



FLINDERS
INTERNATIONAL COLLEGE

International Student Handbook

RTO CODE 70250 CRICOS PROVIDER CODE 03453

Head Office: Level 6, 271 William Street, Melbourne Australia

Phone: +61 3 9005 1951

Email: info@flinderscollege.edu.au

<http://www.flinderscollege.edu.au/>

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Message from Director

We are very pleased that you have selected to become a student at Flinders International College (FIC)

Flinders International College is proud to offer students from across the globe excellent opportunities to gain the qualification they are looking for.

Our campuses are conveniently located at Melbourne CBD and St Kilda Road. The Melbourne CBD campus is close to the State Library, Victoria Market, numerous food outlets, shops and leisure activities. The St Kilda Road campus is close to the Albert Park, St Kilda Beach, cafes and restaurants. Our courses are part of the range of nationally recognised and accredited courses. Our courses are designed to link the needs of industries and are nationally recognized. All training incorporates a one on one individual approach to meet the needs and skill level of the student.

Students have access to a modern computer lab to facilitate their learning outcomes. The learning resources and teaching methods and assessment are designed according to high standards prescribed.

Our principle purpose is to provide high quality training and assessment to satisfy student's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the VET Quality Framework and through our Continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

This student Handbook provides you with a wide range of helpful information about our courses, campus information, assessments and all the relevant Policies & Procedures and other important matters relating to your studies. It is advisable to keep it with you for any future references.

FIC staff look forward to working with you, helping you with the achievement of your life ambitions and your study goals.

Welcome to Flinders International College.

Melbourne CBD Campus



271 William St
Melbourne VIC 3000

[DIRECTIONS](#)

St Kilda Campus



608 St Kilda Rd
Melbourne VIC 3004

[DIRECTIONS](#)

Our campuses



Our St Kilda Road campus is situated in a fantastic position between Melbourne's CBD and popular St Kilda Beach. Located just 4km south of Melbourne's CBD. St Kilda is home to many of Melbourne's famous visitor attractions including Luna Park, the Esplanade Hotel, Acland Street and Fitzroy Street. It is home to St Kilda Beach, Melbourne's most famous beach, several renowned theatres and several of Melbourne's big events and festivals.

The CBD campus and Head Office is located in William Street, Melbourne CBD, Victoria 3000. It is close to the State Library, Victoria Market, numerous food outlets, shops and leisure activities.

At both campuses students have access to modern computer lab to facilitate their learning outcomes. The learning and assessment resources are designed to meet specific learner's needs and standards expected by the industry. Our campus has spacious classrooms fully equipped with the latest technology including data projectors, overhead projectors, etc and library.

Students are provided a caring supportive environment by our multilingual and multicultural staff. Our staff are always willing to offer their support and advice to students to assist them successfully complete and enjoy their course.

Flinders International College Campus

Head Office: Level 6, 271 William Street, Melbourne, Victoria 3000

Level 3 608 St Kilda Road Melbourne Victoria 3000

Phone: +61 3 9005 1951

Email: info@flinderscollege.edu.au



Public transport:

St Kilda Road Campus. From Melbourne CBD: Take tram no. 3, 5, 6, 16, 64 or 67 from Flinders Street Station getting off at stop 29.

William Street campus is a 2 minute walk from Flagstaff Train Station.



From International airport:

You should fly into Melbourne International Airport which is the closest international airport to Melbourne. The Melbourne International Airport is located 25 kms from Melbourne.

SkyBus: SkyBus offers an express bus service from the airport to city centre. Buses are available every 10 minutes throughout the day.

Taxis: Taxis are available from the ground floor level of Melbourne Airport.

External Support Service Contacts

Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
FIC External welfare counsellor	Beyond Blue Website: www.beyondblue.org.au Phone: 1300 22 4636
Life Line 24 hour Counselling Services	Phone 131 114
Hospital	The Alfred Hospital Phone: (03) 9076 2000 Address: 55 Commercial Rd, Melbourne VIC 3004
Doctors	St Kilda Road Medical Centre Phone:(03) 9869 2000 Address 1, 391 St Kilda Road, Melbourne VIC 3004
Dentist	Complete Dental Care Phone: (03) 9866 1171 Address 468 St Kilda Rd Melbourne 3004
Legal assistance	Law Institute of Victoria Phone: (03) 9602 5000 Address: 470 Bourke St, Melbourne , VIC 3000,
	Victorian Legal Aid www.legalaid.vic.gov.au Phone 9269 0120
Australian Skills Quality Authority	Address: 595 Collins St, Melbourne VIC 3000 Phone:1300 701 801 Web: www.asqa.gov.au Email: enquiries@asqa.gov.au
External appeals body (see complaints and appeals information)	Overseas Students Ombudsman Website: https://www.ombudsman.gov.au/complaints/international-student-complaints Phone: 1300 362 072
Department of Home Affairs.	Phone: 131 881 Address: Ground Floor, Casselden Place 2 Lonsdale Street Melbourne Vic. 3000 Website: https://www.homeaffairs.gov.au/
The provision of information on the above external support services does not mean that FIC has arrangements or agreements with all of these organisations to refer students. The purpose of this information is solely to make prospective or enrolled students aware of their availability.	

Course information

Flinders International College currently offers the following courses:

BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB50120	Diploma of Business
BSB60120	Advanced Diploma of Business
BSB60420	Advanced diploma of leadership and management
BSB80120	Graduate Diploma of Management

General English – Starter
General English – Elementary
General English - Advanced
General English - (Pre-intermediate, Intermediate and Upper-intermediate)
IELTS Foundation

The information on the following pages contains course details.

BSB30120 Certificate III in Business

CRICOS Course Code: 105553E

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Target market

The target group is international students:

- who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.
- with little or no vocational experience.
- that wish to undertake the course to access further educational or employment opportunities related to the course outcomes.
- who are at least 18 years of age at course commencement.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to complete 13 units. This consists of 6 core unit and 7 elective units.

Core Unit

BSBCRT311 Apply critical thinking skills in a team environment
BSBPEF201 Support personal wellbeing in the workplace
BSBSUS211 Participate in sustainable work practices
BSBTWK301 Use inclusive work practices
BSBWHS311 Assist with maintaining workplace safety
BSBXC301 Engage in workplace communication

Elective Units

BSBCMM411 Make presentations
BSBMKG434 Promote products and services
BSBOPS304 Deliver and monitor a service to customers
BSBOPS305 Process customer complaints
BSBPEF301 Organise personal work priorities
BSBTEC301 Design and produce business documents



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BSBWRT311 Write simple documents

Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Victoria 3000.

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 13 units of competency, the participant will be issued a Nationally Recognised BSB30120 Certificate III in Business. Where a participant successfully completes some but not all of the units of competency in the course, they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Methods

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

Course Duration

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment is 28 hours per week during term time. Total course study commitment is 28 hours per week x 40 weeks term time = 1,120 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for.

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course.

English Language entry requirements

Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition of skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

On successful completion of this course, students may progress onto the BSB40120 Certificate IV in Business or related business courses.

Employment Pathway

Successful completion of this qualification may provide career opportunities for students within a range of roles in business contexts, performing routine procedural, clerical, administrative or operational tasks that require technology and business skills.

Tuition fee: \$ 10,000

Enrolment Fee: \$500

Payment – On enrolment \$2,500 is payable of which \$500 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.

BSB40120 Certificate IV in Business

CRICOS Course Code: 105554D

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Target market

The target group is international students:

- who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.
- who have successfully completed the Australian equivalent of year 11 or 12.
- with little or no vocational experience.
- wish to undertake the course to access further educational or employment opportunities related to the course outcomes.
- who are at least 18 years of age at course commencement.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to complete 12 units. This consists of 6 core unit and 6 elective units.

Core Unit

BSBCRT411 Apply critical thinking to work practices

BSBTEC404 Use digital technologies to collaborate in a work environment

BSBTWK401 Build and maintain business relationships

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBWRT411 Write complex documents

BSBXCM401 Apply communication strategies in the workplace



Elective Units

BSBCMM411 Make presentations

BSBMKG433 Undertake marketing activities

BSBMKG434 Promote products and services

BSBOPS403 Apply business risk management processes

BSBPEF402 Develop personal work priorities

BSBPEF502 Develop and use emotional intelligence

Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Victoria 3000.

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised BSB40120 Certificate IV in Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Methods

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading,

practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

Course Duration

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment is 28 hours per week during term time. Total course study commitment is 28 hours per week x 40 weeks term time = 1,120 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete a Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course for which you have applied

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11* or 12 qualification. (*Subject to the country Assessment Level) and course.

English Language entry requirements

Applicants for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian

Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

On successful completion of this course students may progress onto the BSB50120 Diploma of Business or related courses.

Employment Pathway

Successful completion of this qualification may provide access to career opportunities in roles providing leadership and guidance to team members, with some limited responsibility for the output of others. Examples of job roles may include administrators or project officers.

Tuition fee: \$ 10,000

Enrolment Fee: \$500

Payment – On enrolment \$2,500 is payable of which \$500 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.

BSB50120 Diploma of Business

CRICOS Course Code: 105555C

Course Description

This qualification reflects the role of individuals in a variety of business services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Target market

The target market for this course is international students:

- who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.
- with little or no vocational experience.
- wish to undertake the course to access further educational or employment opportunities related to the course outcomes.
- who are at least 18 years of age at course commencement.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to complete 12 elective units. This consists of 5 core unit and 7 elective units

Core Unit

BSBCRT511 Develop critical thinking in others
BSBFIN501 Manage budgets and financial plans
BSBOPS501 Manage business resources
BSBSUS511 Develop workplace policies and procedures for sustainability
BSBXC501 Lead communication in the workplace

Elective Units

BSBHRM525 - Manage recruitment and onboarding
BSBMKG541 - Identify and evaluate marketing opportunities
BSBPEF502 - Develop and use emotional intelligence
BSBTWK401 - Build and maintain business relationships
BSBOPS504 - Manage business risk
BSBTWK503 - Manage meetings
BSBLDR601 - Lead and manage organisational change



Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Victoria 3000.

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised BSB50120 Diploma of Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Methods

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to

workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

Course Duration

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment is 28 hours per week during term time. Total course study commitment is 28 hours per week x 40 weeks term time = 1,120 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete a Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course for which you have applied

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants home country equivalent to an Australian Year 11* or 12 qualification. (*Subject to the country Assessment Level) and course.

English Language entry requirements

Applicants for this qualification must have a minimum English language proficiency of IELTS 6 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition of skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

On successful completion of this course students may progress onto the BSB60120 Advanced Diploma of Business or related courses.

Employment Pathway

Successful completion of this qualification may provide access to career opportunities in a range of business functions. Examples of job roles may include executive officers, program consultants and program coordinators.

Tuition fee: \$ 10,000

Enrolment Fee: \$500

Payment – On enrolment \$2500 is payable of which \$500 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.

BSB60120 Advanced Diploma of Business

CRICOS Course Code: 105556B

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities. Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area. The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

Target market

The target group is international students:

- who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.
- who have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
- wish to undertake the course to access further educational or employment opportunities related to the course outcomes.
- who are at least 18 years of age at course commencement.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to undertake a total of 10 units to complete this course. This consists of 5 core unit and 5 elective units.

Core Unit

BSBCRT611 Apply critical thinking for complex problem solving
BSBFIN601 Manage organisational finances
BSBOPS601 Develop and implement business plans
BSBSUS601 Lead corporate social responsibility
BSBTEC601 Review organisational digital strategy

Elective Units

BSBHRM614 Contribute to strategic workforce planning
BSBLDR601 Lead and manage organisational change
BSBLDR602 Provide leadership across the organisation
BSBSTR601 Manage innovation and continuous improvement
BSBCRT511 Develop critical thinking in other

Course currency status: Current

Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Victoria 3000.

