International Student Handbook

MELBOURNE CAMPUS

Clinton Institute

RTO ID: 41597 CRICOS Provider Code: 03540C

1101/343 Little Collins Street, Melbourne, Victoria, 3000 |

Phone: (+61) 03 8394 2064

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WELCOME

Welcome to Clinton Institute. We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Clinton Institute.

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

STUDYING LOCATION

Melbourne Campus

We are located near the corner of Elizabeth Street and Little Collins Streets which is very central to the exciting Melbourne CBD. We are at (level 11 – suite 01) **1101/ 343 Little Collins Street, Melbourne,**

Victoria, 3000

Building opening hours: 8:00am to 6:00pm

Note – some classes start or finish outside of building opening hours (7.30 am – 9.00pm) - students will be provided with a security pass to ensure they can access the building at all times that classes are scheduled for.



CONTACT INFORMATION AND EMERGENCY CONTACTS

Clinton Institute Main Contact Details

Phone: (+61) 03 8394 2064

Office hours: Monday to Friday 9am – 5pm

International Student Support Officer

Your designated student support officer is Andy Nguyen.

He is your first point of contact if you have any difficulties or needs in relation to:

- adjusting to study or life in Australia,
- achieving your learning goals, attending class, progressing through your course.

Phone: 03 8394 2064 (from within Australia) Email: admission@clinton.edu.au

If necessary she may involve our Director of Studies, CEO or Trainer/Assessors to assist in a plan to support your needs. Please do not hesitate to contact Jessica during business hours.

Director of Studies

If your concern is of an academic nature you may also contact our Director of Studies Shane Batterson directly on:

Phone: 03 8394 2064 (from within Australia) email:dos@clinton.edu.au

Emergency Telephone Numbers

- Emergency Services - Police, Fire and Ambulance Phone: 000

- Local police station (226 Flinders Street – 5 minutes walking from College campus– open 24 hours) Phone: (03) 9610 7446
- Lifeline (24 hour crisis counselling line) Phone:131 114
- Poisons Information Centre (24 hrs) Phone:13 11 26
- Nurse on Call (24 hrs – free health advice anywhere in Victoria) Phone: 1300 60 60 24

VISA Support/Questions

Department of Home Affairs (DHA)

Phone: 131 881

Local Medical Centres

Collins Street Medical Centre www.collinsstmedicalcentre.com.au

7th Floor / 267 Collins Street, Melbourne Victoria 3000 | Phone: 03 85756900

Midtown Medical Clinic www.midtownmedical.com.au

4/250 Collins Street, Melbourne Victoria 3000 | Phone: 03 9650 4284

Collins Place Medical Clinic cpmc.com.au

Level 3, Harley House 71 Collins Street, Melbourne Victoria 3000 | Phone: 03 9650 4218

Pharmacies

Elizabeth Pharmacy

125 Elizabeth Street, Melbourne Victoria 3000 | Phone 03 9670 3815

St Vincent's Hospital Melbourne

svhm.org.au

41 Victoria Parade, Fitzroy VIC 3065 | Phone: 03 9231 2211

Transport

Public Transport – Trains, Trams and Buses

https://www.ptv.vic.gov.au/ (download the free smart phone app and try the journey planner – search for 'PTV Melbourne')

Clinton Institute is within Melbourne's 'Free Tram Zone' (includes all areas of the CBD). You do not need to buy a ticket if you are getting on and off within the CBD.

For all other travel on buses, trams and trains you must carry a MYKI card and pay for journeys and ensure you 'tap on' and 'tap off'. More info: http://ptv.vic.gov.au/tickets/myki/

Nearest Metropolitan Train Stations:

- Melbourne Central
- Flinders Street

Local taxi companies

- 13CABS – www.13cabs.com.au Phone: 132 227

- Silvertop – www.silvertop.com.au Phone: 131 008

Automated Teller Machines (ATMS)

- Bankwest ATM Bourke Street, 142 Elizabeth St, Melbourne Victoria 3000
- Westpac ATM, 303 Collins Street, Melbourne Victoria 3000
- Bank of Melbourne ATM, Level 1/360 Elizabeth St, Melbourne Victoria 3000

