



— AUSTRALIAN —  
**HEALTH AND SCIENCE INSTITUTE**

## **Student Pre-Enrolment Information**

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## Australian Health and Science Institute

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## RTO REGISTRATION

The Australian Health and Science Institute (AHSI) is a Registered Training Organisation (RTO 40185), registered by the Australian Skills Quality Authority (ASQA). AHSI is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS 03222F).

## NATIONALLY ACCREDITED & INTERNATIONALLY RECOGNISED COURSES

All courses are nationally accredited and recognised, fulfilling the requirements of the Health and Science Training Package. Courses on our scope of registration are as follows:

| Code            | Course  | CRICOS CODE | Duration  |
|-----------------|---|-------------|-----------|
| <b>CHC30113</b> | Certificate III in Early Childhood Education and Care | 089591C     | 52 Weeks  |
| <b>CHC43116</b> | Certificate IV in Disability                          | 089592B     | 52 Weeks  |
| <b>CHC50113</b> | Diploma of Early Childhood Education and Care         | 089592B     | 104 Weeks |
| <b>CHC51015</b> | Diploma of Counselling                                | 090797A     | 78 Weeks  |
| <b>CHC52015</b> | Diploma of Community Services                         | 089593A     | 104 Weeks |
| <b>CHC53315</b> | Diploma of Mental Health                              | 089594M     | 104 Weeks |

## LEGISLATIVE REQUIREMENTS

AHSI follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimization and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WHS Act, EEO, Access & Equity and anti- Discrimination and Harassment Acts and the AHSI Code of Conduct.

## ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non- English-speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the PEO.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

## INDUCTION/ORIENTATION

All registering students are required to undertake an induction procedure provided by appropriate AHSI staff. During the induction all AHSI and course policies and procedures will be explained to the students.

- Student Support Services available and the Australian Study Environment
- Legal services
- Emergency and Health services
- Facilities and Resources
- Complaints and Appeals processes
- Student visa conditions relating to course progress and/or attendance.

## STUDENT SUPPORT, WELFARE AND GUIDANCE

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or the student support officer.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses. Furthermore, students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Institute Staff for free advice relating to study on:

- Managing your time setting and achieving your goals
- Motivation
- Ways of learning
- Coping with assessments
- Looking after yourself

Student Support is the initial and official point of contact for all students.

Therefore, if you need assistance, please see the receptionist in the first instance. Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our Course Coordinator will act as a Student Support Officer in all academic matters that we can assist you with.

## QUALITY TRAINING AND ASSESSMENT

All AHSI training and assessments comply with the standards of the AQF and the requirements of the relevant national training package. Only documents that comply with the AQF certification documentation will be issued.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

## TERMS AND CONDITIONS

AHSI requires all students to access and understand all AHSI and course information available on the website, at reception and included in the institute application and marketing materials. Students will be required to sign a declaration that they have read and understood all terms and conditions (provided with Letter of Offer and Acceptance Agreement) before enrolment and will be bound by these conditions once the enrolment is complete.

All courses are delivered on site as modified lecturers/tutorials in English as competency-based training following the guidelines of the relevant training packages.

All training is designed to maximise student access and participation and hence the opportunity to achieve competency.

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

AHSI 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.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you to collect all the evidence you will need to provide for us to assess your application. An Assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about applying for RPL, please refer to AHSI Student Handbook.

## COMPLAINTS AND APPEALS PROCESS DURING DEFERRAL, SUSPENSION OR CANCELLATION

Where AHSI initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access AHSI's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

AHSI will not notify DHA of a change in enrolment status until the internal complaints and appeals process is completed.

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

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

## FEES AND CHARGES

A non-refundable enrolment fee of \$300 applies to all our courses. This fee is due at the time of accepting your Letter of Offer.

A one of Resource fee is payable at the commencement of the course you are enrolling in. For health students this fee covers uniform, name badge, student clinic products. For the science students the Resource fee covers the textbook

You can find up to date fees and charges information on the Student Handbook or by visiting our website [www.ahsi.edu.au](http://www.ahsi.edu.au) and selecting the desired courses from drop down menu. These fees and charges will be shown in your Letter of Offer.

