



Student Handbook

PRE-ENROLMENT INFORMATION

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WELCOME TO GLEN INSTITUTE MELBOURNE

Welcome to the Glen Institute and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

This handbook was developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information you need to know about studying with Glen Institute and living in Australia.

This handbook provides you with the information you need to know about what courses are available and how to apply to study, a guide to applying for your visa, approximate costs of living in Australia, services, emergency numbers and more. Additionally, what to do when you arrive at the airport, as well as other important information such as working in Australia, options for accommodation, bringing family, schooling for children and so much more.

The first section of this Handbook details the courses Glen offers, how you can apply, including how to apply for your visa. There is further information about arriving in Australia, as well as an introduction to living and studying in Melbourne.

*NOTE: Details re living expenses, transport and general expenses are a guide only. All expenses are an average and are dependent on location, distance from the city and common bi laws.

During your orientation program, you will be provided with further information and tips to help you to adjust to studying and living in Australia.

For additional information about living and studying in Melbourne you can visit www.studyinaustralia.gov.au.

The web site includes a useful guide about studying and living in Australia that you can download.

Please take some time to read this handbook and familiarise yourself with the content.

REASONS TO STUDY AT GLEN INSTITUTE

The Glen Institute is conveniently located in Melbourne CBD, our college is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.

GLEN INSTITUTE LOCATION



Suite 3, Level 12, 190 Queen St. Melbourne, Victoria Australia



www.glen.edu.au

GLEN INSTITUTE CONTACT INFORMATION

If you require support or assistance with your course or aspects of your stay in Australia, please contact either your student/client support officer who will assist or direct you to the appropriate support.

If you are having trouble contacting any of these persons, please make an appointment through reception.

Contact reception on (00) 61 3 8652 3990

If you require urgent assistance to do with your course and it is after 5.00pm call the number below.

After Hours Emergency: +61 452 044 536

*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000"

If you are not well or have hurt yourself, you will need to either go to hospital or the nearest medical center to you.

ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code

More information at: <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

VET COURSES OFFERED AT GLEN INSTITUTE

Glen Institute offers the following courses:

*Please refer the Individual course guides for details and the course fee structure for the associated fee.

BSB30115- Certificate III in Business
BSB40215- Certificate IV in Business
BSB51918- Diploma of Leadership and Management
BSB60915- Advanced Diploma of Management (Human Resources)
ICT30115- Certificate III in Information, Digital Media and Technology
ICT40115- Certificate IV in Information Technology
ICT50115- Diploma of Information Technology
ICT60115- Advanced Diploma of Information Technology
SIT30816- Certificate III in Commercial Cookery
SIT40516- Certificate IV in Commercial Cookery
SIT50416- Diploma of Hospitality Management
SIT60316- Advanced Diploma of Hospitality Management



Entry Requirements – VET COURSES

- All students must be of the age of 18 years or over at the time of applying for admission at the College
- Students must have achieved IELTS 5.5 or equivalent
- Students must have completed Australian Year 12 equivalent in their home country.

LLN Requirement

Student must demonstrate their competence in language, literacy and numeracy levels when enrolling into the course.

ELICOS COURSES OFFERED AT GLEN INSTITUTE

[English for Academic Purposes \(EAP I\)](#)

[General English Program \(Beginner to Upper Intermediate\)](#)

NOTE: These courses do not come under the AQF award

Entry Requirements – ELICOS

All students must be of the age of 18 years or over at the time of applying for admission at the College

Admissions and Enrolment

Glen Institute accepts applications from all students who meet the entry requirements. Applications are accepted on a first come, first served basis. However, if a course is full and your application has been accepted you will be offered a place in a course starting at a later date.

To apply to enroll in a course, you must complete an International Student Application Form. The form can be downloaded from the website www.glen.edu.au

If you are applying for any academic credits you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application. For further information, see the section on Credits Transfers in this Handbook below.

Once you have completed your International Student Application form and gathered all the necessary documentary evidence, send it to our admissions team at admissions@glen.edu.au or alternatively post it to Suite 3 Level 12, 190 Queen Street, Melbourne VIC 3000 Australia.

A non-refundable application fee of AUD \$250 shall apply.

You will be contacted within 14 days with the outcome of your application and to confirm your details.

Once your application is approved, 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 with the amounts and timing for payments.

You need to sign and return the agreement to confirm your enrolment.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you and Initial Tuition fee payment.

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: <http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, 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 your visa application, or Glen Institute has a range of education agents who can assist you to apply for a course, arriving in Melbourne, joining Glen Institute and provide assistance with your visa application.

Contact us for details of the education agents that we use.

NOTE: 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 refund as per the Refund Policy stated in Refund Section of this Handbook.

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 and in turn your course.

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 Glen Institute 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.

If you are travelling with your family, you will need to provide their documents as well.

Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: 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](http://www.immi.gov.au)

UNIQUE STUDENT IDENTIFIER

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification as listed on the relevant section of the Enrolment Form.

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

Review our USI policy at: https://glen.edu.au/wp-content/uploads/forms/USI_Policy.pdf

CREDIT TRANSFERS

A credit transfer 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.

Glen Institute can grant a credit transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/ module in your course.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as a part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required. Additionally, it helps to ensure there is no need for adjustments to your visa after you have arrived in Australia and commenced your course, as the duration of your course will be established prior to your arrival.

Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

You will be advised in writing of the outcome of your Credit Transfer Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.

There is no charge to apply for Credit transfers.

NOTE: Only applicable to VET courses.

Review our Credit Transfer policy at:

https://glen.edu.au/wp-content/uploads/forms/Course_Credit_Policy.pdf

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances

Glen Institute has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team to ascertain if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.

To deem if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with an RPL 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.

If you choose to progress with RPL you will need to officially apply by filling in an application form, this is a part of the RPL kit provided. Return the kit and application form to and your application will then be assessed for suitability. If accepted, you will be contacted by an assessor to progress the RPL process.

In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and 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.

Review our RPL process:

https://glen.edu.au/wp-content/uploads/forms/Recognition_of_Prior_Learning_Policy_and_Procedure.pdf

GENERAL INFORMATION ABOUT LIVING IN MELBOURNE

***Please note all figures provided below are in Australian dollars and are indicative only. These costs can vary significantly depending on where you live in Melbourne. You should be prepared in case the indicative living costs suggested below are greater than stated below.**

For more information visit the Department of Home Affairs website. <https://www.homeaffairs.gov.au>

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 whilst in Melbourne.

While international students are able to supplement their income with money earned through part-time work in Melbourne, 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 Melbourne will be genuinely available to them during their stay.

Under the Migration regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

Accommodation

- Hostels and Guesthouses from \$90 per week
- Shared Rental – from \$85 per week
- On campus – from \$90 per week
- Homestay – from \$235 per week
- Rental – from \$165 per week

Utilities, food and more

Below is a list of average costs for everyday expenses in Australia:

- Groceries and eating out – from \$80 per week
- Gas, electricity – from \$35 per week
- Phone and Internet – from \$20 per week
- Public transport – from \$15 per week
- Car (after purchase) – from \$150 per week
- Entertainment – from \$80 per week

From 1st February 2019 the 12-month minimum estimated living cost are:

- You - \$35,000
- Family of 4 (2 adults & 2 children) - \$65,000

If you plan to rent your own home in Melbourne, you will need to allow for a rental bond equivalent to 4 to 6 weeks rent. Weekly rental costs vary from suburb to suburb and according to the size and quality of accommodation. If you are sharing a home, you may be requested to pay a portion of the bond.

Please contact Student Support Services if you would like some assistance in finding suitable accommodation.

You can find further information here: <https://www.studymelbourne.vic.gov.au/living-and-accommodation>

Public and shopping facilities

All Australian major towns and capital cities have shopping facilities including supermarkets, department stores, novelty and specialty shops as well as general services such as banks and generally a post office.

Opening hours are generally:

7 days a week – 9am – 5.30pm

Late night shopping until 9.00pm on Thursdays or Fridays.

Some supermarkets are open 24 hours a day seven days a week

Main stream 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.

Specialty stores include; Fresh fruit and vegetable markets, Butchers, Health food, International Grocery stores.

Facilities close to Glen Institute

Post Office

Melbourne GPO – The Strand- 250 Elizabeth Street. Melbourne

Phone: 13 13 19 or (03) 9203 3040

OPEN: Mon – Fri: 8:30am - 5:30pm, Saturday 9.00am – 5.00pm *Sunday Closed

Automatic Teller machines (ATM's)

Food works - 323-331 Latrobe Street Melbourne

ANZ – 100 Queen Street – Melbourne

Spar City Groceries - 422 Queen Street Melbourne

Queen Victoria Market – Queen Street Melbourne

*Google Post office or ATM in the area you are living for those closer to your home once accommodation has been secured

Medical Centre's near Glen Institute

Melbourne City Medical Centre

Swanston Street Medical Centre

68 Lonsdale Street. Melbourne

393 Swanston Street

Tel: (03) 9639 9600

Tel: 03 9205 7500

Open 7 days a week.

Open Monday to Saturday.

*Google Medical Centers in the area you are living for those closer to your home once accommodation has been secured

Schooling and day care for children

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information. Where you have dependent children that need to attend childcare or school, you should be aware of the following costs: Typical childcare costs in Victoria are as follows:

Current costs for public schooling range from:

Prep to Grade 6 - \$7,749

Years 7 – 10 (Junior secondary) - \$10,250

Years 11 – 12 (Senior secondary) - \$11,480

*Boarding or private schools are an option - \$15,000 to \$30,000 a year

Where you have younger dependent children that need to attend childcare, you should be aware of the following costs.

Typical childcare costs in Victoria are as follows:

Centre-based childcare from \$60 to \$120 x per day

Family day care (through council) from \$3.50 to \$7.50 per hour

Nannies from \$21 to \$28 per hour

Au pairs (living in your home) from \$100 to \$150 per week

NOTE: You should also be aware that the above costs for childcare and schooling are in addition to living costs.

To find out more about application processes and costs go to:

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

<https://www.study.vic.gov.au/en/living-in-victoria/cost-of-living/Pages/default.aspx>

<http://www.study.vic.gov.au/en/Pages/default.aspx?&Redirect=1>

Preparing Finances

The currency of Australia is the Australian Dollar. Ideally, you should change some money into Australian dollars before you arrive to ensure you have money for any immediate expenses. If you haven't been able to do this, you can generally find a currency exchange at the airport. If your flight arrives in Melbourne either very late at night or early hours of the morning the exchange may not be open. Hence, we encourage you to at least have some Australian dollars with you.