Libraries

City Library www.melbourne.vic.gov.au Phone: 03 9658 9500

Hours: 8am – 8pm

253 Flinders Lane, Melbourne Victoria 3000

State Library of Victoria

http://www.slv.vic.gov.au/ Phone: 03 8664 7000

Hours: Mon–Thurs 10am–9pm, Fri–Sun 10am–6pm

328 Swanston St, Melbourne VIC 3000

Internet Cafes

Dot Com Internet Cafe

Phone: +61 3 9018 3001

https://www.facebook.com/melbourneinternetcafe/

Opening Hours:

- Mon-Sat 8am - 10pm
- Sunday 9am - 10pm

Stationary supplies and printing services

Officeworks

www.officeworks.com.au ~ 03 9604 6100

107 Elizabeth Street, Melbourne Victoria 3000

Mon-Fri: 7:00am-9:00pm

Sat: 8:00am-7:00pm

Sun: 9:00am-7:00pm

COURSES PROVIDED BY CLINTON INSTITUTE

Clinton Institute offers the following nationally recognised training courses (please visit the links below for an overview of each course):

- BSB50120 - Diploma of Business
  http://www.clinton.edu.au/BSB50120%20Diploma%20of%20Business%20(Operations).html
- BSB50420: Diploma of Leadership and Management
  http://www.clinton.edu.au/BSB51918DiplomaOfLeadershipAndManagement.html
- BSB60420- Advanced Diploma of Leadership and Management
  http://www.clinton.edu.au/BSB60420%20-%20Advanced%20Diploma%20of%20Leadership%20and%20Management.html
- SIT40416 - Certificate IV in Hospitality
  http://www.clinton.edu.au/SIT40416CertificateIVinHospitality.html
- SIT50416 - Diploma of Hospitality Management
  http://www.clinton.edu.au/SIT50416DiplomaOfHospitalityManagement.html
- SIT30816 Certificate III in Commercial Cookery
  Certificate III in Commercial Cookery (clinton.edu.au)
- SIT40516 Certificate IV in Commercial Cookery
  Certificate IV in Commercial Cookery (clinton.edu.au)

SELECTION AND ENROLMENT

Clinton Institute accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form or sumbit an online application via https://clinton.rtomanager.com.au/Publics/PublicsPages/StudentApply/pp_Application_Step0.aspx

If you are applying for Credit (VET students only) you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or PTE.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

As part of the entry requirements you may be required to attend an interview. Details of the interview will be provided at this stage.

Once you have completed your Student application Form and gathered all of the necessary documentary evidence, send it to enrolment@clinton.edu.au . You will be contacted within 10 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice for the non-refundable enrolment fee that must be paid to secure your place in the course. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover and your enrolment fee has been paid.

RESPONSIBILITIES OF THE AGENT

Agent must:

- Promote Clinton Institute and its courses in the countries/regions specified above.
- Recruit and assist in the recruitment of prospective students to undertake courses at Clinton Institute in accordance with the current policies and procedures of Clinton Institute.
- Provide prospective students with any necessary information required under the ESOS Act and The National Code including information about the courses, facilities and services of Clinton Institute.
- Assist in completing and submitting application forms to Clinton Institute.
- Provide up to date agency details and agree to Clinton Institute publishing this information on Clinton Institute website as required under ESOS legislation.

  This includes:

  – Agency Name
  – Name of principal agent
  – Legal entity
  – Street address(es)

- Undertake and provided evidence of completion of the Education Agents Training Course (EATC) offered by PIER (Professional International Education Resources) or a recognized equivalent and belong to a professional association representing education agents where one exists.
- Avoid conflicts of interest and declare any that exist. Conflicts of interest may include, but are not limited to:
  - When the agent changes services fees to both overseas students and registered providers for the same service:
  - Where an education agent has a financial interest in a private education provider; or
  - Where an employee of an education agent has a personal relationship with an employee of the education provider.
- Cooperate with ASQA by providing accurate and factual responses to requests for information as required and in the conduct of audits and the monitoring of Clinton Institute operations as required.