All fees and charges will be outlined in the Letter of Offer showing due dates for each payment. You can pay your fees by above indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students. At AHSI, student fees are protected under Tuition Fees Protection Service and Australia’s consumer protection laws. The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options.

Please visit [www.tps.gov.au](http://www.tps.gov.au) for more information.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted AHSI to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at [info@ahsi.edu.au](mailto:info@ahsi.edu.au)

## ADDITIONAL CHARGES

| Description of Charges  | Amount    |
|---|-----------|
| Application Fee (also known as Enrolment Fee)   | \$300     |
| Change of COE   | \$100     |
| Course Material Fees for Certificate III and Certificate IV Qualifications                          | \$750     |
| Course Material Fees for Diploma of Early Childhood Education and Care and Diploma of Mental Health | \$1500    |
| Course Material Fees for Diploma of Counselling and Diploma of Community Services                   | \$1000    |
| Overdue tuition fee per week  | \$200     |
| Deferment of Enrolment  | \$150     |
| Re-Assessment of unit (within 28 days)  | \$200     |
| Late Submission Fee per unit  | \$200     |
| New Enrolment & Re-enrolment fee  | \$300     |
| Holiday Reference Letter  | \$30      |
| Enrolment/Attendance Letter   | \$30      |
| Leave Letter  | \$30      |
| Invitation letter for Family Members  | \$30      |
| Release Letter  | No Charge |
| Records extraction after 1 years of completion  | \$100     |
| Re-issuing of Certificate/Transcripts   | \$150     |
| Student ID Card   | \$50      |
| Re-issue of Student ID Card   | \$75      |
| RPL Fee per unit  | \$500     |

## REFUND POLICY

The purpose of this Refund Policy is to set out the principles and procedures to be followed when a student applied for tuition fees refund due to withdrawal from a course, deferral or cancellation of course. This policy also outlines the criteria under which a full or partial refund may be granted.

### Provider Default Occurs

In the unlikely event of default by AHSI, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the circumstances of provider default where the refund option is chosen by the student, AHSI must refund the student all course fees. Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Notifying the Secretary, the TPS Director and students

- Under section 46B of the ESOS Act, you must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B you must also notify students in relation to whom you have defaulted.
- The notices must be in writing and meet the requirements of section 46B.

Provider obligation period

- Under section 46D of the ESOS Act, you have 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section.
- If you fail to discharge your obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

Notification of the outcome- discharge of obligations

- Under section 46F of the ESOS Act, you have 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of section 46F.
- If you do not meet your obligations affected students may be assisted by the TPS Director.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at AHSI's expense, then AHSI is relieved of its liability to make the payment. The student must advise AHSI in writing whether they agree to the alternative arrangement.

The tuition fees will be refunded only under the following circumstances as shown in the table below:



| Enrolment Fee   | Non-refundable  |
|---|---|
| <b>Tuition Fees</b>                                     |   |
| Visa refused prior to course commencement               | Full refund   |
| Withdrawal at least 10 weeks prior to agreed start date | 90% refund  |
| Withdrawal at least 5 weeks prior to agreed start date  | 70% refund  |
| Withdrawal less than 4 weeks prior to agreed start date | No refund   |
| Withdrawal after the agreed start date                  | No refund   |
| Visa cancelled due to actions of the student            | No refund   |
| Visa extension is refused                               | Return of unused tuition fees   |
| Withdrawal from study - current students                | Refund of unused tuition fees (of the following term/s) ( <i>Notification of Withdrawal</i> form must be received 4 weeks prior to term commencement by Student Administration) |
| Compulsory Health Insurance (Student Visa holders only) | Refer to OSHC provider  |
| Airport Pick-up   | Full Refund if service cancelled prior to flight arrival  |

## CHANGE OF CONTACT DETAILS

All students are always required to maintain current and accurate contact details with AHSI. In the event of a change in contact details students are required to complete a change of details form and submit to the Administration Manager.