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 10 units of competency, the participant will be issued a Nationally Recognised BSB60120 Advanced Diploma of Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Method

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the



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TRAINING

simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Method

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

Course Duration

This course is delivered over 78 weeks including holidays. This includes 60 weeks of term time and 18 weeks' holiday. Term time consists of six 10 week terms. Holiday periods include five 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study activities for approximately 12 hours per week. Total study commitment is 28 hours per week. Total course study commitment is 28 hours per week x 60 weeks term time = 1,680 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete a Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course for which you have applied

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11* or 12 qualification. (*Subject to the country Assessment Level) and course.

Student must also have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

English Language entry requirements

Applicants for this qualification must have a minimum English language proficiency of IELTS 6 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition of skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation (RTO). Students who have successfully completed whole units of competency with an Australian RTO that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

Students who successfully complete this course may progress onto other Business courses at Advanced Diploma or Degree level for which they may be eligible. e.g. Bachelor of Business

Employment Pathway

Successful completion of this qualification may provide career opportunities in a senior administrative role. The role may be in a wide variety of industries.

Tuition fee - \$18,000

Enrolment Fee: \$500

Payment – On enrolment \$3,000 is payable of which \$500 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.a

BSB60420 Advanced Diploma of Leadership and Management

CRICOS Course Code: 105557A

Course Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Target market

The target market for this course is international students who possess an appropriate visa and wish to undertake this course in order to access employment in a senior administrative role or further study opportunities.

Students will have an interest in the course and pursuing opportunities in further study and/ or the intended job role outcome.

Students will possess significant theoretical business skills and knowledge that they wish to consolidate. This may have been gained through work experience or study.

Students may have gained these skills and knowledge by completing a relevant diploma level course at an Australian Registered Training Organisation e.g. the BSB50120 Diploma of Business or BSB50420 Diploma of Leadership and Management.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to undertake a total of 10 units to complete this course. This consists of 5 core unit and 5 elective units.

Core Units

BSBCRT611 Apply critical thinking for complex problem solving
BSBLDR601 Lead and manage organisational change
BSBLDR602 Provide leadership across the organisation
BSBOPS601 Develop and implement business plans
BSBSTR601 Manage innovation and continuous improvement

Elective Units

BSBHRM614 Contribute to strategic workforce planning
BSBSUS601 Lead corporate social responsibility
BSBTEC601 Review organisational digital strategy
BSBFIN601 Manage organisational finances
BSBCRT511 Develop critical thinking in other



Course currency status: Current

Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Victoria 3000.

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 10 units of competency, the participant will be issued a Nationally Recognised BSB60420 Advanced Diploma of Leadership and Management. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Method

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Method

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student's complete tasks to workplace standards.

Course Duration

This course is delivered over 78 weeks including holidays. This includes 60 weeks of term time and 18 weeks' holiday. Term time consists of six 10 week terms. Holiday periods include five 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study activities for approximately 12 hours per week. Total study commitment is 28 hours per week. Total course study commitment is 28 hours per week x 60 weeks term time = 1,680 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete a Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course for which you have applied

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organization prior to course commencement.

Academic entry requirements

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11* or 12 qualification. (*Subject to the country Assessment Level) and course.

Students must also have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). Or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

English Language entry requirements

Applicants for this qualification must have a minimum English language proficiency of IELTS 6 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants' learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition of skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

Students who successfully complete this course may progress onto other Business courses at Advanced Diploma or Degree level for which they may be eligible. e.g. Bachelor of Business or Management

Employment Pathway

Successful completion of this qualification may provide career opportunities in a senior administrative role. The role may be in a wide variety of industries.

Tuition fee - \$18,000

Enrolment Fee: \$500

Payment – On enrolment \$3,000 is payable of which \$500 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu

BSB80120 Graduate Diploma of Management (Learning)

CRICOS Course Code: 105558M

Course Description

This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.

Target market

The target market for this course is international students who possess an appropriate visa and wish to undertake this course in order to access employment in a senior administrative role or further study opportunities.

Students will have an interest in the course and pursuing opportunities in further study and/ or the intended job role outcome.

Students will possess significant theoretical business skills and knowledge that they wish to consolidate. Students may have gained these skills and knowledge by completing a relevant Advanced diploma level course e.g. the BSB80120 Advanced Diploma of Business or through relevant work experience.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

Students are required to undertake a total of 8 units to complete this course. This consists of 3 core unit and 5 elective units..

Core Units

BSBHRM613 Contribute to the development of learning and development strategies
BSBLDR811 - Lead strategic transformation
TAELED803 - Implement improved learning practice

Elective Units

BSBCRT611 Apply critical thinking for complex problem solving
BSBLDR601 Lead and manage organisational change
BSBOPS601 Develop and implement business plans
BSBINS603 - Initiate and lead applied research
BSBSTR801 - Lead innovative thinking and practice

Course currency status: Current

Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.



NATIONALLY RECOGNISED
TRAINING

Course Intakes

Monthly intakes

Qualification

Upon successful completion of 8 units of competency, the participant will be issued a Nationally Recognised BSB80615 Graduate Diploma of Management (Learning). Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

Delivery Method

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Method

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student's complete tasks to workplace standards.

Course Duration

This course is delivered over 76 weeks including holidays. This includes 64 weeks of term time and 12 weeks' holiday. Term time consists of four 16-week terms. Holiday periods include three 3-week term holidays and a 3-week Christmas holiday. During term time students attend scheduled face to face classes for 16 hours per week. Classes are scheduled for 2 days per week. Students will be required to undertake additional independent study activities for approximately 12 hours per week. Total study commitment is 28 hours per week. Total course study commitment is 28 hours per week x 64 weeks term time = 1,792 hours.

Pre Training Review

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete a Pre-Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course for which you have applied

INTERNATIONAL COLLEGE

Entry requirements

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

Students must possess significant theoretical business skills and knowledge. Typically, this would be gained/ achieved through completing a Diploma level course in business. e.g. BSB60120 Advanced Diploma of Business. Although it is not anticipated to be likely, FIC will also accept applications from students who can demonstrate that they possess significant theoretical business skills and knowledge through providing verifiable evidence of relevant work experience.

English Language entry requirements

International Students applying for this qualification must have a minimum English language proficiency of IELTS 6.0 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

Applicants can also arrange to undertake an English language test with the Institute to demonstrate their English language proficiency.

Refer to the Student Handbook or contact FIC for further details on course entry requirements.

Numeracy and digital literacy entry requirements

Applicants must undertake a numeracy and digital literacy test during enrolment. Your numeracy and digital literacy ability is assessed to ensure you can address course requirements.

The language, literacy, numeracy and digital literacy skills that applicants must demonstrate during the application process are:

Reading: ACSF level 4 Writing: ACSF level 4 Numeracy: ACSF level 2 Digital literacy: ACSF level 3

The college can provide support to students who experience difficulties preparing and submitting Pre Training Review or the college Language, literacy, numeracy and digital literacy test.

Applicants' learning needs are identified and assessed during the enrolment process. If the college can appropriately support an applicant's learning needs identified during the enrolment process, then the application may be accepted, and the student enrolled in the course.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Training Pathway

Students who successfully complete this course may progress onto other Business courses at Masters degree level for which they may be eligible.

Employment Pathway

Successful completion of this qualification may provide career opportunities in a senior management role in which the incumbent has sole responsibility for the outputs of a staff team or organisation. The role may be in a wide variety of industries.

Tuition fee - \$24,000

Enrolment Fee: \$500

Payment – On enrolment \$3,000 is payable of which \$500 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2, 3 and 4.

Other equipment costs incurred by a student when undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Recognition of prior learning fee - \$500 per unit of competence. All fees indicated are in Australian dollars.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the headoffice at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.



IELTS Foundation Course

CRICOS Course Code 089574D

Course Description

This course is an intensive 12 week English language program, designed to prepare international students to take the IELTS test. The aim of this course is to develop student's English language ability and their ability to complete the IELTS formal test. The intended outcome is for students to possess and demonstrate the ability to achieve an overall IELTS band score of at least 6.0 in a formal IELTS test.

Target market

The target market for this course are international students who wish to achieve an overall IELTS score of 6.0 in an IELTS test. The course is suitable for international students who possess an IELTS overall band score equivalent to IELTS 5.0 on course commencement and wish to develop their English language ability to achieve an overall IELTS score of 6.0 in an IELTS test.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

This IELTS Foundation course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communication skills. The course is also designed to develop grammar, vocabulary and pronunciation skills. By the end of the course, students will be able to use their English more confidently and with greater fluency.

The core course content in this course is divided into 12 content topics. Each topic includes materials that address each aspect of 'communicative competence'. Students are exposed to mock IELTS tests and conditions throughout the course. Feedback is provided on how to improve performance after each mock test.

Delivery Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

Course Intakes

Monthly Intake

Qualification

Students who partially complete or complete this course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week in class, students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading,

practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

Course Duration

This is a 12 week course with 20 hours of face to face classes per week. Students are also required to undertake additional independent study activities for approximately 5 hours per week. Total study commitment per week is 25 hours. Total course study commitment is 12 weeks x 25 hours per week = 300 hours.

Entry Requirements

Students must be over 18 years of age at the commencement of course.
Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.
There are no Education level entry requirements for any level of this General English course.

English Language entry requirements

To enter this course, applicants must demonstrate they possess English language ability equivalent to IELTS overall band score of 5.0. Students must undertake a FIC English Test on application to demonstrate their English language ability.

Students' digital literacy ability is assessed during enrolment to ensure they can address course requirements. Flinders International College will then review your submission and respond to you with the outcome of the review.

Pathways

Students who achieve an English language ability equivalent to IELTS 6.0, may be able to access Advanced level English language courses at other registered ELICOS providers. Students who achieve an English language ability equivalent to IELTS 6.0, may be able to access employment opportunities where applicants must demonstrate they possess an English language ability at this level.

Tuition fee: \$3,000

Enrolment Fee: \$350

Payment – On enrolment \$1,850 is payable of which \$350 is a non-refundable Enrolment fee.

Other costs of undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au/>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.

General English (Pre-Intermediate, Intermediate and Upper-Intermediate)

CRICOS Course Code 089573E

Course Description

This is a 36 week ELICOS General English course with 3 levels - Pre Intermediate, Intermediate and Upper intermediate. Each level has a 12 week duration consisting 20 hours of face to face delivery per week. Students may apply to enter this course at any of the three levels. Students will study all English language skill areas, including reading, writing, listening, speaking, vocabulary, pronunciation and grammar.

This General English course prepares students to communicate successfully in English outside the classroom. The course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communicative performance. The course effectively integrates the four macro-skills, which optimises the possibility of a student reaching their learning potential. By the end of the course, students will be able to use their English more confidently and with greater fluency.

Target market

The target market for this course is international students who wish to improve their English language proficiency. This may be for a variety of purposes including to access VET or Higher education courses or another English language course or for personal reasons.

Students are from a variety of overseas countries. As adults, the students expect to be able to have some input into how classes are conducted.

Their main goal is to improve their English language competency. Students expect to be able to use their English in real life settings outside the classroom. Students have little or no understanding of the Australian way of life or cultural expectations, and so are interested in learning English in Australian contexts.

The target market for each of the three levels within the course will differ in terms of their English language ability. Students who wish to enter each level will possess English language ability appropriate for entering each level.

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

This General English course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communication skills. The course is also designed to develop grammar, vocabulary and pronunciation skills. By the end of the course, students will be able to use their English more confidently and with greater fluency. The core course content for each of the three levels in this course is divided into 12 content topics. Each topic includes materials that address each aspect of 'communicative competence'.