In performing these services, the Agent must:

- Promote Clinton Institute with integrity and accuracy and recruit prospective students in an honest and ethical manner.
- Inform prospective students accurately about the requirements of Clinton Institute using only material provided or approved by Clinton Institute.
- Take reasonable steps to confirm the accuracy of information provided by prospective students in the application.
- Ensure that only signed and completed applications are submitted to Clinton Institute.
- Ensure that relevant fees, charges and supporting documentation accompany each application and

acceptance of offer documents.

- Ensure all signed Acceptance of Offer documents are forwarded to Clinton Institute promptly.
- Provide any offer documents received from Clinton Institute to the prospective student within 24 hours of receiving the offer documents.
- Only undertake promotional and marketing activities involving Clinton Institute that have been approved by Clinton Institute.
-

As per the requirements of the *ESOS Act 2000* and *The National Code 2018,* the Agent must not engage in dishonest practices, including;

- Recruiting or attempting to recruit a student currently studying with another Australian education provider.
- Suggesting that a student come to Australia on a student visa for any reason other than for full-time study.
- Facilitate the enrolment of students who the Agent believes will not comply with the conditions of their student visa (non-genuine/non bona fide students).
- Provide prospective students with immigration advice unless the agent is a separately registered migration agent (Migration Act 1958).
- Engage in false or misleading advertising or recruitment practices including misleading comparisons with any other education provider or their courses or inaccurate claims regarding any association between Clinton Institute and any other education provider.
- Facilitate applications by students who do not meet the visa criteria or make any guarantees about the likelihood of obtaining a student visa.
- Give false or misleading information relating to course fees payable or acceptance into a course.
- Receive or bank course fees payable to Clinton Institute by a prospective student; add additional or deduct any fees from the amount payable by the student to Clinton Institute.
- Commit Clinton Institute to accept any prospective student into a course.
- Use or access PRISMS without the prior written consent of Clinton Institute.
- Recruit or attempt to recruit a prospective student who the agent knows to have engaged the services of another representative of Clinton Institute.
- Sign or encourage others to sign official documents, such as the application form, on behalf of the prospective student unless the student is under 18 years of age and that person is the prospective student's parent(s)/legal guardian.
- Submit an application to Clinton Institute on behalf of a student if the Agent is aware the prospective student has applied to other education providers.
- Submit an application to Clinton Institute on behalf of a student the Agent is aware has been rejected by an education provider for a similar course.
- The Agent must ensure that all staff of the Agent are aware of the requirements of the ESOS Act and

The National Code.

- Unless Clinton Institute agrees otherwise in writing, the cost of advertising and promotional activities undertaken by the Agent will be borne by the Agent.

Australia's International Education Agent Code of Ethics, ethical framework;

- Integrity - being straightforward and honest in all professional and business dealings;
- Objectivity - not allowing professional judgment to be compromised by bias or conflict of interest;
- Professional competence and due care -maintaining professional knowledge and professional service, and acting diligently;
- Transparency - declaring conflicts of interest to all clients, especially when service fees are charged to both the education provider and the prospective student;
- Confidentiality - respecting and preserving the confidentiality of personal information acquired and not releasing such information to third parties without proper authority;
- Professional behaviour – acting in accordance with relevant laws and regulations and dealing with clients competently, diligently and fairly; and
- Professionalism and purpose - acting in a manner that will serve the interests of clients and the wider society even at the expense of self-interest; recognising that dedication to these principles is the means by which the profession can earn the trust and confidence of stakeholder groups (individual clients, the public, business and government).

Australia's International Education Agent Code of Ethics, principles;

- Agents and consultants practice responsible business ethics.
- Agents and consultants provide current, accurate and honest information in an ethical manner.
- Agents and consultants develop transparent business relationships with students and providers through the use of written agreements.
- Agents and consultants protect the interests of minors.
- Agents and consultants provide current and up-to date information that enables international students to make informed choices when selecting which agent or consultant to employ.
- Agents and consultants act professionally.
- Agents and consultants work with destination countries and providers to raise ethical standards and best practice.

Australia's International Education Agent Code of Ethics, standards;

- Agents and consultants comply with the Australian.
- Agent Quality Framework and the ACE.
- Agency demonstrates robust organisational effectiveness.
- Agency demonstrates strong business ethics.
- Agency supports staff capability development and ongoing education.
- Agency demonstrates quality and effective recruitment practices and standards.