## DISCIPLINARY PROCEDURES

All AHSI students are subject to Australian civil and criminal laws and to the AHSI Disciplinary Policy and Procedure AHSI reserves the right to expel students who break these conditions. In such circumstance's students will be reported immediately to DHA and depending on the seriousness of the incident the relevant authorities.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

We always aim to provide a positive and rewarding learning experience for all its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the participant to discuss their requirements.

## UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

For more information visit [www.usi.gov.au](http://www.usi.gov.au) or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

## PRIVACY AND USE OF PERSONAL INFORMATION

Personal information is collected solely for the purposes of operation as a provider according to the National VET Data Policy available at <https://docs.education.gov.au/node/46116> Under the Data Provision Requirements 2012, the Institute is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Students personal information (including the personal information contained on the enrolment form and students training activity data) may be used or disclosed by the Institute for statistical, regulatory and research purposes. The Institute may disclose students' personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student's personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

The Institute must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students can access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as the National VET Regulator (ASQA), DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating

to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

## STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
- Following reasonable directions from a member of staff;
- Not behaving in any way that may offend, embarrass or threaten others;
- Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
- Taking care of facilities by not damaging, stealing, modifying or misusing property; and
- Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

## AHSI RESPONSIBILITIES

As an RTO (Registered Training Organisation), AHSI is required to meet various obligations under the Australian Qualifications Framework (AQF 2013), the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2018.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS),
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the institute's training and assessment systems,



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- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas and reporting those who do not.

For further information on the ESOS Act 2000 and the National Code of Practice can be found at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Further information on the Australian Quality Framework (AQF) can be found at: <http://www.aqf.edu.au/>

### CHANGE OF LOCATION OF PREMISES

If the Institute changes its location, students will be notified in writing at least three weeks before the re-location is to take place.

### LIVING IN SYDNEY

#### ABOUT SYDNEY

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying. Sydney CBD is a friendly, multicultural area of Sydney. AHSI is centrally located, close to Sydney CBD shopping areas and several cafés and restaurants.

You can enjoy the famous Australian culture and sunshine in Sydney Opera House. You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy.

It is estimated that students would require about AUD 21,041 a year for living expenses excluding tuition fees.