Delivery Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

Course Start Dates

Monthly Intake

Qualification

Students who partially complete or complete one or more levels within this course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The

level of language ability indicated aligns with the levels in the Common European Framework of Reference.

Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week in class, students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

Course Duration

This is a 36 week course with 3 levels - Pre Intermediate, Intermediate and Upper intermediate. Each level has a 12 week duration consisting 20 hours of face to face classes per week. Students are also required to undertake independent study activities for approximately 5 hours per week. Total study commitment per week is 25 hours. Total course study commitment per level is 12 weeks x 25 hours per week = 300 hours. Total course study commitment for students who undertake all three levels is 36 weeks x 25 hours per week = 900 hours.

Entry Requirements

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

English Language entry requirements

Students must demonstrate that they possess the appropriate level of English to enter each of the 3 course levels within this course. Students can apply to enter any of the three levels within this course. Students must undertake a FIC English Test prior to course entry.

To enter the Pre intermediate course level, prospective students must demonstrate they possess Pre-Intermediate entry level English on a Flinders International College pre-entry test.

To enter the Intermediate course level, prospective students must demonstrate they possess Intermediate entry level English on a Flinders International College pre-entry test, or achieve a passing grade in the Flinders International College General English Pre Intermediate level Course.

To enter the Upper intermediate course level, prospective students must demonstrate they possess Upper Intermediate entry level English on a Flinders International College pre-entry test, or achieve a passing grade in the Flinders International College General English Intermediate level Course.

Students' digital literacy ability is assessed during enrolment to ensure they can address course requirements. Flinders International College will then review your submission and respond to you with the outcome of the review.

Pathways

Students who achieve a passing grade at Pre-Intermediate level may progress onto the Intermediate level at Flinders International College or another ELICOS provider.

Students who achieve a passing grade at Intermediate level may progress onto the Upper Intermediate level or IELTS Foundation level course at Flinders International College or another ELICOS provider.

Students who achieve a passing grade at Upper Intermediate level may progress onto Advanced level English language courses at another ELICOS provider. Successful completion of the levels within this course may enable students to address English language requirements for employment opportunities.

Tuition Fee

Tuition fee/ course level: Pre intermediate: \$3,000 Intermediate: \$3,000 Upper intermediate: \$3,000

Tuition fee: full course: \$9,000

Enrolment Fee: \$350

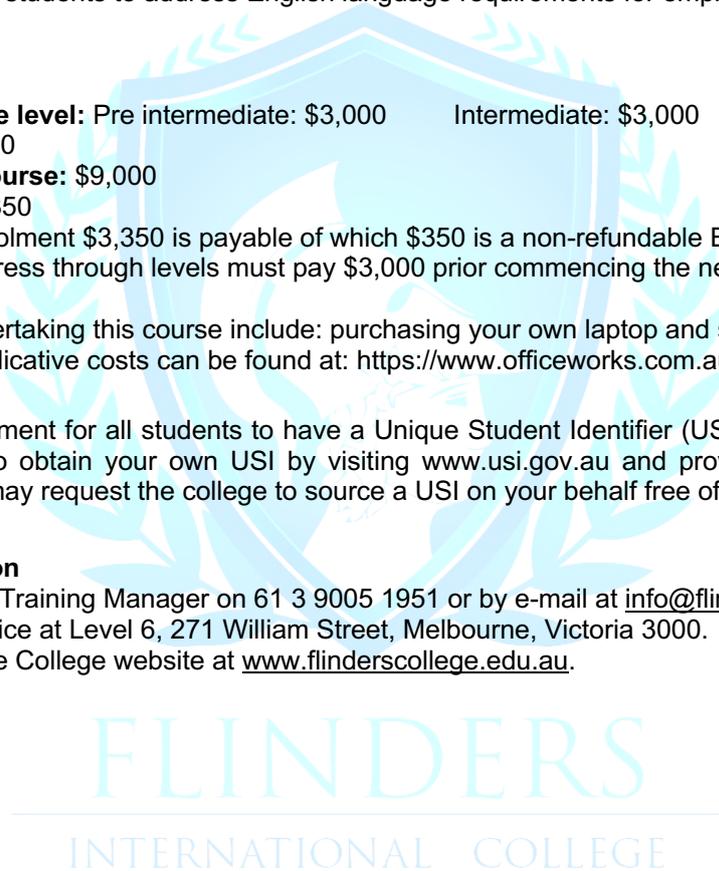
Payment – On enrolment \$3,350 is payable of which \$350 is a non-refundable Enrolment fee. Students who progress through levels must pay \$3,000 prior commencing the next relevant level.

Other costs of undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au/>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.



General English Starter Level

CRICOS COURSE CODE 099630G

Course Description

This is a 12-week Starter level General English course.

The General English Starter course focuses on everyday functional English and facilitates student understanding of the language, communication and conventions used in an English speaking country. The course aims to provide students with a learning environment that is as close as possible to common everyday situations in Australia and is also designed around common student-based requirements.

The Starter course is based on survival type English which a beginner students needs to learn to communicate following arrival in an English speaking country. On completion of this level, students will be able to understand and use familiar everyday expressions and basic phrases, will be able to introduce him or herself and others, as well as ask and answer questions about personal details. Students will also be able to interact in a simple way when the other person speaks slowly and clearly and repeats or clarifies information as needed.

Target market

The profile of the target student group is as follows:

- Age group: 18 and above
- Nationality: Students come from a range of overseas countries.
- Language level – the target group will have very little/ no English language ability and are unable to: interact in a simple way, use everyday expressions, introduce themselves or ask and answer questions relevant to their immediate self.
- Aims: The target group is seeking to develop basic English language skills so as to be able to communicate effectively in a range of limited situations directly relevant to the learners immediate self.
- Experience: The target group may have little or no understanding of the Australian way of life or cultural expectations.
- International students who wish to improve their English language proficiency

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

The core course content for each of the three levels in this course is divided into 12 content topics. Each topic includes materials that address each of the aspects of 'communicative competence'. This course is delivered over 12 weeks. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Delivery Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

Course Start Dates

Monthly Intake

Qualification

Students who partially complete course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week, the students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

Course Duration

This course is delivered over 12. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Entry Requirements

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

English Language entry requirements

This course is suitable for students with no or very little English will be placed in the Starter class level. To gain entry to this course, prospective students must demonstrate they possess Starter entry level English on a Flinders International College pre-entry test.

Students' digital literacy ability is assessed during enrolment to ensure they can address course requirements. Flinders International College will then review your submission and respond to you with the outcome of the review.

Pathways

Students who achieve a passing grade at Starter level may progress onto the Elementary level at Flinders International College or another ELICOS provider.

Tuition Fee \$5,600

Enrolment Fee: \$350

Other costs of undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au/>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.



General English - Elementary

CRICOS COURSE CODE 099631F

Course Description

This is a 12-week Elementary level General English course.

The General English Elementary level course is designed to prepare students for simple and direct exchanges of information on familiar and routine matters relevant to immediate self and family that take place living in an English speaking country. This course develops student's ability to understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Students learn and practice the four macro-skills of listening, reading, writing and speaking in an interactive environment.

The General English – Elementary course is made up of 12 units of study, each of which is delivered over a week. Levels of difficulty increase over the duration of the course to assist students to develop their skills and to be more confident and fluent in English.

Target market

The profile of the target student group is as follows:

- Age group: 18 and above
- Nationality: Students come from a range of overseas countries.
- Language level – The target group for this course students who have achieved a pass grade at Starter level General English. Students may undertake the FIC English placement test to demonstrate this level of English language ability.
- Aims: The target group is seeking to develop their English language skills so as to be able to communicate effectively in a range of situations.
- Experience: The target group may have little or no understanding of the Australian way of life or cultural expectations.
- International students who wish to improve their English language proficiency

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

The core course content for each of the three levels in this course is divided into 12 content topics. Each topic includes materials that address each of the aspects of 'communicative competence'. This course is delivered over 12 weeks. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Delivery Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

Course Start Dates

Monthly Intake

Qualification

Students who partially complete General English Elementary course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week, the students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

Course Duration

This course is delivered over 12 weeks. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Entry Requirements

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

English Language entry requirements

To gain entry to this course, prospective students must demonstrate they possess Elementary entry level English on a Flinders International College pre-entry test. Students who have achieved a pass grade or above on a Starter level General English course may access this course.

Students' digital literacy ability is assessed during enrolment to ensure they can address course requirements. Flinders International College will then review your submission and respond to you with the outcome of the review.

Pathways

Students who achieve a passing grade at Elementary level may progress onto the Pre-Intermediate level at Flinders International College or another ELICOS provider.

Tuition Fee\$5,600

Enrolment Fee: \$350

Other costs of undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.



General English - Advanced

CRICOS COURSE CODE 0100955

Course Description

This is a 14-week Advanced level General English course.

The General English Advanced course focuses on everyday functional English and facilitates learner understanding of the language, communication and conventions used in an English-speaking country. The course aims to provide students with a learning environment that is as close as possible to common everyday situations in Australia and is also designed around common student-based requirements.

The General English – Advanced course is made up of 12 units of study, each of which is delivered over a week. Levels of difficulty increase over the duration of the course to assist students to develop their skills and to be more confident and fluent in English.

Target market

The profile of the target student group is as follows:

- Age group: 18 and above
- Nationality: Students come from a range of overseas countries.
- Language level – The target group for this course students who have achieved a pass grade at Upper intermediate level General English. Students may undertake the FIC English placement test to demonstrate this level of English language ability.
- Aims: The target group is seeking to develop their English language skills so as to be able to communicate effectively in a range of situations.
- Experience: The target group may have little or no understanding of the Australian way of life or cultural expectations.
- International students who wish to improve their English language proficiency

The college encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs. Applicants are encouraged to disclose a disability during enrolment, if they wish to do so.

Course structure

The core course content for each of the three levels in this course is divided into 12 content topics. Each topic includes materials that address each of the aspects of 'communicative competence'. This course is delivered over 14 weeks including 12 weeks term time and 2 weeks holidays. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Delivery Location

Training and assessment will take place at the Flinders International College Level 6, 271 William Street, Melbourne, Vic 3000.

Course Start Dates

Monthly Intake

Qualification

Students who partially complete General English Advanced course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week, the students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

Course Duration

This course is delivered over 14 weeks. This includes 12 weeks of term time and 2 weeks holidays. During term time students attend scheduled face to face classes for 20 hours per week. Students will be required to undertake additional independent study/ homework for approximately 5 hours per week.

Entry Requirements

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

Students' digital literacy ability is assessed during enrolment to ensure they can address course requirements. Flinders International College will then review your submission and respond to you with the outcome of the review.

English Language entry requirements

To gain entry to this course, prospective students must demonstrate they possess Advanced entry level English on a Flinders International College pre-entry test. Students who have achieved a pass grade or above on a Upper intermediate level General English course may access this course.

Pathways

Students who achieve a passing grade at Advanced level may progress onto other qualifications at Flinders International College

Other costs of undertaking this course include: purchasing your own laptop and software e.g. Microsoft office. Indicative costs can be found at: <https://www.officeworks.com.au>

It is a legal requirement for all students to have a Unique Student Identifier (USI) prior to graduation. You can choose to obtain your own USI by visiting www.usi.gov.au and provide it to the college. Alternatively, you may request the college to source a USI on your behalf free of charge.

Tuition Fee \$5,600

Enrolment Fee: \$350

Further information

Please contact the Training Manager on 61 3 9005 1951 or by e-mail at info@flinderscollege.edu.au or visit the head office at Level 6, 271 William Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at www.flinderscollege.edu.au.



Applying for a course

Pre enrolment

Students must read this Student handbook and FIC website in full. Students are encouraged to contact the college at info@flinderscollege.edu.au or Ph:+613 9005 1951 if you are unsure about any information included in this handbook or have any questions. If you have an Education agent they may also be able to assist you with any enquiry.