An authorized agent list can be found in http://www.clinton.edu.au/agent.html

RESPONSIBILITIES OF CLINTON INSTITUTE

Clinton Institute must:

- Give the Agent sufficient information to enable the Agent to undertake its services, including information regarding the requirements of the ESOS Act and The National Code.

- Provide the agent with up-to-date and accurate marketing materials.
- Assess completed applications from prospective students within a reasonable time of receipt.
- Pay any fees within the agreed timeframe.
- Clinton Institute is not required to accept any prospective student referred by the Agent.
- Provide approved materials for marketing of courses. Only approved materials may be used. If materials are changed Clinton Institute will provide the Agents with the revised copes and all previous versions must be removed taken down or destroyed. Agents must confirm that these actions have been taken when new versions are provided.

UNIQUE STUDENT IDENTIFIER (USI) – VET STUDENTS ONLY

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls

in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS – VET STUDENTS ONLY

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Clinton Institute can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Clinton Institute will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING – VET STUDENTS ONLY

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and (if applicable) depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the head office.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

https://www.homeaffairs.gov.au/trav/stud

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Clinton Institute and including assistance with visas. A list of approved education agents is available here: https://clinton.rtomanager.com.au/Publics/PublicsPages/AgentListByCountry.aspx

Please ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

https://www.homeaffairs.gov.au/trav/stud

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your

chosen course of study.

- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Clinton Institute at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) detail at https://www.legislation.gov.au/Details/F2011L02005/7dff06b9-df62-4715-8fc7-8e814d2d7189

ARRIVING IN AUSTRALIA

The Melbourne International Airport

Located at Tullamarine about 26 minutes drive from the CBD. Please review the website for information about the airport. http://melbourneairport.com.au/ | Phone: +61 3 9297 1600

Getting from Location airport to your accommodation

Airport buses: https://www.ptv.vic.gov.au/getting-around/airport-buses/

Taxi: http://melbourneairport.com.au/to-from-the-airport/taxis/overview.html

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting

https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants rights.

Consumer Affairs Victoria has a specific page for international students at:

https://www.consumer.vic.gov.au/internationalstudents

There are a range of long-term accommodation options for international students. For example:

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

- https://unilodge.com.au/lodge/melbourne/ costs from $152.50 per week (twin share rate – includes gas, water and electricity)

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

- https://www.flatmatefinders.com.au Flatmate finder is a website to connect people looking for share accommodation to others with share houses available or who are interested in sharing costs of a new tenancy agreement. Costs vary.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

- http://www.student-accommodation.com.au/ costs: $300 per week and one time placement fee of $200. Includes internet access.
- https://www.homestay.com/australia/melbourne - costs and inclusions are variable – search for what you want here.
- https://www.airbnb.com.au/melbourne - costs and inclusions are variable – search for what you want here.

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD$80 to AUD$120 per day
- Family day care AUD$6 to AUD$10 per hour
- Nannies AUD$20 to AUD$30 per hour
- Au pairs (living in your home)AUD$200 to AUD$250 per week

Find out more at: Home - Live in Melbourne

- If you have children who are school age (ages 6-17),

please find out about school types, costs and application

processes on the following sites:

- Primary: https://liveinmelbourne.vic.gov.au/live/education-and-childcare/primary-schools
- High: https://liveinmelbourne.vic.gov.au/live/education-and-childcare/high-schools
- For children who are aged 4-5 please check the information about kindergartens: https://liveinmelbourne.vic.gov.au/live/education-and-childcare/pre-school-education

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- AUD$18,610 a year for the main student;
- AUD$6,515 a year for the student's partner;
- AUD$3,720 a year for the student's first child; and
- AUD$2,790 a year for every other child and where required.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking.
For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC

- BUPA Australia www.bupa.com.au

- Australian Health Management OSHC www.ahmoshc.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the https://www.homeaffairs.gov.au/trav/stud

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

https://www.studyinaustralia.gov.au/english/live-in-australia/working

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

You should also review the section in this Handbook about health and safety and remember to listen carefuly to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

COURSE INDUCTION

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Clinton Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.