## LOCATION

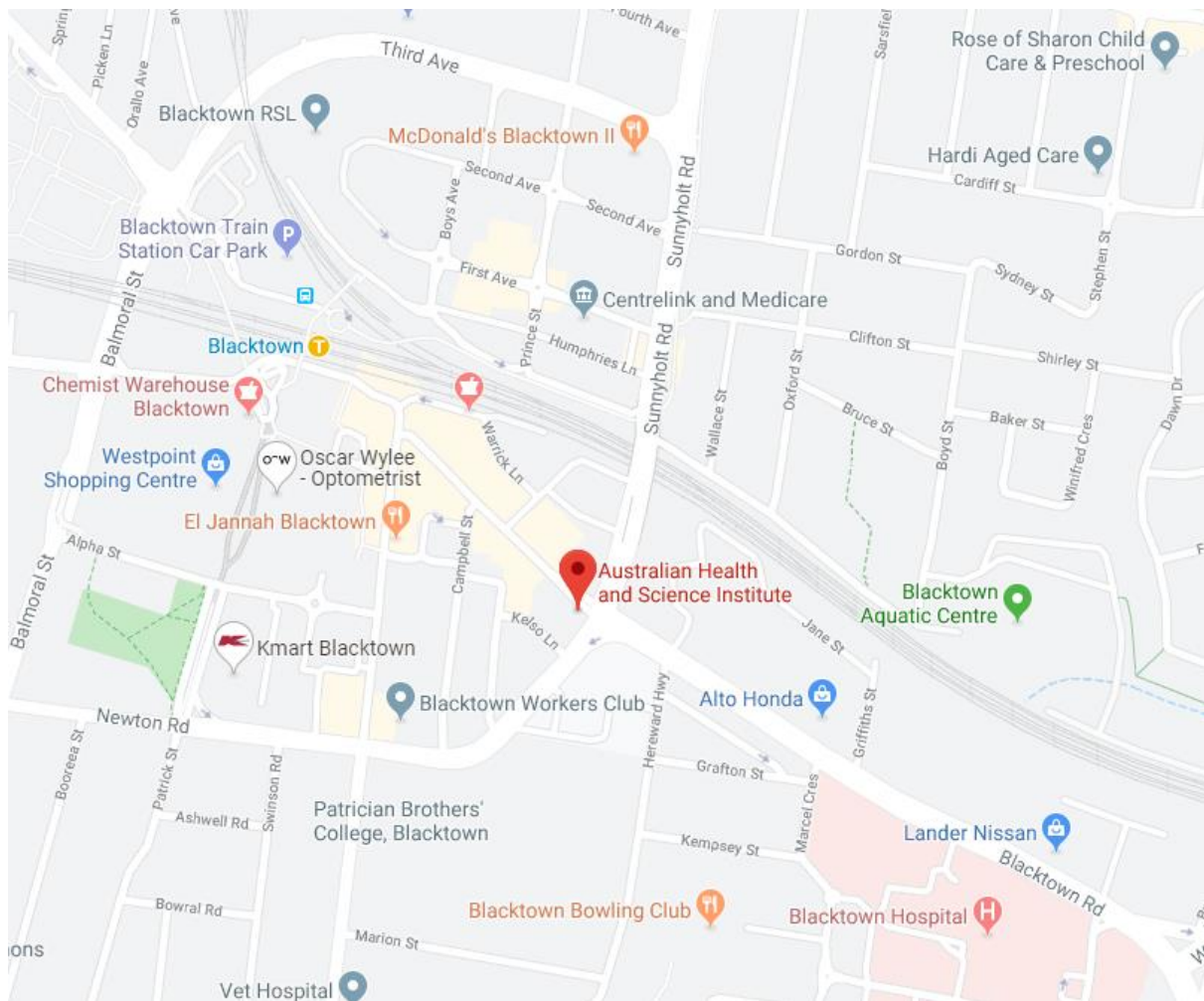
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## MAIN CONTACT INFORMATION

### Mrs Monica Schlesinger CEO)

Email: [ceo@ahsi.edu.au](mailto:ceo@ahsi.edu.au)  
Tel: +61 290 551 513

### Student Support

Email: [info@ahsi.edu.au](mailto:info@ahsi.edu.au)  
Tel: +61 290 551 513

## GETTING AROUND SYDNEY

Central Station has a direct train service to Sydney Airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park) with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.

## TRANSPORT

You can access transport information anytime, anywhere on this website [www.transportnsw.info](http://www.transportnsw.info)

- Trip planning and timetables for train, bus, ferry, and light rail across NSW
- Ticket and fare information
- School bus services information
- Travel to events, attractions and to walks and cycling activities
- Accessible travel information for people with disabilities
- Service interruptions and developments across the transport network, including track work
- Facilities at stations, stops and wharfs
- Customer information when travelling
- Customer feedback service
- TTY response for hearing and speech impaired customers - call 1800 637 500

Public Trains, Trams, Buses are the other modes of transport.

### Local taxi companies

- [www.13cabs.com.au](http://www.13cabs.com.au)
- [www.silvertop.com.au](http://www.silvertop.com.au)

## WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully.



## TRADING HOURS

Post Offices are open from 9:00am to 5:00pm, Mondays to Fridays and in some shopping centres Post Offices are open on Saturday mornings from 9:00 am till 1:00pm.

Banks are open from 9:30 am to 4:00 pm, Monday to Thursday. They stay open till 5:00 pm on Friday and are closed on Saturdays and Sundays. There are several banks near the institute.