Students are also encouraged to undertake research on living and studying in Australia prior to submitting an application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Please Note: Although able to assist in completing education and visa applications, Education agents are not licensed to provide migration advice.

Access & equity

Flinders International College encourages enrolment applications from students of all backgrounds, nationality, gender or culture. We also encourage applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support need. Applicants are encouraged to disclose their disability during enrolment, if they wish to do so.

Our staff treats all students fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. Flinders International College provides access and equity to all applicants and enrolled students, including those with disabilities and special learning needs.

As special needs extend to more than physical or learning difficulties and disabilities, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Flinders International College trainers take learning needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Our trainers foster relationships with students based on mutual trust and respect. Access and equity is provided to all learners and diversity welcomed. Culturally safe learning environments for all students are implemented.

We encourage applicants to communicate any disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support needs to us during enrolment. Support can be provided to all applicants during enrolment to assist them submit their application. Contact us at info@flinderscollege.edu.au to discuss your support needs.

Individual learning needs

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical disabilities or medical conditions or if you have vision or hearing impairments.
- Language, literacy, numeracy or digital literacy ability and any support needs
- Family, work, or personal commitments that may impact your ability to successfully complete the course
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week (e.g. 22 hours) and the course duration e.g. 72 weeks. Consider whether you have sufficient time to undertake the learning and assessment activities.
- Preferred learning style/ s. Some people learn best through reading, listening, or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills, and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Flinders International College and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g. course description, course durations and course demands per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Flinders International College full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved. Flinders International College encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Recognition of Prior Learning (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted. RPL applications can only be considered for whole units of competency.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The RPL application form is available on request from the Training Manager.

Credit Transfer

Flinders International College recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTO's). Candidates who have successfully completed whole units of competency contained within one of our courses with another Australian RTO can apply for credit transfer. Credit Transfer applications are processed free of charge. CT applications can only be considered for whole units of competency.

Both processes allow the candidate to reduce the time and study load associated with achieving a qualification.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Training Manager. The CT/RPL application form is available on request from the Training Manager.

The college can provide support to students who experience difficulties preparing and submitting a credit transfer application. Support includes providing advice, guidance and examples of how to identify, prepare and submit application evidence.

Pre Training Review

To ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying. Students are asked to complete Pre training review and Enrolment forms during the enrolment process. This includes providing details of their existing knowledge, skills and experience relevant to the course.

Language, literacy, numeracy and digital literacy test

Students' language, literacy, numeracy and digital literacy ability are also assessed in conjunction with their knowledge, skills, experience and qualifications. Applicants who provide evidence of their English language ability e.g. a valid IELTS certificate do not need to undertake the language and literacy component of this test.

The outcome of the Pre training review and Language, literacy, numeracy and digital literacy test are used to determine if the student possesses the required knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

Unique Student Identifier

From the 1st January 2015 it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

Flinders International College collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct Flinders International College to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this handbook in full and review all the information on the FIC website.
2. Contact the Training Manager with any questions and seek clarification on any area relating to your course and enrolment
3. Complete the Enrolment Application form. Review the Enrolment Application Form prior to ensure all required information has been provided and the relevant supporting documentation is attached.
4. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions.
5. Return the enrolment form along with supporting documentation to Flinders International College head office at Level 6, 271 St William Street, Melbourne VIC 3000 or e-mail info@flinderscollege.edu.au.
6. College then provides the links for students to complete the Pre training review form and Language, literacy, numeracy and digital literacy test. Submit the documents to the college.
7. Flinders International College will assess your application and notify you of the outcome within 5 working days.
8. If your application is unsuccessful or incomplete FIC will inform you in writing including reasons why the application was unsuccessful or indicate further documentation/ information to be provided.
9. If your application is successful, an Offer letter and Written agreement will be sent to you.
10. Read the Offer letter and Written agreement carefully and seek clarification on any area by contacting FIC.
11. If you wish to accept the offer and understand all the relevant information provided, complete and sign the Written agreement to declare that you understand and accept all of the information provided and agree to the terms and conditions of the offer.
12. Return the Written agreement along with supporting documentation to Flinders International College Level 6, 271 Melbourne VIC 3000 or e-mail info@flinderscollege.edu.au
13. Pay the relevant fees indicated in the Written agreement.
14. Once the completed and signed Written agreement and payment of fees have been received by FIC a Confirmation of Enrolment (eCoE) will be forwarded to you along with information on the course start date.
15. Students will use this eCoE to secure a student visa.

Applicants who experience difficulties preparing or submitting their enrolment application should contact the college for support at: info@flinderscollege.edu.au.

Privacy notice and use of personal information

Flinders International College respects student's privacy rights and operates in compliance with the Privacy Act 1988 and Australian Privacy Principles.

Flinders International College treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent. **

**Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Home Affairs (DHA) and other regulatory bodies or to a court of Law. ** Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us at ncver@ncver.edu.au.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Flinders International College to:

- request access to your personal information
- correct your personal information
- provide feedback or make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Access to Records

Students may access their personal records free of charge at any time by contacting the Training Manager at info@flinderscollege.edu.au. The Training Manager will arrange an appointment within 5 working days to view the records and ask the student to bring confirmation of identity. Student must provide evidence of identity to access their records. e.g. student card, a driver's license or passport.

Department of Home Affairs (DHA) and course entry requirements

The Australian Department of Home Affairs uses a system to classify countries from which international students originate. At present the DHA system classifies countries as level 1, 2, 3 or 4.

During the application process, depending on your country of origin, you will be asked to provide evidence to demonstrate your English language ability in accordance with DHA requirements.

Applicants from level 1 and 2 countries will be asked to complete the FIC Language, literacy and numeracy test to address English language course entry requirements.

Applicants from level 3 and 4 countries will be asked to complete the FIC Language, literacy and numeracy test and supply evidence of an English language ability equivalent to IELTS 6 (overall band).

Details of country levels can be accessed via the Department of Home Affairs (DHA) website: <https://www.homeaffairs.gov.au/trav/visa-1/500-#tab-content-0>

An English language proficiency level of IELTS 6 (or equivalent) can be evidenced by providing documentation confirming you have achieved one of the following:

- Where the evidence is provided of the appropriate English level the student can be assessed at this stage as meeting English language requirements.
- IELTS certificates are checked to establish that it comes from an approved IELTS testing centre. http://www.ielts.org/test_centre_search/search_results.aspx
- An IELTS score of 6 (overall band) is required for entry. General and Academic IELTS certificates are accepted.
- Applicants who do not possess the required IELTS score or equivalent are advised to enroll in an ELICOS course to facilitate achieving the English language entry requirements.
- Equivalent qualifications demonstrating English proficiency are also accepted.
- IELTS (or equivalent) certificates may not be required where:
 - Students have completed at least 6 months of a Certificate IV level course in an Australian RTO
 - Students have successfully completed a foundation course in Australia
 - Students have successfully completed the FIC Language, Literacy and Numeracy Test for the relevant course.
- Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.

FLINDERS
INTERNATIONAL COLLEGE

Studying at Flinders International College

Training Guarantee

Flinders International College will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Flinders International College being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Flinders International College takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Flinders International College implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason Flinders International College has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

Flinders International College is responsible for complying with the requirements of the VET Quality Framework and ESOS Framework when delivering Australian Qualification Framework (AQF) courses to students.

When delivering Australian Qualification Framework courses to students, Flinders International College will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework and ESOS Framework.

Student orientation

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Flinders International College during the course. It is also an opportunity for students to ask any last minute questions.

Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills, so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies and practical demonstrations. Delivery will take place at our campus and will involve a mixture of face to face training and independent study.

Training staff foster relationships with students based on mutual trust and respect. Access and equity is provided to all students and diversity welcomed. Training staff also consistently implement inclusive and safe learning environment that foster participation, learning and achievement

Assessment

Student's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions, writing

reports, project work or through practical demonstrations of knowledge and skills. Simulated work environments are also used to create workplace conditions. Students undertake roleplay and complete tasks to workplace standards.

Each unit of competency will normally involve two or three assessments and after each assessment the submission will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students are provided 3 attempts to demonstrate competency at each assessment. If you are still unable to demonstrate competency at this point you must re-enrol and undertake additional assessment or in some cases re-training and assessment. This will incur a fee.

Academic Misconduct

Students are also required to adhere to FIC Code of conduct. If a student is found to have acted in a way that the College deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At the College our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this of as their own then this is also a form of plagiarism and cheating.

During assessment you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at info@flinderscollege.edu.au.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion

involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct policy and procedure. The Code of conduct is printed in the Student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

Flinders International College can provide and/ or arrange English language/ academic support including but not limited to:

- Advice and guidance on how to manage the study load
- Helping students adjust to the learning and assessment process
- Provide guidance and assistance with addressing homework issues
- Reviewing learner materials with the student
- Arranging extra tuition, materials and exercises,
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises to develop understanding
- Arranging access to computers
- Arranging access to modified resources
- Provide opportunities to re-attempt assessments
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays
- Providing opportunities to catch up during holiday periods
- Providing guidance with organisation/ time management skills
- Negotiating and providing Intervention strategies in accordance with the VET Course progress policy and procedure

Personal/ Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. FIC provides access to professional welfare services to ensure students with personal/ welfare issues are supported.

Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or the FIC Student support officer.

External Student welfare support

External welfare support personnel will provide student welfare services to Flinders International College students who are referred from the college. FIC will liaise with the student and external welfare support personnel to facilitate the arrangement and provision of counselling services.

External welfare support personnel will provide counselling for personal/ welfare issues where it has been identified by the student and/ or the college that the student require access to counselling services.

Examples of issues that will require referral may be:

- If the student is encountering anxiety/ depression or displaying symptoms of mental health issues
- If the student is experiencing significant difficulties with adjusting to Australia and/ or life without their family support network
- If the student has personal issues around relationships, issues with members of their family that are subsequently negatively impacting the student.
- If the student has issues with drugs or alcohol or some other form of dependency.

Language Literacy and Numeracy and Digital Literacy

At Flinders International College we are aware that this can be a delicate matter. Students Language, Literacy, Numeracy and Digital (LLND) ability is assessed during the enrolment process. Where LLND needs are identified, research is undertaken to identify the extent of the need and subsequent support requirements. Our delivery and assessment methods can be adjusted to accommodate students with LLND needs where feasible. We support students access support services if their LLND needs cannot be accommodated by our staff.

We welcome students with needs and encourage potential or current students to contact the Training Manager for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available to you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require.

Some examples of the type of support that we can offer include:

- Literacy: Providing examples and models of completed tasks. Provide opportunities to practice reading course texts and to discuss these.
- Language: Presenting information in small chunks and speaking clearly, concisely and not too quickly, providing opportunities to practice language skills and provision of constructive feedback.
- Numeracy: Providing students with calculators, providing tasks to develop numeracy skills.
- Digital literacy: provide help e.g. using Microsoft word, or navigating software e.g. internet explorer, provide demonstrations and explanations on how to use IT hardware e.g. printer, providing access to fact sheets on how to use navigate online reference sources.

Recreational activities

The College arranges sports/ recreational activities for students throughout the year. The sports and recreational activities may include:

- Sports events – soccer, tennis, cricket, AFL, Melbourne cup
- Festivals – Local street music, arts and food festivals
- Trips to local attractions e.g. Victoria Market, Federation square, museums, galleries
- Tour of Melbourne CBD and surrounds
- Movies – in College and/ or at the cinema
- Arranging sports activities – swimming, tennis, badminton, cricket
- Cultural food nights in the College

A list of activities is produced and displayed on the notice boards around the College. Students are made aware of the availability of activities during orientation. The Student support officer prepares the activities schedule and are the point of contact for students.

