



Student Handbook

INCLUDING PRE-ENROLMENT INFORMATION

TABLE OF CONTENTS

Welcome	4
Studying through Glen Institute	4
Studying Location	4
Contact Information and Emergency Contact	4
Emergency Telephone Numbers:	4
Transport:	5
Local taxi companies	5
Public Facilities:	5
Automatic Teller Machine locations:	6
Living and Studying in Australia	6
VET COURSES OFFERED at Glen Institute	7
ELICOS COURSES OFFERED at Glen Institute (NON-AQF AWARD)	7
Entry Requirements - VET COURSES	8
Entry Requirements - elicos	8
Admissions and Enrolment	8
Visas	8
Visa Conditions	9
Unique Student Identifier (USI)	9
Course Credit	9
Recognition of Prior Learning	10
Bringing your family with you	11
School Aged dependents	11
PRE-ARRIVAL INFORMATION	11
Working in Australia	11
Living Costs in Australia	11
Budgeting	12

Shopping.....	12
Need an Airport Pick up?	12
Clothing	12
Public Transport.....	13
Driving in Victoria	13
MELBOURNE Climate	13
Banking.....	13
Legal services	13
Study Melbourne.....	14
ESOS FRAMEWORK	14
Entry to Australia	14
Arriving in Australia	15
Accommodation	16
Emergencies.....	16
Overseas Student Health Cover	17
ORIENTATION AT GLEN INSTITUTE.....	18
Glen Institute STUDENT Policies and Procedures	19
FeesandCharges	19
Refunds	21
Course Expectations and Requirements - VET	24
COURSE EXPECTATIONS AND REQUIRMENTS - VET COURSES	25
COURSE EXPECTATIONS AND REQUIREMENTS – ELICOS.....	26
Student Plagiarism, Cheating and Collusion	27
Student Orientation and Support Services	27
External SupportServices	29
Deferral, Suspension or Cancellation	31
YourFeedback	31
AccesstoyourRecords	32
Notifyingyouif thingschange	32
Legislation and You	33
PrivacyAct	35
Complaints and Appeals	35

Issuing of Certification Documents 40

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 provide pre-enrolment information and also to help guide our through the duration of your study. It contains a series of 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 that you need to know about studying with Glen Institute.

The first part of this handbook provides you with all the information you need to know about applying for a course, your

visa and arriving in Australia, including important information such as working in Australia and your accommodation.

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

About Glen Institute (key facts e.g. location, accessibility, specialisation, target market, years in business).

STUDYING THROUGH GLEN INSTITUTE

The Glen Institute is conveniently located in the Melbourne CBD and 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, highly educated staff with recent industry experience and curriculum

to ensure that you get a qualification that is highly regarded by industry.

STUDYING LOCATION



Suite3, Level 12, 190 Queen St. Melbourne, Australia



www.glen.edu.au

CONTACT INFORMATION AND EMERGENCY CONTACT

International Student Support Officer: Dipti Bhatt

If you require support or assistance with you 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 Ph: 03 8652 3990

After Hours Emergency: 0452044536

EMERGENCY TELEPHONE NUMBERS:

Police, Fire, Ambulance - Dial 000

Department of Home Affairs (DOHA)

Dial 131 881

Level 2/2 Lonsdale Street, Melbourne Vic 3000

Local Medical Centres

- Melbourne City Medical Centre - 68 Lonsdale Street Melbourne
Tel: 9639 9600
Opening hours: Open 7 days a week Weekdays 8:30am - 6:00pm Weekends 9:30am - 6:00pm
- Collins Street Medical Centre, Level 7 / 267 Collins Street, Melbourne, VIC 3000
Tel: (03) 9654 6088
- Swanston Street Medical Centre, 393 Swanston Street, Melbourne, VIC 3000, Tel: 03 9205 7500
- QV Medical One

TRANSPORT:

Melbourne's train and tram services run between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm. Many of Melbourne's bus routes run from

6am – 9pm Mon – Fri, 8am – 9pm Saturday and 9am – 9pm Sunday

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

Here you will find a Free iPhone app that lets you view service times, use the journey planner and set your favourite 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 departures.