Once you have arrived into Melbourne you can change more money into Australian dollars at any bank or currency exchange.

NOTE: Most Melbourne banks are not open on the weekend. If you are arriving on the weekend it is best to exchange currency at the airport exchange. Bank fees are generally lower than currency exchange outlets, so where possible plan to use a bank for any large sums of exchange.

You should not carry large sums of money with you, 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: <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

Budgeting

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

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.

Read more about budgeting at www.understandingmoney.gov.au

Important Note:

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.

FURTHER INFORMATION ABOUT ARRIVING IN MELBOURNE

Glen Institute can arrange to have you picked up from the Melbourne airport.

Please contact our admission team to arrange for an Airport Pick up. You will be required to fill and email us the 'Airport Pickup Request form' along with a copy of your airline ticket.

The airport pick up service does incur a fee. Please confirm this fee with our admissions team when requesting the service.

Melbourne's Climate

Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. This temperature differential is most pronounced in the spring and summer months and can cause very strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, large temperature drops, and heavy rain. Additionally, some days of high temperatures, sometimes hitting 40+c. It is highly

recommended to listen to the weather reports, either on radio or during the daily and evening news on the TV. This will help you to be appropriately dressed for the weather conditions.

Working in Australia

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

For more information you can phone the Department of Home Affairs (DOHA).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

Driving in Victoria

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas driver's license, but it must be in English or contain an English translation and you must also carry photo id. In Australia we drive on the left side of the road.

The driver and all passengers must wear seatbelts.

If you want to drive, you will need to have the appropriate driver's license. This will usually require you to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licenses are issued by state and territory governments.

For more Information visit <http://www.vicroads.vic.gov.au/Home>

Public Transport

Trams, trains and buses all run under the MYKI system, so you can use your ticket on any or all of these.

Information about Melbourne's public transport and using a MYKI is available at this website:

ptv.vic.gov.au/tickets/myki/

Melbourne's train and tram services run:

Monday to Thursday 5am and midnight

Friday and Saturdays – hours extended to 1am.

Sunday – 7am to 11pm

Melbourne's buses run:

Monday to Friday 8am – 9pm

Saturday 8am – 9pm

Sunday 9am – 9pm

Visit public transport Victoria at: <http://ptv.vic.gov.au>

NOTE: Here you will find a Free iPhone app that lets you view service times, use the journey planner and set your favorite stops. The app gives you real-time departures and arrivals for all tram stops. It stores timetables locally on your phone, so it doesn't use your data pack / cap when using offline departure

LOCAL TAXI's

<http://www.13cabs.com.au/> PH:132 227

<http://www.silvertop.com.au/> PH: 131 008

UBER is an alternative service to taxi's and is often a cheaper fare.

Down load the UBER app to call an UBER to your location. This will require debit or credit card details to be able to use this service. The fare is automatically taken from your account when you arrive at your destination.

NOTE: No cash fares are permitted.

BANKING

We advise you to set up an Australian bank account on your arrival into Melbourne to avoid the necessity of carrying large amounts of cash. Additionally, you may need to pay for accommodation, utilities and services via a direct debit from your bank account.

You will need to visit a bank and present your passport and evidence of residency.

For further information on opening a bank account

<http://www.ausbanking.org.au/>

Banks are generally open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

There are some banks that open on Saturdays and Sundays. Do a google searches for branches near you when you arrive at your accommodation or first come to Glen Institute.

Once you have opened your bank account you will find that most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for withdrawals and, in most instances, deposits 24 hours a day.

Many department stores, supermarkets, petrol stations and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

There are a number of major banks with branches in Melbourne CBD close to Glen Institute where students can open an account.

Legal Services

If for any reason you need legal advice from a solicitor while you are in Australia, you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes consultation for free. After that you will have to pay.

The website is <http://www.liv.asn.au/>

As this is the Law Academy of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

For more information visit the Study Melbourne Website, there is a great deal of additional information that will assist you plan your stay with us.

www.studymelbourne.vic.gov.au



ARRIVING AT MELBOURNE AIRPORT

When you arrive in Melbourne, 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.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

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.

We recommend you review further information, by visiting the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

NOTE: Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

Follow airport signage and ask airport staff if you have any concerns.

Getting to your destination in Melbourne

Melbourne Tullamarine airport is approximately a 25 minute drive to the city of Melbourne using the Tullamarine Freeway.

You have the following options to travel to your accommodation if you have not pre-arranged a ride through Glen Institute.

The Skybus is a designated bus service that runs between Melbourne (CBD) and Melbourne Airport. It leaves from the domestic and international terminals and costs approximately \$18.

Please refer to the Skybus website for timetable and more information.

<https://www.skybus.com.au>

TAXI's

Melbourne taxis will be available at each terminal. Simply ask where the taxi rank is.

Taxi fares from Melbourne Airport to Melbourne CBD will cost from \$60

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways.