Attendance at most events is free apart from those that require an entrance fee to be paid. E.g. attending sporting events

Use the following guide to assist in identifying who you should contact for various types of support:

Issue	Who to contact	What will happen	Contact details
Academic problems Course progress problems Study problems Attendance problems English language problems Assessment problems Homework problems	Trainer Student support officer	College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. College staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact persons skills/ abilities to assist you they will refer you to either other internal staff member/s or to external support contacts who have the skills and experience to assist you. Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy	61 3 9005 1951 info@flinderscollege.edu.au
Student records Attendance records Course progress records	Trainer Administration staff	You will be asked to verify your identity You will be given help to understand the content of the records Your records will be made available to you and the details explained Any errors or omissions will be corrected	61 3 9005 1951 info@flinderscollege.edu.au
Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program	Student support officer (SSO)	The SSO will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The SSO will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the SSO's skills/ abilities to assist you they will refer you to either other internal staff member/s or to external support contact/ s who have the skills and experience to assist you. The SSO may provide advice and referral to websites and/ or services that can assist you with the issue/ problem.	61 3 9005 1951 info@flinderscollege.edu.au
Notice of intention to report		The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student. The Training Manager will explain the process of reporting and potential outcomes. The Training Manager will provide contact details for DHA. Students have the right to access the Complaints and appeals process at any time if they have a grounds to appeal the decision to issue the notification.	

Fees and refunds Access to your own records	Training Manager Administration	You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected	61 3 9005 1951 info@flinderscollege.edu.au
For visa matters	Department of Home and Affairs (DHA)	You will receive official government department advice	https://homeaffairs.gov.au/ <ul style="list-style-type: none"> • Phone 131 881 in Australia • Contact the DHA office in your country.
For your ESOS rights and responsibilities	Department of Education (DOE)	You will receive official government department advice	<ul style="list-style-type: none"> • https://www.education.gov.au/esos-framework/resources/international-students-factsheet

Complaints and Appeals

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Flinders International College staff member. Flinders International College staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

An external party to Flinders International College will review the case to identify if Flinders International College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

The availability of the FIC Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

Student feedback

To ensure we continually improve our training services and facilities Flinders International College encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

Prospective and enrolled students are encouraged to approach any member of staff at any time during pre or post enrolment to provide feedback about any issue or area of practice or operations at Flinders International College.

Prospective and enrolled students may also provide feedback about a third party providing services on Flinders International College's behalf, its trainers, assessors (whether employed or contracted by FIC), fellow learners or others. Feedback received is valued and processed in accordance with the Continuous improvement policy and procedure to facilitate the delivery of high-quality training, assessment and support service. Feedback may also be provided via email at info@flinderscollege.edu.au.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

Testamurs, record of results, and statements of attainment

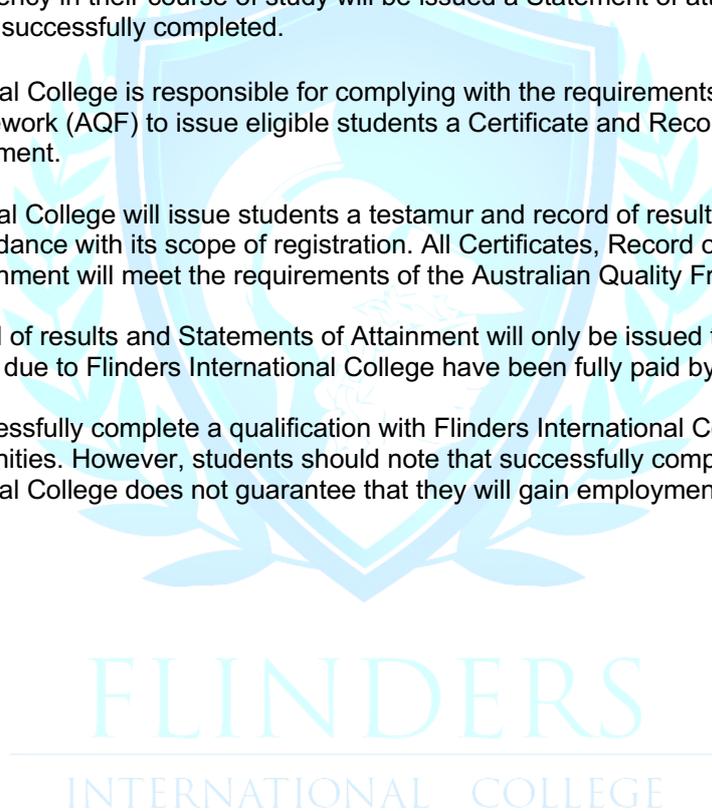
Upon successful completion of all the units of competency in their course of study, students will be issued a testamur and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Flinders International College is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

Flinders International College will issue students a testamur and record of results or a statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF).

Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to Flinders International College have been fully paid by the student.

Students who successfully complete a qualification with Flinders International College may be able to access job opportunities. However, students should note that successfully completing a course at Flinders International College does not guarantee that they will gain employment in a job role/ industry.



Studying in Australia



Please visit the websites below to find out all about studying in Australia

Victoria

<https://www.study.vic.gov.au/en>

<http://www.tourism.vic.gov.au/>

<http://www.studymelbourne.vic.gov.au>

Study in Australia

<https://www.studyaustralia.gov.au/> Is an Australian Government owned website that details information on living and studying in Australia including: why choose Australia; The Australian Education System; Education Costs; Bringing your children; English Courses; holidays; accommodation; support services; visa compliance; working; living costs; health and safety; insurance; banking; phone and internet; Overseas Student Ombudsman; transport and more...

Living in Australia

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

Life in Australia

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

<https://my.gov.au/en/services?redirectFrom=australia.gov.au>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.homeaffairs.gov.au for the latest information.

Student Visa options

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

Applying for a Student Visa – rules and requirements

<https://www.homeaffairs.gov.au/trav/stud/more>

Student Visa Conditions

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

These conditions include (but are not limited to):

- Complete the course within the duration specific on the CoE

- **Maintain** satisfactory course progress
- **Maintain** satisfactory attendance (ELICOS students only)
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter of release from the College to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit <https://www.homeaffairs.gov.au/trav/stud/more>



Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 23 million people, with most people staying in the 6 major Cities of Melbourne, Sydney, Adelaide, Perth, Brisbane and Darwin.

The country is split into states and territories being: Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne



Melbourne is a great place to live and study. Melbourne has been consistently ranked as “one of the world’s most liveable cities” by the economist intelligence unit (UK). The population is approximately 5.3 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

In the past Melbourne was accredited as a “Safe Community” by the world health organization – the first Australian capital city to achieve this standing. Melbourne’s residents represent 140 nationalities and speak 151 languages. Thirty percent of Melbourne’s population was born overseas and Melbourne has the largest population of international students in the country.

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. The city is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations and 170 cultures living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

Safe and Friendly

Melbourne is one of the safest cities in the world to live, work and study. The locals are friendly, and the city’s multicultural vibe means you’ll instantly feel at home here. Whether you’re heading out for a bite to eat, exploring the parks and leafy boulevards or just catching the tram to college, you’ll always feel secure and welcome.

A Shopper’s Paradise

With locally designed originals and the best of international brands to choose from, Melbourne shoppers are spoiled for choice.

A sporting capital

Melbourne's sporting calendar is packed with electrifying events. Cheer on your favourites at the Australian Open Tennis Championships, A-League Soccer, Formula 1 Grand Prix and Melbourne Cup Carnival, or head to the Melbourne Cricket Ground for the best Aussie Rules football experience.

Foodies unite

The melting pot of cultures in Melbourne is reflected in its restaurants, cafes, bistros and bars. You can feast on a dizzying spread of the world's great cuisines or just follow your nose down a cobblestoned. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

Culture and Creativity

Melbourne kicks up its heels all year round, offering everything from opera and Broadway spectaculars to contemporary dance and comedy. The art scene evolves with constant displays at museums, galleries, public art spaces and artist-run venues throughout the city.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Melbourne Weather

As a general rule, Melbourne enjoys a temperate climate with warm to hot summers, mild and sometimes balmy springs and autumns, and cool winters. While Melbourne has a reputation for rain, the city actually receives less rainfall than either Brisbane or Sydney.

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melburnians enjoy the warmth of cosy cafes and bars. Spring is a time for renewal – a great time to head back into our parks and revel in our beautiful gardens.

Melbourne's climate is mild temperate, with four distinct seasons. Average temperatures in summer are 14-24C, in spring and autumn are 10-20C, and cool winters average 7-14C.

You can check the latest weather conditions, forecasts and weather warnings at <http://www.bom.gov.au/>

Surrounding areas to visit

Melbourne is located in the Australian state of Victoria. There are lots of unique attractions that are easily accessible as day trips, including:

- The Great Ocean Road and Twelve Apostles
- Thermal spas in Hepburn Springs
- Phillip Island's Penguin Parade
- Yarra Valley wineries
- The snowfields in Victoria's High Country
- Healesville Sanctuary, where you'll come face-to-face with some of Australia's unique native animals.

You can visit the website for more information <https://whatson.melbourne.vic.gov.au/>

<https://www.timeout.com/melbourne/things-to-do/things-to-do-in-melbourne-before-you-die>

Pre arrival and Arrival information



Australia Post

Lists Australian postcodes and post office locations:

Web: www.auspost.com.au

Around Victoria

Web: www.visitvictoria.com

In Melbourne

Web: www.visitmelbourne.com

Live and work in Victoria

Web: www.liveinvictoria.vic.gov.au

Library

State Library of Victoria

Web: <https://www.slv.vic.gov.au/>

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DFAT website the Department of Foreign Affairs and Trade website

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

has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

For a complete list of foreign embassies in Australia visit - <https://protocol.dfat.gov.au/Public/Display>

Arranging Travel

Students will need to make their own travel arrangements to Australia.

Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.



Things to Do: Before Leaving Home:



- Apply for passport.....
- Arrange student visa
- Make contact with College
- Complete required forms with College
- Make payments to College
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements.....
- Arrange travel insurance / OSHC
- Advise institution of travel details.....
- Arrange accommodation
- Arrange transport from airport to accommodation

- Pack bags being sure to include the following:
 - Name and contact details of a College representative
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
 - Important documents:
 - THIS Handbook!
 - Passport
 - Letter of Offer
 - Confirmation of Enrolment (eCoe).....
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy).....
 - Receipts of payments paid
 - Medical records and / or prescriptions.

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.

Upon Arrival in Australia:



- Call home
 - Settle into accommodation
 - Contact College.....
 - Purchase household items and food
 - Enrol children in school (if applicable)
 - Attend international student orientation at College (compulsory).....
 - Advise College of your address, phone and email
 - Get student ID card
 - Advise health insurance company of address & get card
 - Open a bank account
 - Attend faculty/course specific orientation sessions.....
 - Get textbooks
 - Start classes
 - Apply for tax file number if seeking work
 - Get involved in student life and associations
- (e.g. music, sporting and cultural clubs).

What to Bring

Australian Border Force are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Border Force website: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

For information on how much luggage you can bring check with your airline.

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family. The following website will help you work out living costs in some major Australian cities.

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airmiles for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: <https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family>

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

For further information, please contact

Victorian schools

There are two types of schools in Australia – State schools and independent schools.

<https://www.vic.gov.au/education-information-parents>

Directory of State and Independent Schools Victoria

<https://findakinder.vic.gov.au/>

<https://discover.data.vic.gov.au/dataset/school-locations-2021>

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

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services.

Medical Issues

From time to time people may get sick and require to access medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students must arrange this themselves with any of a number of health insurance providers.