- Access the support they need to effectively participate in their training program.
- Provide feedback to Clinton Institute on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with, Clinton Institute, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipt of any payments of tuition fees or non-tuition fees.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change within 7 days of change.
- Provide relevant and accurate information to Clinton Institute in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Clinton Institute if any difficulties arise as part of their involvement in the program.
- Notify Clinton Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Obliged to pay for the number of units/cluster/ levels have enrolled
- Make payments for their training within agreed timeframes, where relevant.
- Notify Clinton Institute via email, if payment could not make on time and request for an extension.
- For international students comply with their student visa requirements under the ESOS Act.

COURSE EXPECTATIONS AND REQUIREMENTS

VET Students

The training and assessment offered by Clinton Institute focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, homework/study and in some cases a work placement component.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to your trainer/assessor (in class) or sent by registered mail to:

1101/343 Little Collins Street, Melbourne, Victoria, 3000

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes – VET students

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training/teaching and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor/teacher if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Clinton Institute has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on (03) 6234 4251 for Hobart Campus and (03) 8394 2064 for Melbourne Campus to discuss your support needs.

You may also contact our International Student Support Officer at any time to discuss your immediate support needs on Studentsupport@clinton.edu.au

Melbourne Campus:

Administration Officer

Phone: 03 8394 2064 (from within Australia)

Hobart Campus:

Administration officer

Phone: 03 6234 4251 (from within Australia)

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students.

This includes access to an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare. Contact us at reception or by email to make an appointment.

We can also provide you with referral to external services that can assist you with accommodation, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. may also include advice on academic and study issues.

Internal welfare services are provided at no additional cost to students. However, if you are referred to an external provider, you will be responsible for meeting the costs of the provider. Clinton Institute does not charge for such referrals to the provider

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Clinton Institute provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: https://readingwritinghotline.edu.au/

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: http://australianapprenticeships.gov.au

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: 1300292153 Website: https://www.humanrights.vic.gov.au/

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1300792387 Website: http://www.legalaid.vic.gov.au

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

MindSpot

https://mindspot.org.au/

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: https://thebutterflyfoundation.org.au/

Support for those experiencing an eating disorder and want to talk to someone.

When:8am to 9pm M-F (no public hols)

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: https://au.reachout.com/

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT - COURSE PROGRESS & ATTENDANCE

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program. Students will be monitored on their attendance.

Course Progress

Clinton Institute will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Clinton Institute uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Director of Studies will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Clinton Institute decision to report you to DHA. However, an appeal will only be considered if Clinton Institute has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Clinton Institute is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

Students must meet attendance requirements as part of their visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make

the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

COURSE TRANSFER

All decisions made by Clinton Institute with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

Clinton Institute will not knowingly enrol a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:

- the student has completed six months of their principle course or course package; the original registered provider has provided a written letter of release;
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Clinton Institute will not actively recruit a student enrolled with another provider before the student has completed six months of their principle course or course package.

Transferring to another registered provider

For Clinton Institute students seeking to transfer to another registered provider's course of study, a letter of release from Clinton Institute is required. This will be granted in circumstances with compassionately reasons.

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- The student has outstanding tuition fee and cause Clinton Institute suspend the service until fess are brought up to date.

In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Clinton Institute's Fees and Refunds Policy and Procedures.

Transferring to a another course /campus offered by Clinton Institute

Students may transfer to another course or/and campus offered by Clinton Institute in the following

circumstances:

- Where it is considered that the course that the student wishes to transfer to better meets the study capabilities of the student; and/or
- better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Clinton Institute will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Clinton Institute's Fees and Refunds Policy and Procedure

Visa advice

All students who are either considering a course transfer, or have been granted a letter of release, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881.

Appeals

Where the decision is made to refuse a course transfer or Clinton Institute does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Clinton Institute's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

Records

All records relating to internal course transfers will be kept on a student's file.

Publication

This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Clinton Institute's website at http://www.clinton.edu.au/

DEFERRAL, SUSPENSION AND CANCELLATION

Orientation is compulsory for students to commence course learning, if students could not attend the orientation, should contact Clinton Institute ASAP to reschedule the date. Failure to attend the orientation by the intake date will lead to deferring the intake and changing enrolment accordingly. $260 admin is applied.

Requests from students for deferral and suspension of studies could be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits, no admin fee charged.