Shops are usually open from 9:00 am to 5:30 pm during the week, and many big stores stay open till 9:00pm on Thursdays. They are open from 9:00am until 4:00pm on Saturdays and from 10.00 am to 5:00pm on Sundays as well. Most Coles and Woolworths supermarkets are open till midnight during the week and till about 10:00pm on the weekends.

## BANKING

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account, you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards.

## MEDICAL PROBLEMS

If you get sick, you may have to go and see a doctor. In Australia you do not go to a hospital unless you are seriously ill. You can go to your local doctor who will have a clinic near your house.

If you cannot come to Institute, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to the institute or the time you are away will affect your attendance.

Please note: OSHC does not cover medication. If you are hurt in an accident or need urgent medical attention in an emergency go to the Emergency Department of a hospital.

## Local Medical Centres Blacktown

### Blacktown Family Medical Centre

1/117-119 Main St Blacktown NSW 2148

Phone: (02) 9671  
8500

## ACCOMMODATION

There are various accommodation options to suit different budgets and needs:

- Homestay- Popular with younger students, staying with a local Australian family.
- Share Accommodation- Living in a flat (apartment) or house with other students.
- Lease your house. You have the same legal rights as anybody else renting in Australia.

You can find housing information at the following websites:

- [www.flatmatefiners.com.au](http://www.flatmatefiners.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

- [www.domain.com.au](http://www.domain.com.au)
- [www.realestate.com.au](http://www.realestate.com.au)

## LIVING COSTS IN AUSTRALIA

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

While international students can 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.

From 23 October 2019, 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:

- \$21,041 a year for the main student.
- \$7,362 a year for the student's partner.
- \$3,152 a year for the student's every dependent child.
- \$8,296 a year for each child's annual school cost.
- 

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 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 Immigration and Border Protection 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](http://www.understandingmoney.gov.au)



## GENERAL INFORMATION ON ALL COURSES

|                             |  |
|-----------------------------|--|
| <b>Entry Requirements:</b>  | <b>18 years of age or over Australian Year 12 or equivalent</b>  |
| <b>Study Method:</b>        | Full-time only - with a minimum of 15 face-to-face contact hours per week and 5 hours online per week taken as an average per term   |
| <b>Teaching Methods:</b>    | Learning delivery e.g. combination of training, lectures, demonstrations, simulated work environments (if necessary), workshops, visits  |
| <b>English Proficiency:</b> | IELTS 5.5 (or equivalent) for Certificate Level and IELTS 6.0 (or equivalent) for Diploma Level courses. Students who are not fully proficient must take language literacy and numeracy (LNN) training |

|                            |   |
|----------------------------|---|
| <b>Work Placement:</b>     | <b>Applicable according to the courses</b>  |
| <b>Field Trips:</b>        | Advised at commencement of course   |
| <b>Assessment Methods:</b> | Assessment procedures e.g. combination of assessment tasks, written assignments, supervised tests, role plays and presentations |
| <b>Customisation:</b>      | Each course and its learning and assessment materials maybe subject to customisation.   |

For more information on the courses, please see the Institute's website.

## STUDENT SELECTION AND ENROLMENT

Student selection and registration into AHSI is based upon clients satisfying institute entry criteria covering English proficiency (min. IELTS score of 5.5 or the equivalent for Certificate level and min. IELTS score of 6.0 or equivalent for Diploma level), academic qualifications (min. completion of the HSC or the equivalent), work experience, age (min. 18 years) and visa status (as per assessment levels for the country of origin).

AHSI will ensure that prior to enrolment to training and assessment, whichever comes first, that Australian Health and Science Institute provides advice to the prospective learner about the training product appropriate to meeting the learner's needs considering, the individuals, the existing skills and competencies. This shall be done, by way of interview with AHSI's marketing officers or via AHSI's agent's network interviews with individual students.