Overseas Student Health Cover (OSHC)

International students are required by the Australian government to join a private health insurance scheme. The OSHC premium cover must be paid during enrolment before a student visa is issued. You will need to purchase the OSHC at the same time as paying the course fees. The OSHC entitles you to free hospital cover and will contribute to standard doctor's fees.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

Links to their OSHC organisation websites are:

www.oshcworldcare.com.au

www.bupa.com.au

www.ahm.com.au

www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the College. An example of current OSHC fees are:

An example of current OSHC Allianz fees are:

- Single (for 12 months) \$665
- Couple (for 12 months) \$5,266
- family (for 12 months) \$9,937

Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

<https://oshcaustralia.com.au/en/quote?adults=1&children=0&start=2025-07-01&finish=2027-06-30&source=get-a-quote>

OSHC FACTSHEET (Australian Government)

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

Australian living and study

<http://australia.gov.au/topics/law-and-justice>

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phone cards.

Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Cost of living in Melbourne

Banks

International students can access free banking from most of the main banks. It's easy and straight forward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au> <http://www.anz.com.au/personal/> <http://www.nab.com.au>
<http://www.commbank.com.au>

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are MasterCard and Visa.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Working in Australia

Students can currently work 20 hours per week during the College study time and full-time during term breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the College for further details. International students tend to secure jobs in the service based industries although there are no limits to the industry in which you can gain employment. Department of Home and Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

Other sources of information: <https://www.fairwork.gov.au/> <https://liveinmelbourne.vic.gov.au/work>

<https://my.gov.au/en/services/work/looking-for-work>

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au

At the end of each financial year, international students need to apply for their tax return through an accountant.

How to resolve workplace issues

Dealing with workplace issues can be time consuming and frustrating, but its important to access concerns as soon as they arise to stop them from becoming more serious. Handling workplace issues promptly can also help you to build better relationships with your employees. please visit the website:

<https://www.fairwork.gov.au/> <https://liveinmelbourne.vic.gov.au/work>

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

Study Australia has a useful tool for calculating cost of living in Australian cities:
<https://costofliving.studyaustralia.gov.au/>

Using this tool, the average international student in Melbourne spends about \$623 per week on accommodation, food, clothing, entertainment, transport, domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

For further information refer to: <https://liveinmelbourne.vic.gov.au/live>

Accommodation

Student Apartments

Living in a student apartment combines the independence you get from living alone with the social aspect of living with fellow international students. Apartment buildings will house students from all nationalities, some of whom may be your class mates, or studying at a school close to you. Apartments will frequently hold social activities encouraging interaction between tenants.

Uni Lodge

Various locations

Melbourne

Email: unilodge.flinders@unilodge.com.au

Website: <https://www.unilodge.com.au/student-accommodation-melbourne>

Student Housing Australia

6 High Street

North Melbourne Vic 3051

Email: info@s-h-a.com.au

Website: <https://sha.com.au>

Homestay

Homestay accommodation involves living with an Australian family and adapting to their ways of life. It is a fantastic opportunity for students who wish to immerse themselves in the Australian culture and improve their English. The minimum stay for Homestay accommodation is four weeks and it can be used as either a long term accommodation option or as a short term option while you settle in the Australian life.

Temporary Accommodation:

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Backpackers

Generally designed for travellers staying short term, backpacker accommodation can be a great short term (1-2 weeks prior to course commencement) way to familiarise yourself with Melbourne while deciding what longer term accommodation you may like to have. Backpacker hostels generally provide you with a room with a bed. Bathrooms and kitchens are shared amongst all tenants. This creates a highly social environment amongst people from all nationalities. Some options include:

<https://www.yha.com.au/hostels/vic/melbourne-hostels/melbourne-central-hostel/>

<https://www.hostelworld.com/hostels/p/26970/flinders-backpackers-melbourne/>

The College is able to assist you in finding short term accommodation prior to arrival. FIC will assist students by helping them access the accommodation agencies/ sources listed below. Please contact the College at info@flinderscollege.edu.au for further details.

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay between approximately \$210 - \$800 per week for a room in a share house close to the city centre.

The College does not offer accommodation services, however the College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to organise accommodation prior to arrival in Australia.

The following types of accommodation are available for International students:

1. Student hostel e.g. Unilodge AU\$300 - AU\$500 per week
2. Student shared house AU\$300 -700 per week (furnished)
3. Leasing a House/Flat AU\$400 - AU\$1,000 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Support Officer. Some useful internet sites for housing are:

You can access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au>

Share Accommodation - <https://easyroommate.com/>

Youth Central Housing and Accommodation - <http://www.youthcentral.vic.gov.au/housing-accommodation>

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

Newspaper classifieds: Herald Sun, The Age

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

Students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Melbourne has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns.

The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to www.ptv.vic.gov.au)

At the moment international students cannot access concession rates of travel on the public transport system. To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

The City of Melbourne and the metropolitan area is split into travel zones and fares are charged depending which zones you are travelling between.

Examples of travel costs on public transport

myki Money 2 hour fare

2 hour	Zone 1 + 2	Zone 2
Full fare	\$5.50	\$3.50
Concession	\$2.75	\$1.75

myki Money Daily fare

Daily	Zone 1 + 2	Zone 2
Full fare	\$11.00	\$7.00
Concession	\$5.50	\$3.50

For further information refer to:

Metrolink at <https://www.ptv.vic.gov.au> or by phone on 131938

Travellers Aid at <http://www.travellersaid.org.au> or by phone: (03) 9654 2600

Road Maps and directions

Web: www.street-directory.com.au

Melbourne Airport

Dial: 03 9297 1600

Web: www.melbourneairport.com.au

Melbourne Airport Bus

Skybus operates between Melbourne Airport and the city centre:

Web: www.skybus.com.au

Taxi services

Web: <https://13taxibookingmelbourne.com.au/?msclkid=c6d981e6ff7717b95529e9dbdec6bf57>

<https://www.uber.com/au/en/ride/>

Public transport – in Melbourne

Metro – train, tram and bus

Web: www.ptv.vic.gov.au

Public transport – around Victoria

VLine

Web: www.vline.com.au

Food

Due the diverse nature of Melbourne's population international students have a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Main meals in cheaper restaurants cost approximately \$18.00- 25.00.

However this may vary depending on the season, suburb and quality of the eatery. Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$10.00 - AUD\$20.00. Indicative costs of groceries are: milk 1 litre \$3.30, bread 1 loaf \$5.00, apples 1 kg \$5.00, potatoes 1 kg \$3.50.00, eggs 1 dozen \$10.00, cereal 1kg \$6.00, fruit juice 1 litres \$5.00, rice 1 kg \$2.00, fish and meat varies enormously depending on type/ quality.

Some other indicative costs

Listed below are prices of some items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Shoes 1 pair \$100.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$5.50
T-shirt \$35.00, Hairdresser \$45.00 to \$75.00, Newspaper \$4.50, Cinema ticket \$27.00

Note the cost of the above items can vary enormously depending on individual taste and whether brand names are purchased.

To review prices of every prices and, clothing/ household good refer to the following websites:

www.coles.com.au

www.woolworths.com.au

www.aldi.com.au

www.target.com.au

www.kmart.com.au

FLINDERS
INTERNATIONAL COLLEGE

Student safety information

Occupational Health and Safety

Flinders International College conducts regular Health & Safety reviews covering all Flinders International College operations to ensure our facilities, equipment, materials and practices comply with all OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Flinders International College staff are providing OHS information it is important that this is understood and instructions followed. If a student spots a potential hazard please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.studyaustralia.gov.au/>

<https://www.safeworkaustralia.gov.au/>

Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

When attending Flinders International College:

- Flinders International College will be staffed at all times during day and evening classes and all entrants may be asked for identification
- Students will be asked to display identification at all times when entering the premises
- Visitors are not permitted into the training facilities without express permission from the CEO
- Please contact the nearest member of staff if you:
 - feel threatened or unsafe at any time
 - have concerns about someone else's behaviour
 - are worried about someone harming themselves or someone else
 - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

Attending evening or weekend classes

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of Flinders International College and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

For further information on public safety and advice on how to make your time at Flinders International College as enjoyable and safe as possible please refer to Victorian Police Community safety website:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.



Legislation that impacts International students

Legislative Frameworks

The following information provides and overview of the regulatory frameworks relevant to studying at Flinders International College.

The National Vocational Education and Training Regulator Act 2011

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. The main part of the Act that guides Flinders International College in its activities is the National VET Regulators Standards for Registered Training Organisations 2011. There are another 3 main parts of the act that impact and guide Flinders International College practice. This sets out the standards and provides guidance on Flinders International College practice. Flinders International College policies and procedures and operating practices are in compliance with this regulatory framework. The Framework and relevant Flinders International College policies and procedures will be explained to you during orientation so that you are aware of your role and Flinders International College obligations.

VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts the economy in general, industry and individuals lives. Flinders International College operates in several sectors and therefore must operate in compliance with several regulatory frameworks and pieces of legislation including:

- The National Vocational Education and Training Regulator Act 2011

VET Quality Framework

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – “Compliance Requirements”
- Credential Policy - Standards for Registered Training Organisations
- Australian Qualifications Framework
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020

Standards for Registered Training Organisations

[file:///C:/Users/chris/AppData/Local/Temp/MicrosoftEdgeDownloads/af940e1d-94df-46bb-9b21-e393ff332cdd/F2025L00354%20\(2\).pdf](file:///C:/Users/chris/AppData/Local/Temp/MicrosoftEdgeDownloads/af940e1d-94df-46bb-9b21-e393ff332cdd/F2025L00354%20(2).pdf)

<https://www.legislation.gov.au/F2025L00355/asmade/text>

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.dewr.gov.au%2Fdownload%2F16504%2Foverview-draft-credential-policy-and-compliance-requirements%2F39787%2Foverview-draft-credential-policy-and-compliance-requirements%2Fdocx&wdOrigin=BROWSELINK>

The VET Sector (Vocational Education and Training)

The VET accredited courses being delivered by Flinders International College require Flinders International College to also adhere strictly to the Federal and State bodies which develop and oversee the delivery of the national curriculum. The VET sector is characterised by the use of Competency Based Training – being competent in this context means having the skills, knowledge and attitudes to be able to perform tasks to pre-established industry standards.

ESOS Act 2000/ 2001

The Education Services for Overseas Students Act 2000/ 2001, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx#Information>

The National Code of Practice 2018

The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered, a provider must demonstrate that it complies with the requirements of the National Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration. This includes conditions on registration, suspension or cancellation of registration.

The National Code complements existing national quality assurance frameworks in education and training including the Outcome & Compliance Standards for RTO's 2025 (for registered vocational education and training providers offering these courses).

<https://www.legislation.gov.au/Details/F2017L01182>

ELICOS Standards 2018

The National standards for ELICOS providers and courses (ELICOS Standards) are guidelines for regulatory authorities to make recommendations for acceptance of providers to be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) under the ESOS legislative framework.

ELICOS (English Language Intensive Courses for Overseas Students) applies to students studying in Australia on student visas. 'Intensive' denotes full-time study comprising a minimum of 20 scheduled course contact hours per week of face-to-face classes of English language instruction.

ELICOS forms a significant part of Australia's international education sector. Students come from overseas to study the English language for a variety of reasons. Some need to improve their English for work or career purposes, some have a personal interest in becoming fluent in English, and some intend to travel. Others may want to continue their education in English, either in Australia or elsewhere, and need to develop the language skills to undertake further study. Consequently, the ELICOS Standards enhance Australia's reputation as a provider of quality education to international education markets and assist in attracting high quality international students to Australia.