For further information a few links are below:

<http://www.maximelbourne.com.au>

<http://silverservicetaximelbourne.com.au>

<http://www.jetbus.com.au/melbourne/>

UBER

As suggested earlier UBER is an alternative taxi service, if you have the opportunity before arriving in Melbourne to download and set up the UBER app – you may choose to call an UBER for your trip.

There is designated UBER pick up points located at Melbourne Airport, ask one of the airport staff for direction.

NOTE: Before leaving the airport, we suggest you may want to visit one of the Travelers information stands to see what Melbourne has to offer during your stay.

There is an information service on the ground floor of the arrivals hall in the International terminal (T2) and the Domestic terminal (T1).

Australia's Emergency services

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.

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. Additionally, you will be asked your name, address and phone number.

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.

General Medical Assistance

For emergency medical treatment visit a casualty department of a public hospital, or at some medical Centre's. Casualty departments within the public hospitals are open 24 hours a day, 7 days a week.

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.

Be aware there can be extensive delays in casualty departments. Patients are prioritized on a severity basis and what symptoms they are displaying.

For anything related to your stay in Melbourne you can contact Department of Home Affairs.

Department of Home Affairs (DOHA)

Level 2/2 Lonsdale Street, Melbourne

Dial 131 881

Lost passport, visa or any other travel documents immediately contact: Australian Passport office on 131232 or The Australian Diplomatic or Consular Mission using the link below.

<https://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>

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 Melbourne to cover you from when you arrive. The Department of Home Affairs 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 www.ahmoshc.com

BUPA Australia www.overseasstudenthealth.com

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

OSHC Worldcare www.oshcworldcare.com.au

NIB OSHC <https://www.nib.com.au/overseas-students>

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

GLEN INSTITUTE POLICIES AND PROCEDURE

Orientation at Glen Institute

All students are required to participate in an Orientation Session prior to their course commencement at Glen Institute.

The Orientation Session involves;

- Welcome to Melbourne presentation
- Discussion of how study life works in Melbourne
- Campus facilities – including a tour of Glen Institute campus
- Details of your course: timetable, trainers/ teachers, administrative and support staff and their contact details
- Who to go to for any Welfare or Academic issues, including physiological services
- Introduction to the full student support services as introduced in the International Student handbook.
- Information will be provided re the process of contact student support – who to contact first. Who your contact officer is?
- More detail on other support services that are available to you while in Melbourne. Eg Emergency, health and legal services.

FEES AND CHARGES

Glen Institute will charge a range of fee and charges for programs and courses. All of the fees are detailed during enrolment.

Enrolment

- Students are required to have a signed Payment Agreement in place prior to commencing classes.
- The student shall pay the fees as outlined in the Letter of Offer and Glen Institute will enroll the student in the course as per detail in the Written Agreement once fees are received.
- Students are required to have a signed "Written Agreement" in place prior to enrolment being finalized
- Glen Institute is not required to issue any qualification prior to the completion of the course duration. (ELICOS specific)
- Glen Institute may at its discretion vary this condition on a case by case basis, however all fees referred to in the Fee Payment agreement must be paid in full.

Fee Payment – (Australian dollars)

Students must pay course fees, tuition fees, application fee, OSHC or any other non-tuition fees as mentioned on the letter of offer and written agreement, to secure their enrolment with Glen Institute.

\$250.00 will be charged as an Application fee. This fee is Non-refundable.

Students are required to pay all fees as at time of enrolment until completion of the same course as per written agreement. If any adjustments are made such as re-scheduling of any course or subjects this may incur either an increase or decrease in the fees.

Enrolment in a new course may incur additional fees to be charged.

- Any sundry fees such as: application fee, accommodation placement and airport pickup fees are non-refundable.
- Fees can be paid in full or pay an initial deposit on enrolment and enter a payment plan as per the Letter of Offer/Written agreement.

- Balance of fees are to be paid in instalments as outlined in Payment Agreement that was agreed on enrolment.
- A late payment fee will be added in the instance a payment is made late. This penalty is referred to in the Payment Agreement.
- The late payment fee is \$50.00 for every 7 days past the due date of the payment as schedule in payment plan.
- Glen Institute may restrict or withhold training or materials from the student if fees are overdue.
- Any fees paid by credit card will incur a further charge of 3% as a surcharge.

Course Abandonment

- In the event a student abandons the course, all fees due are payable Glen Institute upon demand.
- International students are not allowed by Government regulations to transfer to other Colleges or Institutes prior to completing the first six months of their principal course.

Course Deferral, Suspension or Cancellation

- Glen Institute may defer, suspend or cancel a student's enrolment in accordance with deferral, suspension or cancellation of enrolment Policy and Procedure found on the website.
- Glen Institute may at its discretion defer the commencement date, cancel or vary a course prior to course commencement.
- In the event of deferral or cancellation before course commencement Glen Institute will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.
- If there is a suspension of enrolment for any reason, all fees remain due on the scheduled dates according to the Payment Agreement
- For cancellation of a student's enrolment during the course refer to Glen Institutes Refund Policy found on the website.

Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with Glen Institutes Student P10 Deferral, suspension or cancellation of enrolment Policy and Procedure found on the website
- In the event of deferral or cancellation before course commencement Glen Institute will refund fees in accordance with the Refund Policy found on the website
- If there is a suspension of enrolment for any reason, all fees remain due on the scheduled dates according to the Payment Agreement
- For cancellation of a student's enrolment during the course refer to Glen Institutes Refund Policy found on the website.

