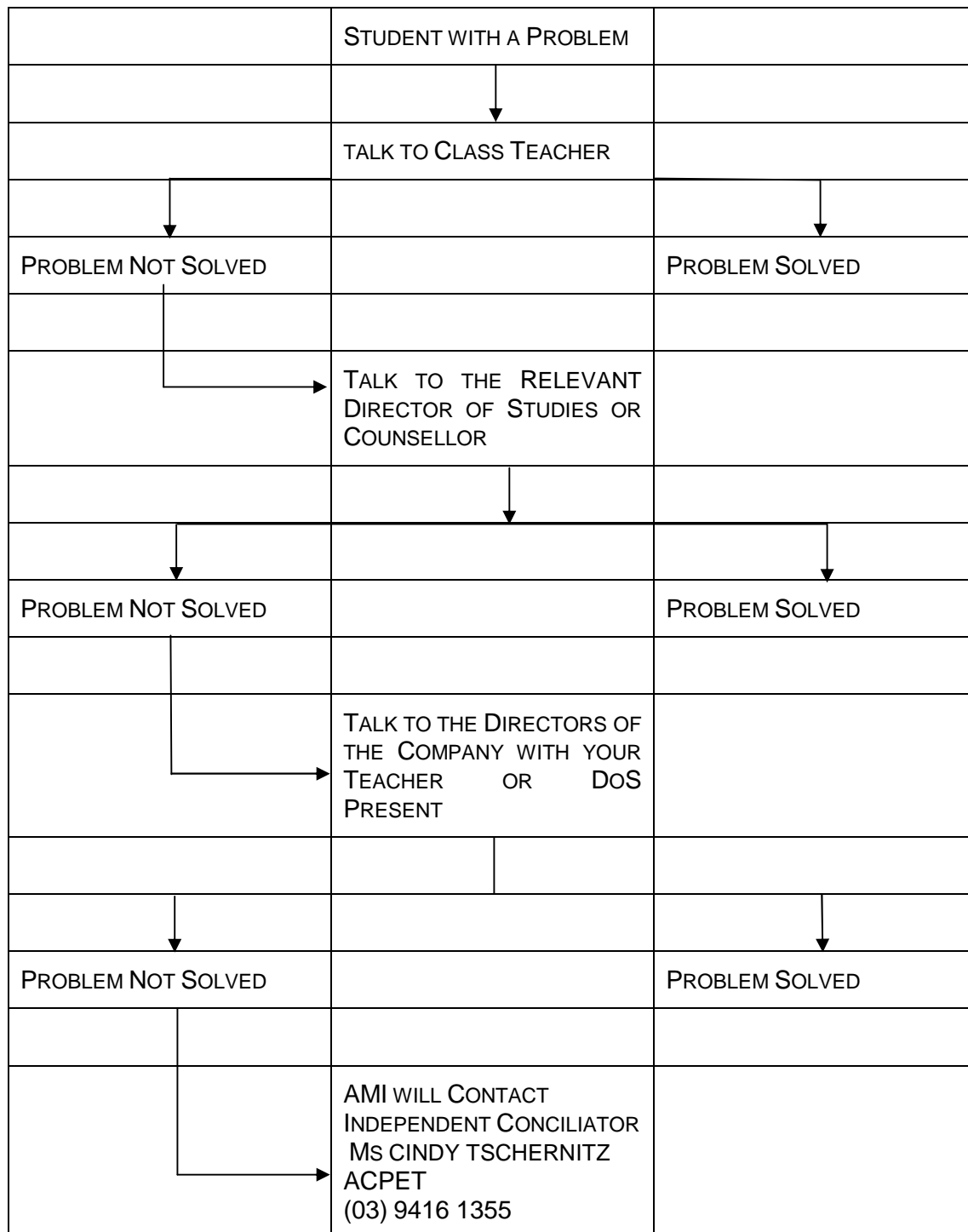
Ph: (03) 9416 1355

Fax: (03) 9416 1895

Email: vic@acpet.edu.au

The student's enrolment will be maintained during this time. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

Is it academic – about your class, your study or the college?



At any stage you may be represented by a nominee.