When determining whether compassionate or compelling circumstances exist, Clinton Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Clinton Institute because of a circumstance such as being involved in a car accident.

Where a student initiated deferral or suspension of enrolment is granted, Clinton Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Clinton Institute Course Transfer Policy and Procedure.

Clinton Institute may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Clinton Institute Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Clinton Institute will notify DET via PRISMS of the change in enrolment status.

Where a student accesses the Complaints and Appeals process, Clinton Institute will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Students are referred to the DHA web site (www.homesffairs.gov.au) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28

days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Clinton Institute, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where Clinton Institute initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Clinton Institute's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

Students may choose to access an external appeals process as per Clinton Institute's Complaints and Appeals Policy and Procedure. In the case of an external appeal, Clinton Institute is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.

In relation to suspension, Clinton Institute will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

Clinton Institute provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.

Student may access all relevant forms for deferral or suspension through Clinton Institute web site or by direct request.

Standards of behaviour required are outlined in the International Student Handbook.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Clinton Institute will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Please refer to the DHA web site at https://www.homeaffairs.gov.au/trav/stud or telephone 31 881 for information and their local DHA office for advice on how a potential change to enrolment status may impact your VISA.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Clinton Institute, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Clinton Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If your enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Clinton Institute will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where your enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

VET students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone.

There are also Suggestion for Improvement forms available from the campus office if you would like one.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Clinton Institute holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that Clinton Institute holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU OF CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Clinton Institute will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the *Change of Details Form*. As an international student, you are required to provide this form to us within 7 days of any change occurring,

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

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 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Clinton Institute must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Clinton Institute has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Clinton Institute emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Clinton Institute is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Clinton Institute will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Clinton Institute Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Clinton Institute aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Clinton Institute.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Clinton Institute provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to http://www.usi.gov.au/About/Pages/default.aspx

PRIVACY POLICY

In collecting your personal information Clinton Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at http://www.clinton.edu.au/policy/PrivacyPolicy.html#

FEES, CHARGES AND REFUNDS

Protection of fees paid in advance

- Clinton Institute protects the fees that are paid in advance by international students.
- Student fee protection is ensured as follows:
  - All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.

- Clinton Institute does not require international students to pay more than 50% of course fees prior to course commencement. However, Clinton Institute provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a students chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Clinton Institute will require students to pay the full cost of the course prior to course commencement.
- Clinton Institute pays into the Tuition Protection Service (TPS) provided by the Australian Government. In the event that Clinton Institute is unable to deliver a course a student has paid for and does not meet the obligation to either offer a student an alternative course or pay a student a refund of the unspent prepaid tuition fees, the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as Clinton Institute's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training/teaching, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3.
- Fee information provided to domestic and international students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
  - Any additional charges that may apply and the circumstances in which they apply
  - The potential for changes to fees over the duration of the course
  - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' only if they signed up to a course as a result of 'direct approach' sales or marketing strategies, such as tele-marketing or door-to-door sales. As Clinton Institute does not use 'direct approach' sales or marketing, this is not applicable.

Inclusions in course fees

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
  - All of the training/teaching and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results or transcript for VET students only, a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees include:
  - Additional fees that apply for re-assessment $200, where a student fails to achieve a satisfactory outcome after attempts at an assessment tasks – VET students only.
  - Re-issuance or additional copies of certification documents will attract a fee of A cost of $60 per document applies as well as $25 where international shipping is required.

  - Fees for deferral of study, late payment of tuition fees or other circumstances in which additional fees may apply.

- Course fees (tuition or non-tuition) do not include:
  - Textbooks or replacement textbooks if original copies are lost or misplaced.
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Stationery such as paper and pens.
  - Overseas Student Health Cover
  - Airport pick ups
  - Excursions
  - Re-assessment if required, as outlined above.
  - Credit card payment surcharges.