Tuition Fee Protection

Glen Institute assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

Recognition of Prior Learning & Obligations to Recognize AQF Qualifications

Glen institute will ensure that a student's prior knowledge and skills are recognized; providing they are able to demonstrate satisfactory achievement of the performance outcomes within the course requirement (refer to Credit Transfer & RPL Policy found on the website). There will be no charge for Credit transfer.

For RPL application these will be charged per qualification.

Please refer the Course Fee structure for more details.

Recommencement of Course

Students who have left studies at Glen Institute for any reason and return after being away for 10 or more weeks will be charged a recommencement fee of \$200 to continue their studies.

Course Materials

Course fees do not include the cost of resource materials, equipment, tools and uniforms required for specific courses. Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged.

NOTE: Material Fee includes learning resources (PowerPoint handouts, textbooks, printouts, Soft copies of learning resources)

Course Extension

In the instance a course extension is required due to an intervention strategy being implemented or by request of the student to complete all pending units will be charged based on the total duration of the extension.

The extension fee will be calculated as follows:

$$(\text{Total Course Fee} / \text{Total duration of the course in weeks}) \times \text{duration of extension courses in weeks}$$

Changes to Confirmation of Enrolment

Any requests to changes to the CoE from student such as a change to the allocated intake date, courses enrolled in or any other change which is not due to emergency/exceptional circumstances will incur an administration fee of \$200 per request.

Additional Charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents:

- Re-Issue of Student ID Card \$20
- Re-Issue of Certificates and transcript \$50
- Unit re-assessment (2 attempts are free of any charge): student will be required to re - enroll after 2 attempts.

Charge will be on pro rata basis depending on the duration of the unit.

REFUNDS

Refund application requests must be made in writing on the "Refund Request Form" provided at Glen Institute, or alternatively, the refund request form may be downloaded from the website (www.glen.edu.au)

Non-refundable amounts mentioned in the Fee and Charges Policy will not be refunded.

Please submit Refund request form to the administration department in person or via email to admissions@glen.edu.au

Enrolment fee is Non- refundable.

The student is eligible to receive a refund of any paid material fees (Books, Uniform and Kit) when;

- the student withdraws from the course at least 28 days prior to the course commencement.
- If the student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course,
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies

Any other circumstances the student is not eligible for a refund of material fee.

The student is eligible for a full refund of any paid OSHC, Airport Pickup and Accommodation charges when;

- students' refund application has been approved prior to course commencement;
- If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
- If the student has commenced their studies Glen Institute will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup.
- In other circumstances, where the money has been paid to the service providers, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.

NOTE: Glen Institute does not take responsibility and is not liable for the refund policies of those service providers.

No refunds for Visa refusal will be granted if the student is unable to produce evidence of Visa refusal by The Department of Home Affairs

The outcome of the refund request will be communicated to the student within 14 working days and the refund will be processed within 28 days.

Fees not listed in this refund policy are non- refundable.

All refunds will be made directly to the account stated in the Refund Request Form and the student will be informed once payment has been made via an email.

All refunds will be made in Australian Dollars.

All refunds for Provider Default and Visa Refusal is calculated as per Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014, more information can be found on

[https://international.education.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specific%2040714%20\(2\).pdf](https://international.education.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specific%2040714%20(2).pdf)

If it is deemed the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed via an email/letter.

Any refund given will be recorded in the Student Management System so that each student's financial status is known.

The student has right to lodge an appeal with the college if they are not satisfied with the decision /outcome of the refund request.

On compassionate and compelling grounds, the Student's request may be considered with exceptions to the rules of refund stated below

Conditions of Refund

The various situations applicable for refund are listed in the table below:

FEE REFUND CONDITIONS		
1	Enrolment Fee	No refund
2	The course does not begin on the agreed commencement date	Full refund of course fee
3	The course ceases to be provided at any time after it commences but before it is completed	Unspent tuition fee will be refunded
4	The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.	Unspent tuition fee will be refunded Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
5	Visa refused prior to course commencement	Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E(4). The calculation under subsection 47E(4) is as follows: total amount of the pre-paid course fees the provider received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid course fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$500
6	Visa refused after commencement date	Unspent pre-paid tuition fee will be refunded. Enrolment Fee and pre-paid non-tuition fee will not be refunded. The refund amount = weekly tuition fee x the number of weeks in the default period

		<p>a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7</p>
7	Visa cancelled due to actions of the student	No refund
8	Withdrawal from the course without notification or breach of student visa conditions	No refund
9	Written Withdrawal from the course at least 28 days prior to course commencement	Full refund of pre-paid course fee
10	Written notification for withdrawal after 28th days to course commencement date	No refund
11	Withdrawal after course commencement date	No refund
12	Cancellation due to non-commencement	No refund
13	Transferring to another provider	No refund
14	The Institution terminates the student's enrolment due to student's misbehavior or failure to comply with the Institution policies.	No refund
15	RPL fees	No refund if "Statement of Attainment" is provided
16	The institute cancels an enrolment due to serious student misconduct	No refund

6.0 Conditions

6.1 At the time of enrolment, any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence. If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

6.2 Fees not listed in this refund section are not refundable.

6.3 Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

6.4 If a student withdraws after any number of deferments, the date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related policies.