<https://www.legislation.gov.au/Details/F2017L01349>

The ESOS Framework - Student rights and responsibilities

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 Students (ESOS) Act 2000* and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students?
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider

- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

For policies and procedures that affect you:

- Speak with (RTO name)
- Go to your provider's website
- Department of Education and Training
- For your ESOS rights and responsibilities
<https://internationaleducation.gov.au/Pages/default.aspx>

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Visa enquiries: Department of Home Affairs.
Phone: 131 881 (within Australia)

Online: Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

AEI Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

For further information on Australian Legislation and how it affects International Students visit:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

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

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSEnquiries/Pages/Default.aspx>

VISA Information

<https://www.homeaffairs.gov.au/>

Flinders International College Code of Conduct

Flinders International College practices are directed by our Code of conduct. The code of conduct is guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

Access & Equity

Flinders International College ensures that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability, culture or origin.
- we implement an organisational culture where diversity is welcomed.
- we employ an accessible, systematic, fair, and equitable approach to enrolling all students.
- all staff will perform their duties in a fair, equitable and respectful manner.
- all training and assessment staff use language that facilitates learning and achievement and does not exclude sections of students
- all staff are aware of their responsibilities with respect to equity and access.
- staff activities are evaluated for continuous improvement purposes.
- staff are culturally aware and sensitive to differing norms, beliefs, and values.
- systems are employed to receive feedback on its application of this policy.
- staff and students are required to comply with access and equity requirements.
- staff foster relationships with students based on mutual trust and respect.

Marketing & enrolment

Flinders International College ensures that it will:

- provide appropriate pre enrolment information to students that enable them to make an informed choice of course.
- not provide false or misleading information about the RTO or its courses.
- marketing practices and materials are current, accurate, factual and ethical
- perform marketing activities with integrity
- identify all AQF accredited and non accredited courses in all its materials.
- systematically review its marketing materials to ensure currency and accuracy.
- implement an accessible, systematic, fair, and equitable approach to enrolling students.
- encourage enrolment applications from culturally diverse applicants (including but not limited to, First Nations Peoples).
- provide support to prospective students during enrolment, where required
- only enrol students into courses which are consistent with the student's learning needs.

Training & assessment

Flinders International College ensures that:

- course and RTO information is provided to students pre enrolment and at orientation.
- staff foster relationships with students based on mutual trust and respect. Access and equity is provided to all students and diversity welcomed.
- staff consistently implement inclusive and safe learning environment (including, but not limited to those suitable for First Nations people) that foster participation, learning and achievement
- all training and assessment materials are their own or permission obtained from publishers for use.
- courses are delivered and assessed in accordance with AQF training package, rules of evidence and principles of assessment, industry and student requirements or those prescribed for non-accredited courses.
- training and assessment strategies are implemented for each course in accordance with AQF training package, rules of evidence and principles of assessment, industry and student requirements
- suitable learning and support resources are implemented to guide staff and students.
- the opportunity for recognition of prior learning and credit transfer are provided to students.
- all accredited courses provided are in accordance with its scope of registration.
- learner language, literacy, numeracy and digital literacy needs are assessed and supported where feasible.
- appropriate academic, language, literacy, numeracy and digital literacy and personal/ welfare support services are provided to students.
- the duration of course delivery is no longer than 8 hours in any one day.
- all course training and assessment material is systematically validated internally and externally.
- all learning and assessment strategies, resources and materials are systematically validated internally and externally.
- appropriate training and assessment facilities, equipment, resources and materials are provided to facilitate learning and achievement.
- training and assessment facilities comply with appropriate legislation.

Staff

Flinders International College ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver.
- hold appropriate vocational qualifications.
- possess a TAE40110 Certificate IV in Training and Assessment or equivalent.
- foster relationships with students based on mutual trust and respect. Access and equity is provided to all students and diversity welcomed.
- consistently implement inclusive and safe learning environment that foster participation, learning and achievement

- will engage in professional development activities relevant to their teaching.
- will employ RTO policies and procedures when training and assessing.
- will treat all students in a fair and equitable manner.
- will treat students in a non-discriminatory manner.
- are fully informed of their roles and responsibilities.

Student support services

Flinders International College ensures that:

All students will be supplied access to the following information and support resources:

- a Student information handbook to facilitate informed decision making pre enrolment
- different types of issues that a student may encounter during their enrolment which may require the student to access support services
- available internal and external academic, language, literacy, numeracy, digital literacy, and personal/ welfare support services
- staff contact details
- how to access support services
- facilities, resources, equipment and materials available during their enrolment.
- course withdrawal/ cancellation fees and terms.
- complaints and appeals policy and procedure.
- procedure for providing feedback on any area of RTO operations.

Management

Flinders International College ensures that:

- the provision of high-quality training and assessment is Flinders International College principal purpose.
- all decisions will be informed by appropriate stakeholders to ensure that high quality and inclusive training & assessment is consistently provided.
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans.
- appropriate financial management and student fee protection arrangements are consistently implemented.
- suitably qualified staff contribute to informed decision making in management, academic and support services.
- all staff are aware of their responsibilities to the RTO and the students.
- it employs a fair and equitable systematic approach to recruitment, induction, and professional development of its staff.

- a culturally safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances.
- it will inform the regulator of any significant changes to the control, senior management, and scope of the RTO.
- it provides the National VET Regulator with the required data in soft and hard copy when requested (free of charge).
- it will fully cooperate with the National VET Regulator during audits.
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it will communicate all appropriate information relating to academic and support services to students in a timely manner

Administration management

Flinders International College ensures that:

- AVETMISS data stored for a period of 30 years.
- original copies of assessments are stored for a period of two years from the date of course completion.
- enrolment and administrative documents related to a student enrolment are stored for a period of two years from the date a student completes their course.
- student and staff personal records will be treated as confidential and stored on and off site.
- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence.
- it adopts an AVETMISS compliant student management system.
- staff and students are to be able to access their own records at no cost.
- a certificate and record of results will be awarded to students who successfully complete all of an AQF qualification in which they were enrolled. e.g. a Certificate III level course.
- a statement of attainment will be awarded to students who successfully complete some but not all of the units in the course in which they were enrolled.
- a statement of attainment will be awarded to students who successfully complete a course that includes an individual unit of competency in which they were enrolled.
- statements of attainment and certificates are provided in a timely manner.
- statements of attainment and certificates contain the required information.
- only issues qualifications to students who possess a unique student identifier.

Student Code of Conduct

All students have the:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin

- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre enrolment information
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from their trainers
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Complaints and Appeals policy to resolve disputes/ complaints

All students are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating, plagiarism or collusion
- submit work when required.
- comply with the terms and conditions of enrolment and Written agreement between the College and the student
- attend all classes and/ or participate as per delivery schedule
- participate in course learning and assessment activities
- follow all staff instructions during learning and assessment activities
- maintain satisfactory course progress
- comply with the FIC policies and procedures that apply to students
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to Flinders International College when requested
- not use of illegal drugs, or consume alcohol, or have in their possession dangerous articles at any when on college property
- respond to college communications within the period of time indicated in the communication
- attend meetings with college staff at the arranged time and date
- be genuine/ bona fide student. A genuine/ bona fide student attends classes, completes work as per schedule and demonstrates a commitment to the course.

Behaviour expectations

- Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
- Students must follow the directions of their trainer at all times
- Students are required to wear appropriate safety clothing and use equipment safely
- Students must not use inappropriate or offensive language, signs or gestures
- Violent behaviour will not be tolerated.
- Weapons cannot be carried onto the College premise
- Racist behaviour will not be tolerated
- Sexual harassment will not be tolerated
- English is to be spoken during class at all times
- Fees must be paid as per the due date on the agreement/invoice
- An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Flinders International College accepts no responsibility for personal property lost or stolen
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons at any time.
- Smoking is not permitted inside training facilities, Australian Law must be followed
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.

Students are encouraged to contact the Training Manager for clarification if they are unsure of the meaning of any aspect of the Code of conduct. Students who breach this Code of conduct may have their enrolment suspended or cancelled.



Flinders International College policies and procedures

The information in this section is an outline of some of the main policies and procedures that impact international students when studying at FIC. It is important for students to read this information and access the hyperlinks to the full versions of each policy and procedure and review the content so to understand how they impact students.

Access to a full FIC policy and procedure manual is available on request by contacting the Training Manager via e-mail at info@flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

NC Standard 3 - Refund terms, conditions and claims process

Definitions

Tuition fees:	Fees paid by the student (or third party) to FIC for training and assessment services provided by FIC. Tuition fees do not include any other fees e.g. OSHC, enrolment fee etc.
Course fee:	Course fee is the tuition fee paid plus the un-tuition fee paid.
Enrolment fee:	Fee paid by the student (or third party) to FIC for the costs of processing a student enrolment application.
Reassessment fee	Students are permitted three attempts for each assessment task. The re-assessment fee is applied after the student has failed to demonstrate satisfactory performance/ pass an assessment task after three attempts.
Relearning of unit fee	VET students who are judged Not Yet Competent in a unit may have to undertake all training and assessment activities again. This re-attempt unit fee will be applied in this situation.
Late submission fee	VET student who submits assessments after the assessment due date.
Change of course fee:	This fee is applied if the student wishes to change their course after the issuance of a Confirmation of Enrolment.
Course variation fee:	This fee is applied if a student wishes to change the start date after issuance of the Confirmation of enrolment or if the student wishes to suspend their studies for a period of time.
Provider default	<p>In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, you may be offered enrolment in a suitable alternative course by the College at no extra cost to you. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course.</p> <p>If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) is provided.</p>
Student default	If a student withdraws from a course or has their enrolment cancelled by the college (e.g. for not maintaining satisfactory course progress, breaching the FIC Code of conduct, not paying fees).

Equipment and materials fees: Equipment and materials fees are applied where students must purchase equipment or materials to undertake training or assessment activities.

Refund conditions:

Student default

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal 95% refund of course fees paid

Student withdraws after course commencement due to visa refusal Refund unused tuition fees paid

Student withdraws from the course more than 10 weeks before course commencement (non-visa refusal) 90% of tuition fees paid refunded

Student withdraws from the course less than 10 weeks, but 4 weeks before course commencement (non-visa refusal) 60% of the tuition fees paid refunded

Student withdraws from the course less than 4 weeks, but 2 weeks or more before course commencement (non-visa refusal) 35% of the tuition fees paid refunded

Student withdraws from the course less than 2 weeks before course commencement. (non-visa refusal) No refund of tuition fees paid

Student withdraws from the course on or after the course commencement date. No refund of tuition fees paid

Student in breach of visa conditions, and suspension or cancellation of enrolment by the College No refund of current term tuition fees paid.

Provider default - the provider is unable to offer the course in full % of unused tuition fees paid refunded or enrolment in another suitable course at FIC or TPS

The Enrolment fee is non-refundable in all circumstances except student withdrawal on or before the course commencement date due to visa refusal.

The refund terms and conditions identified above apply regardless of whether the student has paid any monies directly to the college or via a college approved Education agent who has collected the money on behalf of the college.

Refund process

1. FIC provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays FIC relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the enrolment fee) will be provided. Students must notify FIC in writing within 7 days of paying FIC any fees. The cooling off period applies regardless of when the fees were paid before the course start date.
2. Refund applications must be made in writing to the College. The student refund application form is available from the College, must be used as the written application.
3. Students must contact the college and request a copy of the Student refund application form. This will be sent to the students e-mail address or given to them personally.
4. Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

5. Refunds are made in the same manner fees were paid. e.g. If a student paid fees through credit card, the refund amount will be credited to the credit card; and the same for other methods of payments.
6. Students may nominate a person or organisation who can receive receipt of any fee refund paid to the student by Flinders International College.
7. Any refunded amount will have an amount deducted for any applicable transaction fees, bank charges and currency exchange fees. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to FIC.