Should an applicant wish to proceed with enrolment, the following procedure should be followed:

1. Complete and sign the Institute Enrolment Form.
2. Submit the following documents along with your Enrolment Form:
  - Two recent passport-sized photographs

- A photocopy of your passport identity page (overseas students)
- Proof of academic and English Language proficiency

3. Submit your Enrolment Form and the above documents to:

**Postal address:**

Australian Health and Science Institute  
Suite 101A Level 1 130 Main Street Blacktown NSW 2148  
Ph: 02 9055 1513  
Or  
E-mail: [admissions@ahsi.edu.au](mailto:admissions@ahsi.edu.au)

4. Upon receipt of your Enrolment Form and supporting documents, an interview may be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for. At the end of the interview, with an admission team member or delegate you must sign the Pre-Enrolment Questionnaire form and return it to Student Support

If your application is successful, we will send you a Letter of Offer together with an invoice and an acceptance agreement. Once you receive the Letter of Offer you must pay the tuition fee and sign the acceptance agreement. We will then use this to send you a Confirmation of Enrolment (CoE).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at <http://www.homeaffairs.gov.au/>

## ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. You must however attend all practical assessment and demonstrations.

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

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

## BELOW INFORMATION IS SPECIFIC TO INTERNATIONAL STUDENTS ONLY

### FINANCIAL STATUS

Under current country assessment levels, students from assessment level 1-2 countries must sign a declaration that they have enough funds to cover their stay in Australia. Students from assessment level 2 countries must have evidence that they have enough funds to cover travel costs to and from Australia. Students from assessment level 3 countries must have evidence that they have enough funds to cover their stay and their travel costs to and from Australia. Students accompanied by a spouse should add AUD 7,362 a year of living cost.

## STUDENTS WITH SCHOOL AGE DEPENDANTS

Please Note that there are schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred. Students should add AUD 8,296 for each child's annual school cost.

## DEFERRAL, SUSPENSION AND CANCELLATION

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

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 AHSI 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 AHSI 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.

AHSI may also initiate suspension or cancellation of a student's enrolment on the grounds of student misbehaviour or non-payment of fees. The Student Code of Conduct defines the behaviour expected of students and what might be defined as misbehaviour. AHSI Student Discipline Policy and Procedures will be followed to investigate incident. In the case of student plagiarism, cheating or conspiracy, AHSI'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 AHSI's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using AHSI's Application for Withdrawal form. Students should note AHSI's Fees, charges and refunds policy and procedure in relation to withdrawal.

## TRANSFER BETWEEN PROVIDERS

Definitions (source: The National Code): [For International Students Only]

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a bachelor's degree, the bachelor's degree is the principal course.
- Six months: Calculated as six calendar months from the first day of the principal course.

### Transferring from another provider to AHSI

AHSI may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer.
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course.
- The student is released from the current provider in PRISMS.

### Transferring from AHSI to another provider

Students can apply to transfer from AHSI to another provider at any time prior to completing the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- AHSI or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents AHSI from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at AHSI
- Exceptional personal circumstances that the PEO considers to be appropriate
- AHSI will assess and consider all requests for in accordance with Standard 7 of the National Code, which states that the education Provider should grant the student's request to transfer where the transfer will not be to the detriment of the student.

Note: Students on package courses will need a release letter from their principal provider.

A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

However, AHSI will not grant a release letter for a student seeking to transfer any time prior to completing the first six months of their principal course if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently enrolled
- All the support services have not been exhausted by the student

- The student is trying to avoid being reported to DHA
- The student has outstanding debts to AHSI

Student must be provided with a written response and the reason for refusal and advice on their right of appeal.

AHSI maintains records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

## **STUDENT LEAVE**

It is not permitted that any student takes extra leave outside the official Institute breaks. Student Visa students must study for at least 36 weeks per year to maintain a fulltime status.

If there are exceptional circumstances students who are on Student Visas may apply for a maximum of 4 weeks 'exceptional leave' outside the official institute breaks so long as the min. of 36 weeks is maintained.

## **BREACHES OF VISA REQUIREMENTS [For International Students Only]**

Students registered under CRICOS are subject to DHA satisfactory academic progress and financial warning and reporting requirements and therefore to the AHSI.