For further information refer to our Refund Policy:

https://glen.edu.au/wp-content/uploads/forms/Refund_Policy.pdf

VET Course

The training and assessment offered by Glen 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.

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. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

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 task with a completed and signed Assessment task cover sheet. The coversheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed coversheet.

You must keep a copy of all assessments that you submit as we are not able to return copies as we are required to 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 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Course Progression

You must meet course progress requirements in order to satisfy the conditions of your visa. The course progress requirements will be clearly explained to you during the orientation program.

Satisfactory Course Progress is defined as 70% competencies achieved in your course

Glen Institute will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs.

If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support options.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter, 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 to not meet course progress requirements in two consecutive study periods, you will be reported to DOHA for not meeting these requirements. DOHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal the decision to report you to DOHA. However, an appeal will only be considered if Glen Institute has not met the following requirements;

- 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
- has not identified there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

The circumstances that are considered to be compassionate or compelling 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 Glen 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.

Please refer Course Progress Policy for more details

https://glen.edu.au/wp-content/uploads/forms/Completion_within_Expected_Duration_Policy.pdf

ELICOS Course

The English Language Intensive Courses for Overseas Students (ELICOS) offered by Glen Institute focuses on providing you with English language knowledge and skills to prepare you for participation in English-speaking life.

The courses focus on developing your competency in speaking, listening, writing and reading for personal, social and study needs. Our General English course encourages student autonomy supported by teachers who serve as facilitators to understanding and achievement of both learning and life goals. The course will offer extracurricular activities both in and outside the school for students to practically apply the knowledge they gain in the classroom.

Course Structure

A student's entry level will be indicated by a short Placement Test prior to commencement of classes and will be confirmed during the first week of classes. The General English program at Glen constitutes five levels, which are enrolled in as units: Beginner, Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate (in order of progression). Each level is composed of a 10-week course of study, after which students are expected to have gained enough competency to demonstrate the level's learning outcomes and progress to the next level.

Assessment Arrangements

Assessments in ELICOS programs are both formative and summative, including fortnightly Progress Checks throughout a 10-week study period, and an Exit Test to determine proficiency to move up a level.

Your trainer will provide you with arrangements for your Progress Checks, and give you information on taking the Exit Test, including:

- detailed assessment instructions and criteria that you'll be assessed against
- relevant due dates or timing of assessments to be conducted

Your trainer and the ELICOS Academic Manager are available to answer any questions you might have related to assessment.

Submitting your assessments

Assessments will be completed under supervised conditions during class time. They will be corrected, and results returned to students within 48 hours.

You must submit your assessment with a completed and signed Assessment Cover Sheet, declaring that the assessment arrangements are clear, and that you will adhere to them.

You are not permitted to retain copies of the assessments and may not take the assessments home. These assessments must be returned to the trainer before leaving the premises.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Unsatisfactory (U).

The pass mark for a Progress Check is 60 percent. In the case of failing to pass a Progress Check, you may sit the assessment a second time, the following day. If you fail the assessment a second time, the result will be recorded as Unsatisfactory (U) for that assessment.

You must maintain a Satisfactory average in your Progress Checks to achieve the minimum requirements for eligibility for the Exit Test. If you fail 3 consecutive Progress Checks, you will be counselled by the classroom teacher and may be advised to move to a lower level.

The pass mark for an Exit Test is 70%. Students who achieve a result of 65% may sit the assessment a second time. If the student achieves a result that is lower, the student must continue in their level to work on skills that lack proficiency before reattempting the test.

Attendance Requirements

Students are required to attend 20 hours of face to face classes per week while enrolled in ELICOS courses, maintaining a minimum of 80% attendance. Arriving to class late and leaving class early affects a student's attendance. If a student is absent due to illness or compassionate and compelling circumstances, they will be required to provide appropriate documentation (e.g. medical certificates).

Student Plagiarism, Cheating and Collusion

Glen 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 texts and resource materials utilised in the development of 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.

Where a student is suspected of plagiarising, cheating or colluding, Glen Institute will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations.

If the allegations are found to be true, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

In the case of plagiarism, cheating or colluding on an exam in ELICOS, students will be awarded a zero for that exam. If policy states that they are allowed a second attempt, they will sit an alternative exam.

Please refer to our Plagiarism Policy: https://glen.edu.au/wp-content/uploads/forms/Plagiarism_Policy.pdf

Student Orientation and Support Services

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- legal, emergency and health services
- details of internal and external support services available to assist in the transition into life and study in Melbourne. Such services include welfare services, accommodation services, academic and career advice, IT support and student learning assistance, English language support and social inclusion activities
- 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 enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified educators including their phone and email contact details.
- Dedicated mentor and mentor groups for each student.
- Receiving English language support.
- Access to a counsellor if required.
- Review of learning materials with the student and providing information in a context you can understand.
- Providing extra time to complete tasks if required
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Student Support Officers

If you require support or assistance with your course or aspects of your stay in Australia, please contact your Student/Client Support Officer who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

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. These services may include, through direct provision or referral, information/advice about accommodation, counselling, 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. It may also include advice on academic and study issues.