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LANGUAGE COURSES

AMI Education's ELICOS department was established in 2002 and is committed to providing a range of English language courses of the highest quality. Students studying English at AMI can study General English through to IELTS and English for Academic Purposes (EAP) to prepare them for academic study at the tertiary level. Students can articulate directly into undergraduate and graduate courses offered by AMI Education.

General English courses help students develop specific abilities in using English in a variety of situations and settings.

EAP is structured to cover a range of skills required for academic study, including English language, critical analysis, academic orientation and oral and written genre.

The IELTS preparation course is structured to prepare students planning to take the IELTS test by teaching strategies necessary for this exam. It also familiarises students with the structure of the test and what tasks they may be expected to complete.

Academic Progress

AMI supports and encourages students to strive for academic achievements. Every effort will be made to assist and support students in achieving their academic goals.

ENGLISH

Placement Tests- Students sit a placement test at enrolment to ensure they are placed in a class appropriate level at the commencement of their studies.

Progress Reports- Progress tests are conducted at 5 week intervals and students who have progressed sufficiently will be placed in a class at the next level. Each student is given a progress report at this point in time.

Certificates- Students will receive a certificate at the end of their studies at each level.

Extending Enrolment

Students wishing to extend their enrolment with AMI Education should contact Reception. No administration fee is charged for enrolment extensions. Students may also apply for an extension through their agent.

Excursions

Excursions are arranged for ELICOS (and Hospitality) students to enrich their experience in Australia and encourage students to use English in a variety of settings. Hospitality students may be given specific projects.

Day trips are planned for each semester and all students are invited to attend. Individual teachers may also arrange excursions for their class. Teachers prepare language exercises (or projects) prior to the excursion and follow up activities to ensure that students gain as much from the experience as possible.

Possible day trips include:

- A visit to the parliament building
- a visit to Victoria Market

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HOSPITALITY COURSES

Academic Progress

AMI Education supports and encourages students to strive for academic achievements. High standards are required at the Institute at all times. Every effort will be made to assist and support students in achieving their academic and professional goals. Students need to be aware that satisfactory academic progress is a requirement of DIAC and students should make themselves aware of the policy and procedure for monitoring and assessing satisfactory academic progress. More information will be given to you at Orientation.

Under section 19 of the ESOS Act, a student will be reported to DIAC if that student is not maintaining satisfactory academic progress.

Students who fail to keep and respect the rules of the Institute can expect to be disciplined. Ongoing inappropriate behaviour or disregard for rules may lead to suspension and/or dismissal from the Institute.

Assessment

Students will be given module outlines covering the units they are enrolled in during the first week of classes. These outlines will provide information regarding content, assessments and resource requirements. Students should see the teacher if there are any doubts concerning the module outline.

It is the student's responsibility to submit all work for assessment by the due date and in the prescribed format. If because of circumstances beyond his/her control, a student is unable to meet a deadline, the teacher concerned must be **contacted before the due date. An Extension Application form must be filed with the Director of Studies.**

Where a student fails to submit work for assessment by the due date without having had the prior permission from the teacher, a penalty of 10% a day will be deducted from the marks allocated to that assessment.

Re-Assessment

Where a student fails to meet the appropriate standards required by the course, the student may appeal to the Director of Studies - COMMERCIAL COOKERY to allow a re-assessment. The Director of Studies - COMMERCIAL COOKERY in consultation with the teacher will review the circumstances of the failure and may grant a re-assessment. Where such a re-assessment is granted the student will only receive an ungraded Pass or Fail result.

Where a student is absent from an assessment and the absence is supported by a medical certificate and where the doctor states that the student was too ill to sit for an assessment, the Director of Studies - COMMERCIAL COOKERY in consultation with the teacher may grant a re-assessment that leads to a graded result. Such medical certificate should be submitted to the Director of Studies - COMMERCIAL COOKERY within 48 hours after the day of the assessment. Where the student is absent without a valid reason then the student would be considered to have failed that assessment.

Notwithstanding the above, re-assessment will only be permitted to the extent that it does not conflict with the assessment principles.

Assessment Feedback and Appeal against Assessment Results

Teachers will provide feedback to students about the outcome of their assessments, such as mid term tests, projects and assignments. Students may approach teachers, the

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Director of Studies - COMMERCIAL COOKERY and/or the Counsellor if they require guidance on future options.