Payments

- Payments can be accepted by electronic transfer, credit card or cheque.
- Credit card payments incur a surcharge of 1.6% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Clinton Institute reserves the right to suspend the provision of training/teaching and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees on time and without payment extension approved will receive two warnings regarding non-payment of fees and after that will be reported to DHA via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

Refunds for international students

- All course fees for international students include non-refundable enrolment fee and non-refundable application fee which are detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.
  - A full refund of any fees paid (including the deposit) will apply if Clinton Institute is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

- **Circumstances in which a refund will be paid – FULL REFUNDS APPLY**

  A full refund of any course fees paid will be provided to students in any of the following circumstances:
  - Defaults by Clinton Institute, where a course does not start on the starting date outlined in the Letter of Offer
  - If a student cannot commence the course because of serious illness from incident, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
  - At the discretion of Clinton Institute's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

- If an offer of a place is withdrawn by Clinton Institute and this is not due to incorrect or incomplete information being provided by the student.
- $260 administration fee is applied for the refund application.

- **Refund process for full refunds**
  - In any of the above situations, Clinton Institute will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. Refunds will be issued within 28 business days.

- **Circumstances in which a partial refund will be paid – PARTIAL REFUND**
  - Partial refunds will be paid in the event of provider default (where a course does not start on the starting date). The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - Partial refunds will also be provided in the same manner as for provider default (as above) where Clinton Institute fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
  - If an international student is refused a visa (student default) before commencing their course, fees received in respect to tuition will be refunded less a $260 administration fee.
  - If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees as shown in your offer letter will not be refunded. However, tuition fees will be refunded from the day of the student default /withdrawal, (as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014) less a $260 administration fee.
  - Withdraws from course of study (not default by Clinton Institute), the student must provide the formal Withdrawal Form and lodged via students registered email. Refunds for any withdrawal will be calculated based on the date the notice of withdrawal form and completed refund form and with all relevant documentation received by Clinton Institute and will be as indicated in the following:
    - Where a student withdraws from a course more than 4 weeks before course commencement, 70% of the paid tuition fee will be refunded less a $260 administration fee.
    - Where a student withdraws from a course less than or equal to 4 weeks before course commencement, 50% of the paid tuition fee will be refunded less a $260 administration fee.
    - Where a student withdraws from a course after the commencement of their initial course and even deferral, no refund is payable.
  - When default by Clinton Institute as course discontinued, if a student withdraws their course after the course has started and they have paid for units/clusters/modules that have not been commenced. A refund will be calculated on a per unit or cluster cost calculation as the course fee, less a $ 260 administration fees.

- **Refund process for partial refunds**
  - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
  - The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Clinton Institute to provide those services.
  - The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
  - A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

- **Circumstances in which a refund will not be paid – NO REFUND**
  - A student is not entitled to a refund in the following circumstances:
    - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
    - Where Clinton Institute terminates the student's enrolment because of a failure to comply with Clinton Institute policies, misbehaviour or unsatisfactory course progress.
    - Where a student withdraws from a course after the commencement of their initial course and even deferral, no refund is payable.

Outcomes of refund decisions

Clinton Institute will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
Students will be advised that they may appeal the refund assessment following Clinton Institute's Complaints and Appeals Policy and Procedure.

Publication

- Clinton Institute will publish in a prominent place on its website the following:

– This Fees and Refunds Policy.

– All tuition and non-tuition fees.

COMPLAINTS AND APPEALS

Nature of complaints and appeals

- Clinton Institute responds to all allegations involving the conduct of:
  - Clinton Institute, its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of Clinton Institute and including education agents.
  - Any student or client of Clinton Institute
- Complaints may be made in relation to any of Clinton Institute's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training/teaching and assessment provided
  - training/teaching and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by Clinton Institute to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Clinton Institute

Principles of resolution

- Clinton Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Clinton Institute ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Clinton Institute will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Clinton Institute or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and email to complaint@clinton.edu.au
  When making a complaint or appeal, provide as much information as possible to enable Clinton Institute to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

Timeframes for resolution

- The complaint or appeal will be acknowledged in writing by Clinton Institute, within ten (10) working days of lodgement.
- The complaints and appeals commencement of assessment will commence within ten (10) working days of lodgement.
- Complaints and appeals will be finalised as soon as practicable.
- Lodgement of an internal appeal must be made within sixty (60) days of the complaint outcome letter or
- assessment decision date.
- Lodgement of external appeal must comply with individual external agency criteria.