Services may include additional costs in some cases.

Contact our Support team on (03) 8652 3990 for details about welfare services we can offer.

Refer to our Student Support and Welfare Policy:

https://glen.edu.au/wp-content/uploads/forms/Student_Support_and_Welfare_Policy.pdf

External Support Services available.

Reading and Writing hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

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.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

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: 1800 677 402

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.

Life line

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.

Reach out

Website: www.reachout.com.au

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

Adult Migrant English Program

<http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Vision Australia

<http://www.visionaustralia.org.au>

Blind Citizens Australia

<http://www.bca.org.au/>

Australian Association of the Deaf

www.aad.org.au

Vic Deaf, Victorian Deaf Society

www.vicdeaf.com.au

Access Australia

<http://www.accessaustralia.com.au/>

Centre for Development Disability Health Victoria

www.cddh.monash.org

Deferral, Suspension and Cancellation

Glen Institute's Deferral, Suspension and Cancellation Policy outlines the circumstances in which a student can defer, suspend or cancel their enrolment with Glen Institute and where Glen Institute can initiate the suspension or cancellation of the student's enrolment.

Definitions

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is a postponement of the commencement of enrolment

Suspension is a temporary postponement of enrolment.

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

Cancellation is where the student voluntarily withdraws or is withdrawn from a course by Glen Institute as per cancellation policy.

Students may also initiate cancellation of their studies using Glen Institute's Enrolment Cancellation form.

Note: Students should refer to Glen Institute's fees, charges and refunds policy and procedure in relation to cancellation.

A deferral or suspension request by a student will be granted on compassionate or compelling circumstances for the following reasons 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 (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where Glen Institute is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Glen Institute may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees.

The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior.

Glen Institute Student Discipline Policy and Procedures will be followed to investigate the incident.

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

Refer to Deferral, Suspension and cancellation policy for more details:

https://glen.edu.au/wp-content/uploads/forms/Deferment_Suspension_and_Cancellation_Policy_2.pdf

Your Feed back

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.

All students and employers 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 survey that you are provided by your trainer/ teacher. Some may also be emailed or mailed to you by our administration team.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box located in our reception area.

Access to your records

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

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to Glen Institute's office staff using the Access to Records Request Form. There is no charge to access your records.

- 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 Glen 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 if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

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

You can let us know of any changes to your details by using the Change of Details Form.

We will also contact you at least once every 6 months to make sure we have your current home address, email address and mobile number.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

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://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx#Information>

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, Glen 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. Glen 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/teacher.
- 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 Glen 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, Victimization or Bullying

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

Anti-discrimination law defines harassment as any form of behavior 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 rumors, 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, victimized or bullied by a staff member or student, you should;

- if you feel comfortable, express to the person doing it that you do not like the behavior and ask them to stop
- if this other person is a staff member or student, speak with a student support officer in confidence

You can lodge a complaint as per Glen Institutes 'Complaints and Appeals procedures outlined in this handbook

Equal Opportunity

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

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

Glen 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 (RTO) that is registered with the Australian Skills Quality Authority (ASQA), Glen Institute is 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.

You can contact ASQA for further detail re the expected standards and guidelines that all RTO's are required to adhere to.

Privacy Act

In collecting your personal information Glen Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Victorian Information Privacy Act 2000, the Freedom of Information Act 1982 and the Public Records Act 1973.

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.

Complaints and Appeals

Complaint – a statement that something is unsatisfactory or unacceptable which requires a systematic or formal resolution.

Complaints can include but not limited to the following;

- All Glen Institute Processes
- The quality of the training delivery
- Assessment outcomes/including recognition of prior learning

- Issuing of results, certificates and /or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Conduct of the RTO in regard to its recipients
- Conduct of other students
- Issues arising from third party providers on behalf of the RTO
- Refunds

Other issues such as;

- discrimination, sexual harassment, victimisation, disability discrimination and bullying

A student must follow the informal complaint and appeals procedure first.

Informal Complaint Procedure

The initial stage of any complaint or feedback is when the student directly communicates with the relevant Glen Institute staff member and raises the issue/s at hand.

The Glen Institute staff member will attempt to provide a solution to the issue presented.

If the student is dissatisfied with the solution presented, they may initiate the formal complaint process.

Formal Complaint Procedure

A formal Complaint or Appeal form must be completed. This form is made publicly available and can be found online www.glen.edu.au or at the Glen Institute reception.

The form can be lodged using any one of the following methods;

In person

Suite 3, Level 12, 190 Queen St, Melbourne VIC 3000

(Reception or relevant Management Member)

Email: contact@glen.edu.au

Mail: Suite 3, Level 12 190 Queen Street, Melbourne 3000

Process to follow

Once the complaint or appeal is received, the CEO will convene an independent panel to hear the complaint; called the (complaint and appeals committee).

The independent panel shall not have had any previous involvement with the complaint or appeal.

This panel will include representatives of; The CEO, a teacher or a trainer and an administration officer

- The client will be contacted within Ten (10) working days of the complaint been received and a time will be organised for them to attend a meeting with the complaint committee.