Where a student disagrees with the outcome awarded to an assessment, the student can discuss the disagreement with the teacher who would review the objections objectively. Where the disagreement cannot be resolved, the student can appeal in writing to the Director of Studies -COMMERCIAL COOKERY, who may convene a meeting between the student and teacher and if necessary, together with the Principal to consider the appeal. The decision may be to reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way.

Students may access the Complaints and Appeals process if they are not satisfied with the outcome. Please refer to student Notice regarding Attendance and Academic Performance.

Recognition of Prior Learning and Recognition of Current Competence (RCC)

A process is in place to enable participants to gain recognition for competencies that they already possess from their life and work experience and/or from other courses, and measure these acquired competencies against the unit criteria. Students are to complete an RPL/RCC application form and submit to the front office. Certified copies of academic results and relevant unit outlines must be included with the application. The application must be submitted by the end of the first week of starting your course. There is an RPL Kit to assist students with this process.

Mutual Recognition of Qualifications

AMI Education gives mutual recognition to the qualifications and Statements of Attainment issued by other registered training organisations accredited under the Australian Qualifications Framework and will grant credits to successfully completed units. Students are to complete and submit to the front office an Application for Credit Transfer form together with a certified copy of the qualification evidencing successful completion of the units. The application must be submitted by the end of the first week of a semester. Students will then be given a copy of this credit transfer decision to sign and this will be kept in the students file. Students should be aware that a change to duration of study may mean that the student will need to apply for a new CoE.

Examinations

- Any student who owes fees will not be permitted to sit for examinations.
- All bags should be placed at the front of the examination room.
- No unauthorised materials are to be taken into the examination room. If a student is found to have unauthorised material, the material will be taken from the student. The student will be allowed to finish the examination and will be reported to the Director of Studies – COMMERCIAL COOKERY at the conclusion of the examination.
- All mobile phones must be switched off. Should a phone ring during the examination, the student will have the phone confiscated for the duration of the examination.

Course Advice

Students who need information or assistance on their COMMERCIAL COOKERY courses should see the Counsellor or the Director of Studies – Hospitality (Commercial Cookery).

UNIVERSITY OF BALLARAT@AMI

Courses are offered by AMI Education in collaboration with the University of Ballarat. Students will be provided with a copy of the University handbook relevant to their course at the commencement of the course. Students should read both the AMI Student Handbook and the University of Ballarat handbook carefully. If you have any questions relating to your course you can refer them to the Business School's Director of Studies at any time.

RPL, Credit Transfer/Content Waiver Policy

AMI Education and the University of Ballarat encourage applicants who have previous relevant study or experience in other universities or TAFE colleges to seek content transfer/waiver **at the time of application** to the course. The decision to grant or reject an application is at the final discretion of the University of Ballarat. Applicants are encouraged to view full details on the procedure on the University's website or to contact either the Business School or the University for further information.

Academic Progress

High standards are required by both the Business School and the University at all times. Every effort will be made to assist and support students in achieving their academic and professional goals. Higher Education courses are assessed via a mixture of assignments, group work and exams. At the commencement of each unit students will be given details of required reading and the assessment process that will be used for that unit.

Plagiarism

Of necessity, most academic work is heavily dependant on the findings or ideas of others (ie authors, scholars etc.). Indeed one of the main aims of academic assessment tasks is to encourage the student to research widely and to develop research skills. In presenting your work for assessment you therefore must show the assessor that you have read widely and the only way you can do this is to 'cite' or refer to your source material throughout your work. As a matter of intellectual honesty and scholarly integrity you must say where ideas, information, arguments, diagrams or other theoretical models come from, regardless of whether you are quoting directly, paraphrasing, or simply mentioning or using data from that source. To do otherwise amounts to plagiarism and is a serious academic offence.

Plagiarism goes further than the failure to acknowledge quotations, paraphrases or information from published sources - it also includes copying or using other students work and downloading material from the internet. The University employs various methods to detect this form of cheating.

Make sure you are aware of the University policy on plagiarism (see *Guidelines for Presentation of Academic Work*, Sections 1.3 & 5.1 and the *Academic Regulations* Section 5.1.1). Any cases of plagiarism, cheating or copying, etc. will be dealt with by the course co-ordinator in accordance with the University's regulations and could result in failure of the piece of assessment, failure of the whole Unit or exclusion from the course.