Students below the 50% average course progress on a semester basis will be reported to DHA. You will be advised in writing and required to attend a meeting with a DHA official within 28 days after the day specified in the letter. Students must continue to attend institute until requested by DHA to attend a meeting.

## **SICK DAYS AND OTHER ABSENCES**

Students registered under CRICOS should be advised that AHSI is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

## **OVERSEAS STUDENT HEALTH COVER [For International Students Only]**

It is the responsibility of all students to ensure that they are members of a provider of Overseas Student Health Cover during their stay in Australia. Such cover is provided by either Medibank Private or AHM Australia among others.

## **ESOS FRAMEWORK [For International Students Only]**

Training organisations that appear on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework. This includes several legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education institutes.

Further information on the ESOS Framework can be found at <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>

## List of External Counselling Services and Assistance

| Problem  | Website  | Phone no.             |
|--|--|-----------------------|
| Alcoholism   | <a href="http://www.aa.org.au">www.aa.org.au</a>                                     | 938 777 88            |
| Anxiety (including phobias & Obsessive- Compulsive Disorder) | <a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>         | 9879 5351             |
| Anxiety  | <a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>                 | 9740 9539             |
| Asthma   | <a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>                     | 1800 645 130          |
| Consumer credit and debt                                     | <a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>                         | 1800 808 488          |
| Crime stoppers (report crime anonymously)                    |  | 1800 333 000          |
| Crisis counseling (Wesley Mission)                           | <a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>                 | 9951 5522<br>13 11 14 |
| Depression   | <a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>             |                       |
| Depression (National Initiative)                             | <a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>            | 1300 22 4636          |
| Disabilities   | <a href="http://www.ideas.org.au/">www.ideas.org.au/</a>                             | 1800 029 904          |
| Domestic violence  |  | 8745 6999             |
| Domestic violence  |  | 1800 656 463          |
| Drug addiction: Narcotics Anonymous                          | <a href="http://www.na.org.au">www.na.org.au</a>                                     | 1300 652 820          |
| Drug addiction (Christian help)                              | <a href="http://www.naranon.com.au/">www.naranon.com.au/</a>                         | 9418 8728             |
| Drugs and mental health                                      | <a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>             | 9358 6577             |
| Families & friends with mental illness                       | <a href="http://www.arafmi.org/">www.arafmi.org/</a>                                 | 9805 1883             |
| Eating disorders   | <a href="http://www.edf.org.au/">www.edf.org.au/</a>                                 | 9412 4499             |
| Eczema   | <a href="http://www.eczema.org.au/">www.eczema.org.au/</a>                           | 1300 300 182          |
| Emergency services (police, fire, ambulance)                 |  | 000                   |
| Epilepsy   | <a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>                       | 9856 7090             |
| Family planning information                                  | <a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>                     | 1300 658 886          |
| Gambling Counselling (Wesley)                                | <a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>               | 9951 5566             |
| G-Line (gambling)  |  | 1800 633 635          |
| Gay & lesbian counselling line                               | <a href="http://www.glccs.org.au/">www.glccs.org.au/</a>                             | 8564 9596             |
| Grief support  |  | 9489 6644             |
| Grief support  | <a href="http://www.solace.org.au/">www.solace.org.au/</a>                           | 9519 2820             |
| Hepatitis C  | <a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>                   | 9332 1599             |
| HIV/AIDS   | <a href="http://www.sesiahhs.health.nsw.gov.au/">www.sesiahhs.health.nsw.gov.au/</a> | 9332 9700             |
| Telephone Interpreter Service                                |  | 131 450               |
| Legal information and advice                                 | <a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>             | 1300 888 529          |
| Mental health advice   | <a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>               | 9816 5688             |
| Overseas Student Ombudsman                                   | <a href="http://www.oso.gov.au">www.oso.gov.au</a>                                   | 1300362 072           |
| Poison Information Centre                                    |  | 131 126               |