- The CEO will seek approval from the complainant/appellant and member of staff to have both parties present at this meeting.
- If either party objects, both parties will be heard on the same day at different times to ensure the respect and comfort of all parties involved.
- The client will be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
- The relevant staff member shall be given the opportunity to present their case to the committee and is welcome to bring a support person to this meeting.
- The complaints and appeals committee will review all evidence presented at the meeting and make a decision regarding the complaint or appeal.
- This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.

Should the complainant or appellant be dissatisfied with the outcome of this process, external mediation and resolution is available. A request for external mediation or dispute resolution must be made in writing.

Internal Appeals Process

If the complainant is not satisfied with the decision made by the panel in the stage above, the complainant may lodge an appeal with the CEO.

Appeal – to apply to a higher authority or external body for review of how a complaint process was handled or in relation to an unfavorable decision made against them.

The appeal may also be lodged if the student is not satisfied with the outcome of one or more of the following;

- Decision for Units of Competency Outcome
- Decision of RPL outcome
- Decision of Credit Transfer outcome
- Decision made for Fee refund
- Decision made to cancel, suspend or defer the enrolment.

The appellant must fill in the Complaints and Appeal form to lodge a formal appeal.

The CEO is responsible for handling the appeals process.

The appeal must be resolved, and a decision must be made within 28 working days.

This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.

If the student is not satisfied with the decision made at the internal appeal stage, the student is then referred to external authorities to initiate an external appeals process.

External Appeal

Overseas Student Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon.

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider.

These complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider
- another organisation is better able to help.

Online: A student can make a complaint online by visiting the website of Ombudsman and completing the online complaint form at <http://www.oso.gov.au>.

If you are still not satisfied with the outcome a further appeal can be made to ASQA.

A request for an independent, external review of a decision and handling of a particular scenario.

Australian Skills Quality Authority (ASQA).

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA can investigate complaints about:

- the quality of the training that you receive
- registered training organisations that you believe have breached the [required standards](#)

- training providers delivering [English Language Intensive Courses for Overseas Students \(ELICOS\)](#) that you believe have breached the required standards

Further information on complaints and appeals

The handling of a complaint or appeal is to generally commence within ten (10) working days of complaint or appeal lodgment.

Where Glen Institute considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, the complainant or person lodging the complaint or appeal will be informed in writing, including reasons why more than 60 calendar days are required. Regularly updates will be provided in writing as to the progress of the matter

- A written record of all complaints and appeals is maintained by Glen Institute inclusive of all details, lodgment, response/s and resolution.
- A formal complaint or appeal will be at zero cost to the complainant/appellant
- The complainant/appellant may be accompanied by a support person at any relevant meeting.
- The complainant/appellant will have access appropriate access to his/her records, following the Glen Institute Records Management Policy.
- The complainant/appellant will receive a written statement of the decision made, including details of the reasons behind the decision.
- The complainant/appellant will have the opportunity to access an independent body to Glen Institute to review his/her complaint or appeal following the internal Glen Institute process been exhausted.
- Glen Institute will maintain the enrolment of the complainant/appellant during the Complaints and Appeals process.
- Decisions or outcomes in the favor of the complainant/appellant shall be implemented immediately.
- Complaints and Appeals are to be handled in the strictest of confidence.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

The further following people/organisations are available:

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

Using an interpreter: If a student wants to make a complaint in his/her own language then they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

If you are deaf, hearing or sight impaired: Students can contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Mail: Students can write a letter and post it to: Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601 AUSTRALIA

Australian Skills Qualification Authority

GPO Box 9928, Melbourne, VIC 3001

<http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseasstudents-1.html>

IMPORTANT NOTE: Before submitting a complaint to Australian Skills Authority (ASQA) the complainant needs to exhaust the Glen Institute Complaint, Appeals Policy, and Procedure. A complainant must be sure that ASQA can consider the complaint – That is the complaint relates to Glen Institute is in breach of the Standards for Registered Training Organisations 2015.

A complainant may want to contact a solicitor; or the Law College of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

NOTE: The root cause of any complaint or appeal will be included into Glen Institute continuous improvement processes to ensure all quality processes are effective.

For further detail of Glen Institute's Complaints and Appeals Policy refer to:

https://glen.edu.au/wp-content/uploads/forms/Complaints_and_Appeal_Policy_and_Procedure.pdf

CONCLUSION

Issuing of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (certificate/statement of attainment) and record of results within thirty (30) days.

A valid USI must be on file for the student before a Certificate or Statement of Attainment can be issued.

The record of results will show the units of competency achieved in the course and corresponding results.

When a student withdraws or partially completes a course, a Statement of Attainment (SOA) will be issued for any completed units within 30 days of withdrawal as long as relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Glen Institute reserves the right to withhold the issuance of qualifications or Statement of Attainments until all relevant fees have been paid in full, except where Glen Institute is not permitted to do so by law.

Records of qualifications and unit achievement are kept on record for a period of up to 30 years.

Students can request copies of any of these statements or qualifications at any time for an additional charge.

Contact us for our current fee.

If you have any queries or require further information about anything in this handbook or a general enquiry, please do not hesitate to contact our friendly team during office hours – (03) 8652 3990 or send an email to admissions@glen.edu.au

We welcome you to the Glen Institute where we look forward to meeting your expectations and more.

Phillip A Lilley

CEO Glen Institute.