LOCAL TAXI COMPANIES

- <http://www.13cabs.com.au/> 132 227
- <http://www.silvertop.com.au/> 131 008

PUBLIC FACILITIES:

Post Office

Melbourne GPO - thestrand250 Elizabeth Street Vic 3000
Phone 13 13 19 or 03 9203 3040

- Mon - Fri 8:30am - 5:30pm
- Saturday 9:00am - 5:00pm
- Sunday Closed

AUTOMATIC TELLER MACHINE LOCATIONS:

- Foodworks Latrobe 323-331 Latrobe Street Melbourne VIC 3000
- Spqr City Groceries 422 Queen Street Melbourne VIC 3000
- Queen Victoria Markets Queen Street Melbourne VIC 3000

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

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

ELICOS COURSES OFFERED AT GLEN INSTITUTE (NON-AQF AWARD)

English for Academic Purposes (EAP I)
General English Program (Beginner to Upper Intermediate)

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.

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 but if a course is full, you will be offered a place in a course starting at a later date.

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

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

Once you have completed your Application for 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 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.

Upon approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

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

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <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 application, or Glen Institute has a range of education agents who can assist you with the process of applying for a course to arrival at Glen Institute and including assistance with visas. Contact us for details of the education agents that we use.

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.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

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.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- 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 include their documents as well. Keep all documents in your carry-on luggage.

In case you lose the originals, make copies that can be left behind with family and sent to you.

UNIQUE STUDENT IDENTIFIER (USI)

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>

COURSE CREDIT

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

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

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. It also means that there will be no need to make changes to your visa after you have commenced as the duration of your course will be established prior to your arrival in Australia.

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

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

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

RECOGNITION OF PRIOR LEARNING

Update this section with your RPL process if it differs from the below.

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

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 take up this option. You should ideally apply for RPL at

the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility

for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

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

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will

then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

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

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

BRINGING YOUR FAMILY WITH YOU

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

SCHOOL AGED DEPENDENTS

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:

- Centre-based childcare A\$60 to \$120 x per day
- Family day care \$3.50 to \$7.50 per hour
- Nannies \$10 to \$25 per hour
- Au pairs (living in your home) \$80 to \$120 per week

Find out more at:

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

For school children, current costs range from \$7,749 for Prep to Grade 6, \$10,250 for Junior Secondary (Years 7 – 10) and \$11,480 for Senior Secondary (\$11,480).

- A \$19,830 a year for the main student;
- A \$6,940 a year for the student's partner;

- A \$2,970 a year for the student's first child; and
- A \$2,790 a year for every other child and where required.

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>

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

PRE-ARRIVAL INFORMATION

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. 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>

LIVING COSTS IN AUSTRALIA

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

have a safe and enjoyable experience in Australia.

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

The basic rate of living costs under the Migration regulations increased. Under these 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 - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- On campus - \$90 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

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

The figures above are indicative only and that costs can vary significantly depending

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

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

From 1st February 2018 the 12-month living cost is:

You - \$20,290

Partner or spouse - \$7,100

Child - \$3,040

on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.

BUDGETING

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

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

SHOPPING

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

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

NEED AN AIRPORT PICK UP?

Please contact the Glen Institute 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 air tickets. Airport Pick up service is chargeable. Please refer the Fee and Charges in section below for fee details.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces,

restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

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

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 is available at this website:

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

DRIVING IN VICTORIA

If you are in Victoria on a temporary student visa you can drive on your current and valid overseas drivers 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 licence. This will usually require you to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licences are issued by state and territory governments.

For more information visit

<http://www.vicroads.vic.gov.au/Home>

MELBOURNE 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.

BANKING

Students will need to set up an Australian bank account on their arrival in the country to avoid the necessity of carrying large amounts of cash. They will need to show their passport and evidence of residency.

For further information on opening a bank account

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

Most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am - 4pm Monday to Thursday, and 9.30 am - 5 pm on Friday.

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

LEGAL SERVICES

If you need legal advice from a solicitor 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.