Resolution of complaints and appeals

- Some or all members of the management team of Clinton Institute will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- There are no associated costs for the student to lodge a complaint or internal appeal.
- The student is given the opportunity to formally present his or her case and be accompanied and
- assisted by a support person at any relevant meetings.
- In the case of an assessment appeal, an assessor who is independent from the original decision will
- assess the original task again. The outcome of this assessment will be the result granted for the
- assessment task.

- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for
- the findings made.
- The enrolment status of student will be handled as follows:
  - For domestic students that choose to access this policy and procedure, Clinton Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.
  - For international students, Clinton Institute will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Clinton Institute maintains the student's enrolment as follows:
    - If the appeal is against Clinton Institute's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Clinton Institute's decision to report.
    - If the appeal is against Clinton Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Clinton Institute will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Independent Parties

- Clinton Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Clinton Institute.
  - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
  - Clinton Institute will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
  - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Clinton Institute.

External complaint avenues

- Complaints can also be made via the following avenues:
  - National Training Complaints Hotline:
    The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
    - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
    - Email: ntch@education.gov.au
  - Australian Skills Quality Authority (ASQA):
    Complainants may also complain to Clinton Institute's registering body, Australian Skills Quality Authority (ASQA).
    ASQA can investigate complaints about RTOs that have not met their obligations.
    ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
    Please refer to the following webpage below before making a complaint to ASQA as it provides an online tool that will advise you about whether or not you can make a complaint to ASQA:
    https://www.asqa.gov.au/complaints
  - The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Clinton Institute:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Clinton Institute.
  The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.
- Please refer to the following website if you are considering making a complaint: http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

Publication

This policy and procedure will be published in the Student Handbook and on Clinton Institute's website.

ISSUING OF CERTIFICATION DOCUMENTS – VET STUDENTS

On completion of your course and payment of all relevant fees, we will issue you with certification within thirty (30) days. For VET students this will include a Testamur and record of results that will show the units of competency achieved in the course and corresponding results.

Where a VET student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Clinton Institute reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Clinton Institute is not permitted to do so by law.

Clinton Institute must have a valid USI on file for the student for a qualification or Statement to be issued

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

POLICY DEFINITIONS

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Appeal means a request for a decision made by Clinton Institute to be reviewed

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Clinton Institute.

DET means Department of Education and Training

DHA means the Department of Home Affairs .

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and
- 'Whether the information or opinion is recorded in a material form or not.[1]

Education Agent means 'a person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers.

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

PRISMS means Provider Registration and International Students Management System

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support
Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

TPS means the Tuition Protection Scheme established to assist international students where the provider is unable to deliver their course in full because of provider default.

Unique Student Identifier is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

USI means Unique Student Identifier as above

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[1] Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th January 2014 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

STUDENT FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our training services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us also notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
RPL Kit	If you wish to apply for Recognition of Prior Learning – used to gather evidence of competency against unit requirements.
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect
Application for Deferral Form	If you wish to defer your enrolment please use this form.
Application for Leave of Absence Form	If you wish to take some time away from your intended studies, please complete this form.
Student Change of Details Form	If you update the contact detail included the email, or/and home address, or/and phone number please use this inform.
Internal Transfer of Campus Form	If you wish to change campus please use this form for application
Internal Course Transfer Form	If you wish to transfer from your current course study to another course within Clinton Institute, please use this form.
Student Exit Survey	Used to gather your feedback about your entire course to help us improve anything to do with the course design, training and assessment or any other parts of your student experience.

The above form can be assessed and download from website: www.clinton.edu.au

Clinton Institute Official Point of Contact

Position /Department	What they assist with?	Email address
CEO	Continue improvement Suggestion	ceo@clinton.edu.au
Director of Studies	Students wellbeing counselling, academic feedback	dos@clinton.edu.au
Admission-Melbourne	Melbourne students inquiry, included the COE, Defer, withdrawl, leave, completion	Admission@clinton.edu.au
Hobart	Hobart students inquiry as general	Hobart@clinton.edu.au
Finance	Finance inquiry	finance@clinton.edu.au
Compliance Team	Internal and external complaints	Complaint@clinton.edu.au
Compliance Team	Appeal lodgement, processing and investigation	Appeal@clinton.edu.au
Students support	Communication for students counselling request, included but not limited In attendance and academic monitoring	studentsupport@clinton.edu.au