STUDY MELBOURNE

Study Melbourne has a great deal of information that will assist you plan your stay with us. In addition, upon arriving to Melbourne, you can obtain a Student

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

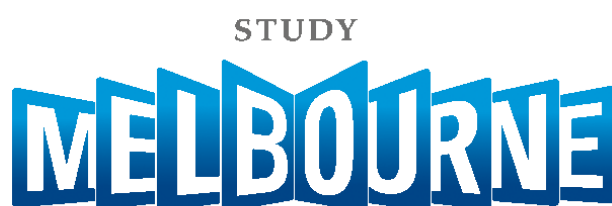
More information at

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

ENTRY TO AUSTRALIA

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

Welcome Pack from the airport
www.studymelbourne.vic.gov.au



VICTORIA AUSTRALIA

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

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

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

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

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

There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel.

ARRIVING IN AUSTRALIA

Getting from Melbourne Tullamarine airport to your accommodation.

Melbourne Airport's international and domestic terminals are located under one roof. The airport is a 25 minute drive from the city on the Tullamarine Freeway. On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Travellers information service at Tullamarine Airport

There is an information service on the ground floor of the arrivals hall of the International terminal (T2) and the Domestic terminal (T1). You'll find information on events, tours, accommodation and special needs.

Traveling to your accommodation

The Skybus is a special bus service that runs between Melbourne (CBD) and Melbourne Airport. It leaves from the domestic and international terminals and costs about AUD\$15.

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

All Melbourne taxis are yellow and are available at each terminal. Taxi fares to the CBD from Melbourne Airport cost approximately AUD\$60 to AUD\$70.

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

- <http://www.maximelbourne.com.au>
- <http://silverservicetaximelbourne.com.au>
- <http://www.jetbus.com.au/melbourne/>

Keeping in contact

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

Arranging your finances

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

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

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

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

<http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

There are other accommodation choices such as rental accommodation or a hostel room. If you plan to rent 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. Rental rates may range from A\$100 to A\$250 per week. Costs for a hostel room in Melbourne ranges from A\$100 to A\$200 per week.

Please contact Student Support Services for assisting in Accommodation Arrangements. Utilities (Electricity, Gas, Water etc) cost approximately A\$10 per week plus connection fees if you are renting a property on your own.

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

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

EMERGENCIES

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

Fire

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

Ambulance

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

Medical assistance

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

- 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

OVERSEAS STUDENT HEALTH COVER

Australia has a special system of health cover for international students called Overseas Student Health Cover(OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs 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.

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;

- * Welcoming presentation to Australia
- * Discussion of how study life works in Australia (Melbourne)
- * Campus facilities etc.
- * Orientation to Melbourne and a tour of GLEN INSTITUTE campus
- * Details of the course, timetable, staff members contact details
- * Welfare and Academic issues
- * Details of other Student Services and Support available in International Student Handbook
- * Information provided about the first point of contact(contact officer) for student support.
- * Information on other support available e.g. Legal, emergency and health services available

FEES AND CHARGES

Glen Institute will charge a range of fee and charges for programs and courses

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 College shall enrol the student in the course as detailed in the Written Agreement.
- There shall be no requirement for College to issue any qualification prior to the completion of the Course Duration. College may at its discretion vary this condition but only if the Fees referred to Fee Payment Agreement are paid in full.
- Students are required to have a signed Written Agreement in place prior to enrolment

Fee Payment

- Students must pay course fees, tuition fees, Application fee, OSHC or any other non-tuition fees as mentioned on letter of offer and written agreement, to secure their enrolment with College. AUD 250.00 will be charged as Application fee is Non-refundable.
- Students will pay the required fee at time of enrolment until completion of the same course as per written agreement however re-scheduling of any course or subject may incur fee increase or decrease
- Enrolment in a new course may incur any new fees charged.
- Application fee, accommodation placement and airport pickup fees are non-refundable.
- Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/Written agreement.
- Balance of fees is to be paid on an instalment program outlined in Payment Agreement that is scheduled on enrolment.
- Late payment of Fees will incur a penalty on the fee instalment owed to College as referred in the Payment Agreement.
- College may restrict or withhold services or materials from the student if fees are overdue.
- Fees paid by credit card will incur a further charge of 3% as a surcharge.
- A late payment fee of AUD 50.00 for every 7 days will be charged if fee paid after the due date as indicated on the student's payment plan.

Course Abandonment

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

Course Deferral, Suspension or Cancellation

- College may defer, suspend or cancel a student's enrolment in accordance with Deferral, suspension or cancellation of enrolment Policy and Procedure
- College 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 College 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.

- Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement
- Regarding cancellation of a student's enrolment during the course refer to the College Refund Policy.

Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with College Student P10 Deferral, suspension or cancellation of enrolment Policy and Procedure
- In the event of deferral or cancellation before course Commencement College will refund fees in accordance with the College Refund Policy
- Upon suspension of the course, the fees scheduled in Payment Agreement, remain due on the scheduled dates.
- Regarding cancellation of enrolment during a course refer College Student Refund Policy.

Tuition Fee Protection

College 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

- College 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 that course requirement (refer to College Credit Transfer & RPL Policy). There will be no charge for Credit transfer.
- RPL will be charged per qualification. Please refer the Course Fee structure for more details.

Recommencement of Course

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

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

Course Extension

- Course extension arising due to implementation of intervention strategy or on request by student to complete pending units will be charged based on the total duration of the extension.
- Extension course fee will be calculated as follows :
- (Total Course Fee / Total duration of the course in weeks) x duration of extension courses in weeks

Changes to CoE

Request for Changes to the CoE such as changes to intake date, courses offered or any other change which does not arise due to emergency/exceptional circumstances will incur an administration cost 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 reenrol 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.
- Filled in **Refund Request Form** must be submitted with the administration department.
- Enrolment fee is not refundable once it is paid.
- Refund of Material fee (Books, Uniform and Kit fee where appropriate)

Material Fee paid in full will be refunded where,
 - The student withdraws from the course at least 28 days prior to the course commencement.
 - If 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 student is not eligible for a refund of material fee.
- Refund of OSHC, Airport Pickup and Accommodation charges
 - If students’ refund application has been approved prior to course commencement, Glen Institute will refund the Overseas Student Health Cover (OSHC) amount paid by students to Glen Institute. 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 students refund application has been approved prior to course commencement, 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 for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.
 - RTO 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 fee request application will be communicated to the student **within 14 working days** and the refund will be processed **within 28 days**.
- Fee not listed in this refund policy are not refundable.

- Refund will be made directly to the account stated in the **Refund Request Form** and the student will be informed about the same 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://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)
- If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same 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 highlighted 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 = <i>weekly tuition fee x the number of weeks in the default period</i> 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. 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
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 misbehaviour 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.

COURSE EXPECTATIONS AND REQUIREMENTS - VET

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 tasks 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 cover sheet.

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

Written work will be marked within 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 EXPECTATIONS AND REQUIREMENTS - VET COURSES

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

Satisfactory Course Progress is defined as 50% 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. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DOHA for not meeting course progress 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 recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

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

COURSE EXPECTATIONS AND REQUIREMENTS – ELICOS

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 trainers that 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 50 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 plagiarism, cheating or colluding 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 you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

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

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:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- 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 Officer: Dipti Bhatt

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 will be provided at no additional cost to the student.

Contact us at (03) 8652 3990 for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

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.

Lifeline

Telephone: 13 11 14

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

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 own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

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

VicDeaf, Victorian Deaf Society

www.vicdeaf.com.au

Access Australia

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

Centre for Developmental Disability Health Victoria

DEFERRAL, SUSPENSION OR CANCELLATION

Glen Institute's Deferral, Suspension and Cancellation Policy and related procedures outline 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 defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that 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 required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could 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 (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. In the case of student plagiarism, cheating or collusion, Glen Institute's Student Discipline Policy and Procedure will be followed. 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.

Students may also initiate cancellation of their studies using Glen Institute's Enrolment Cancellation form. Students should note Glen Institute's Fees, charges and refunds policy and procedure in relation to cancellation.

Refer Deferral, Suspension and cancellation for more details

YOUR FEEDBACK

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

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 surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

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 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 YOU 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/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with 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, victimisation 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 behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

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

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

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

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Glen Institute Complaints and Appeals procedure and detailed 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 that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

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

1. **Complaint** - a statement that something is unsatisfactory or unacceptable which requires a systematic or formal resolution.

2. **Complaints can include but not limited to the following;**

- Enrolment process
- 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 regards to its recipients

- Conduct of other students
 - Issues arising from third party providers on behalf of the RTO
 - Other issues such as;
 - discrimination, sexual harassment, victimisation, disability discrimination and bullying
3. **Appeal** - to apply to a higher authority or external body for review of how a complaint process was handled or in relation to an unfavourable decision made against them.
4. **External Appeal**
- A request for an independent, external review of a decision and handling of a particular scenario.
5. **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
- the marketing/advertising practices of organisations claiming to be registered training organisations, or to offer nationally recognised training.

6. **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.

Requirements

1. The handling of a complaint or appeal is to commence within ten (10) working days of complaint or appeal lodgement.
2. Where Glen Institute considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal,

Glen Institute will inform the complainant or person lodging an appeal in writing, including reasons why more than 60 calendar days are required; and

Regularly updates the complainant or person lodging an appeal on the progress of the matter

3. A written record of all complaints and appeals is maintained by Glen Institute inclusive of all details, lodgement, response/s and resolution.
4. A formal complaint or appeal will be at zero cost to the complainant/appellant
5. The complainant/appellant may be accompanied by a support person at any relevant meeting.
6. The complainant/appellant will have access appropriate access to his/her records, following the Glen Institute Records Management Policy.
7. The complainant/appellant will receive a written statement of the decision made, including details of the reasons behind the decision.
8. 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.
9. Glen Institute will maintain the enrolment of the complainant/appellant during the Complaints and Appeals process.
10. Decisions or outcomes in the favour of the complainant/appellant shall be implemented immediately.
11. Complaints and Appeals are to be handled in the strictest of confidence.
12. Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
13. Recognition of Prior Learning must be structured to minimise the cost and time to applicants whilst retaining the integrity required by ASQA to recognize competencies in accordance with the requirements of Training Packages or Curriculum documents.

The provider must ensure that any applicant for Recognition of Prior Learning is provided with

- Information about the competencies and performance criteria relevant to their Recognition of Prior Learning application
- Adequate information and support to enable them to gather reliable evidence of competency
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application

Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.

A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes

Informal Complaint Procedure

1. The initial stage of any complaint or feedback will be when the client directly communicates with the relevant Glen Institute staff member and raises the issue/s at hand.
2. The Glen Institute staff member will attempt to provide a solution to the issue presented.
3. If the client is dissatisfied with the solution presented, they may initiate the formal complaint process.
4. Clients dissatisfied with the response to the informal response

Formal Complaint Procedure

1. The informal complaint and appeals procedure must be explored first.
2. 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.
3. 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)

By Email : contact@glen.edu.au

By Mail : Suite 3, Level 12, 190 Queen St, Melbourne VIC 3000

4. Once the complaint or appeal is received, the CEO will convene an independent panel to hear the complaint; called the (complaint and appeals committee).
5. The independent panel shall not have had any previous involvement with the complaint or appeal. This panel will include representatives of;
 - The CEO
 - A member of the teaching staff
 - A member from the administration team
6. 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.
7. The CEO will seek approval from the complainant/appellant and member of staff to have both parties present at this meeting.
8. 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.
9. 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.
10. 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.
11. The complaints and appeals committee will review all evidence presented at the meeting and make a decision regarding the complaint or appeal.
12. This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.
13. 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

14. 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.
15. 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.
16. The appellant must fill the Complaints and Appeal form to lodge a formal appeal.
17. The CEO is responsible for handling the appeals process.
18. The client will be contacted within Ten (10) working days of the complaint being received and a time will be organised for them to attend a meeting with the complaint committee.
19. The appeal must be resolved, and a decision must be made within 28 working days.
20. This decision will be communicated to all parties involved within five (5) working days of making the decision in the form of a letter.
21. 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 Process

The following people/organisations are available:

1. Overseas Student Ombudsman

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>.

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

Fax: Students can send a fax to OSO (Within Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123)

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

2. Australian Skills Qualification Authority
GPO Box 9928, Melbourne, VIC 3001

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

Before submitting a complaint to Australian Skills Authority (ASQA) the complainant need to exhaust the Glen Institute Complaint, Appeals Policy, and Procedure.

Confirm 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.

3. Contact a solicitor; or

Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor.

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

ISSUING OF CERTIFICATION DOCUMENTS

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

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

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

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

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

Re-Issuing Statements and Qualifications

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