Calculation of refunds

Refunds will be calculated as follows:

Course fee per week x number of weeks unused course fees the student has paid for at point of withdrawal

The weekly course fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course. e.g. Total tuition fee \$1,250/ 10 weeks duration = \$125 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of scheduled weeks of course completed at point of withdrawal from the course e.g. 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course.

The amount refunded will be the course fee per week x the number of weeks' unused course at point of withdrawal

e.g. Course fee of \$125 per week x 4 weeks unused course = \$500 refund paid to the student.

Any refunded amount will have an amount deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the College.

Tuition Protection Service

The College is a member of the Tuition Protection Service (TPS). This means that the fees paid to the College are safeguarded if the College defaults on delivering the courses you are enrolled in.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

In the unlikely event that the College is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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.

There is no obligation on the student or the College until the Written Agreement is signed by all parties, funds have been cleared by the College bank and an official receipt is issued by the College.

Please refer to the Fees & refund policy and procedure on the FIC website www.flinderscollege.edu.au for further details.

NC Standard 3 - Enrolment policy and procedure

Students applying for a course at FIC will have their application treated fairly and in accordance with the entry requirements for the intended courses of study.

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, the college reviews applicants existing knowledge, skills, experience and qualifications. The purpose of this process is to ensure an individual learner's needs can be addressed by the course for which they have applied.

The college encourages applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support need. Applicants are encouraged to disclose any disability during enrolment, if they wish to do so.

Students must be over 18 years of age at the time of course commencement. Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

Academic entry requirements

To gain entry to a VET course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11* or 12 qualifications. (*Subject to the country Assessment Level) and course. Some courses may require applicants to possess other vocational qualifications to gain entry. Such requirements are communicated to applicants in marketing and pre-enrolment materials.

English Language entry requirements

International students applying for a VET course must possess a minimum English language proficiency of IELTS 6 (overall band) or an equivalent exam result recognised by the Department of Home Affairs (DHA). Students may undertake the College English Test to demonstrate their English language proficiency. This can be arranged by contacting info@flinderscollege.edu.au.

All ELICOS students regardless if an English language certificate has been provided to FIC must undertake a FIC English Test prior to course commencement. This applies to students enrolled both on and offshore.

Students applying for VET courses must provide the college evidence that demonstrates their English language proficiency. This is normally a certificate e.g. an IELTS certificate with an overall band of 6.

Students applying for VET courses may also choose to have their English language proficiency assessed by the College. The result of this test will be used to decide if a student's English language proficiency satisfies a vocational course English language entry requirement.

If the result of the College English Test differs from that indicated on any English language certificate provided to the College by a VET student as proof of English language ability, then the College English Test result will be used to identify if the student's English language proficiency satisfies course entry requirements. There are no exceptions to this policy.

Pre Training Review and Language, Literacy, Numeracy & Digital Literacy (LLNDL) Test

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. Applicants' LLN ability is assessed in conjunction with their knowledge, skills, experience and qualifications in accordance with this Training and assessment strategy.

Each applicant will complete a Pre-training review form and Language literacy, numeracy & digital literacy test during the application process to ensure they can address course requirements. On completion of the application process Flinders International College will then review this information and respond to you with the outcome of the review

The college can provide support to students who experience difficulties preparing and submitting An application including the Pre Training Review or LLNDL Test.

Applicants are notified the outcome of their application in writing. If the application is successful a Letter of offer and Written agreement will be provided for a course and intake date.

Applicants will confirm acceptance of an offer made by the college to them by completing and returning the Written agreement acceptance form and paying the fee deposit indicated in the offer.

On receipt of the fee deposit and Written agreement acceptance form, the college will issue a Confirmation of Enrolment (CoE) to the applicant.

If the application is unsuccessful the college will provide the applicant in writing, the reasons why the application has been unsuccessful, and a recommended course of action.

Enrolled students must comply with the College Code of conduct, policies and procedures and visa requirements at all times during their enrolment at the college. Failing to address these requirements may impact a student's enrolment at the college and their visa.

NC Standard 5 - Under 18's policy

Flinders international College does not enrol students who are under 18 years of age.

NC Standard 6 - Critical Incident policy and procedure

Critical incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Examples of critical incidents are:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- other non life threatening incidents may still qualify as critical incidents.

Staff members and/ or students are to contact the CEO immediately if they believe an incident to be deemed a 'critical incident'.

If the CEO is unavailable contact the Training Manager. If staff/ students believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention or a fire exists or other) do so immediately and then inform CEO.

The CEO will access and initiate the Critical incident procedure.

The CEO will form a Critical Incident Team consisting the CEO and appropriate College staff to manage the incident.

Please refer to the Critical incident policy and procedure on the FIC website www.flinderscollege.edu.au for further details.

Emergency evacuation

In the event of an emergency that requires the evacuation of the college premises students are too closely listen to and adhere all instructions given by FIC staff. During orientation and each term students will be participate in emergency evacuation drills. Information will be provided to all students via, meetings, notice boards and written documentation to aid this process.

NC Standard 7 - Transfer policy and procedure

Under the ESOS Framework, the College cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the College for a letter of release. The six months is calculated as six calendar month from the first day of your principal course. Please refer to the Transfer between providers' policy and procedure on the FIC website for further details.

Approval to transfer to another Australian provider will normally be granted within 5 working days of FIC receiving the application, in the following situations:

- Flinders International College is unable to continue to provide the course in which you are enrolled; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at Flinders International College and can demonstrate clearly how this will be alleviated through a transfer; or
- The student is experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain studying the course in which you are enrolled
- The student is unable to achieve satisfactory course progress at the level they are studying, even after committing to an intervention strategy to assist them achieve satisfactory course progress and will be reported
- The current course of study is clearly inconsistent with documented course requested for in the student's Enrolment application or
- In exceptional circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate or
- There is evidence of other compassionate or compelling circumstances
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- The student can demonstrate that Flinders International College has breached the terms of the Written agreement or
- The student can provide evidence that they were provided inaccurate or incomplete or misleading information by Flinders International College or its Education Agent prior to enrolling in the course.

- An appeal (internal or external) on another matter results in a decision or recommendation to approve the transfer for the student.

Students must refer to the Flinders International College website to review the full version of the student transfer policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

NC Standard 8 – VET Course Progress Policy and Procedure

It is a requirement of your student visa to maintain/ achieve satisfactory course progress. If you do not maintain/ achieve satisfactory course progress over two consecutive study periods, you will be reported to DHA which may lead to cancellation of your visa. Unsatisfactory course progress is defined in the ESOS legislation as failing/ deemed Not Yet Competent in 50% or more of the units in the course in which a student is enrolled over two consecutive study periods. If this occurs the College will report you to DHA.

A study period for Vocational Education and Training (VET) courses is defined as one semester – two terms (apart from EAL course). A study period for English as an Additional Language (EAL) courses is defined as one term. Refer to the table below for further details on individual course study periods.

Being “at risk” of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed Not Yet Competent in the number of units of competence indicated in the table below, either during or at the end of a study period (refer to each course in the table for further details relevant to your course)
- is unable to successfully complete a course within the expected duration
- is assessed as unsatisfactory in one assessment in a pre-requisite unit
- is assessed as Not Yet Competent (NYC) in a pre-requisite unit
- is identified by a trainer as at risk or at high risk of not achieving satisfactory course progress

Being ‘at high risk’ of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed NYC in 50% or more of the units in one study period and NYC in the number of units indicate in the table below in the following study period. (refer to each course in the table below for further details relevant to your course)
- unable to successfully complete a course within the expected duration
- is identified by a trainer as at high risk of not achieving satisfactory course progress

Course Name	Course Duration (weeks)	Total study weeks	Term duration/ study Periods	At risk of not achieving satisfactory course progress	At high risk of not achieving satisfactory course progress
Certificate III in Business 13 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods.	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Certificate IV in Business 12 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Diploma of Business 12 units of competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Advanced Diploma of Business	78 Weeks	6 x 10 week terms = 60 Weeks	Term duration - 10 weeks.	Student has failed/deemed NYC in two or more units	Student has failed/ deemed NYC in 50% or more of the units in one study period and

10 units of competence in total			Duration of study period - 20 weeks. 3 study periods	of competence during or at the end of a study period	two or more units in the following study period.
Advanced Diploma of Leadership and Management 10 units of competence in total	78 Weeks	6 x 10 week terms = 60 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 3 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and two or more units in the following study period.
Graduate Diploma of Management (Learning) 8 units of competence in total	76 Weeks	4 x 16 week terms = 64 Weeks	Term duration - 16 weeks. Duration of study period - 32 weeks. 2 study periods	Student has failed/deemed NYC in one or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period.

Students identified as 'at risk' and 'at high risk' of not achieving satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress.

Access to academic, personal/ welfare and English language supports services is provided to assist students to successfully complete their course within the scheduled duration. Flinders International College may refer students to external sources if they are unable to sufficiently provide support for students learning needs. Flinders International College may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers and
- Make an appointment with the Student support officer if you are having any difficulties with your studies

Students must refer to the Flinders International College website to review the full version of the VET student course progress policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

NC Standard 8 – ELICOS Course Progress Policy and Procedure

It is an ELICOS student visa requirement for students to maintain satisfactory course progress. FIC implements a ELICOS Course progress policy and procedure to support students to achieve satisfactory course progress and complete their course within the expected duration.

The College will make all reasonable efforts to support students meet student visa requirements, and successfully complete their course.

Students performance during summative assessment is recorded and monitored. A criteria is applied to identify students who are at risk or at high risk of failing to achieve satisfactory course progress.

Definitions:

- The course progress of each student is monitored during and at the end of each course level.
- The General English course includes three levels. Pre-intermediate, Intermediate and Upper intermediate.
- The IELTS Foundation course has one level.
- The IELTS Foundation course includes three summative tests, at weeks 4, 8 and 12.
- Each level within the General English course includes three summative tests, at weeks 4, 8 and 12.
- The results of the summative tests are used to monitor and record student course progress.

- In accordance with the requirements of the Training and assessment policy and procedure, students are permitted three opportunities to demonstrate performance in each summative test.
- To pass the IELTS Foundation course and each level within the General English course, a student must achieve an average grade of at least 60% for each skill component in three consecutive summative tests. Skill components are reading, writing, speaking and listening.
- Students who achieve a score of at least 60% for each skill component in a summative test are deemed to be achieving satisfactory course progress.
- Students who fail to achieve a score of at least 60% for each skill component in a summative test for a course/ level are identified as 'at risk' of failing to achieve satisfactory course progress. Intervention strategies are implemented for students who fall into this category in accordance with this policy and procedure.
- Students who fail to achieve an average score of at least 60% for each skill component in two consecutive summative tests for a course/ level are identified as 'at high risk' of failing to achieve satisfactory course progress. Intervention strategies are implemented for students who fall into this category in accordance with this policy and procedure.
- Students who fail to achieve an average score of at least 60% for each skill component in three consecutive summative assessment tests in a course level will be deemed as having failed to achieve satisfactory course progress. If students in this circumstance are enrolled in a pathway to higher level ELICOS course level at the Flinders International College, they will receive an intention to report letter.
- Students who fail to achieve an average score of at least 40% for each skill component in two consecutive summative assessment tests at this level will be deemed as having failed to achieve satisfactory course progress. Students in this circumstance will receive an intention to report letter.

ELICOS students identified as 'at risk' and/ or 'at high risk' of failing to achieve satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress and successfully complete their course within the scheduled duration.

FIC monitors all student course progress and provides assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to academic, personal/ welfare and English language supports services is provided to assist students to maintain satisfactory course progress. Flinders International College may refer students to external sources if they are unable to sufficiently provide support for students learning/ personal needs.

Students who fail to achieve satisfactory course progress will be reported to the DHA/ DoE in accordance with the requirements of this policy and procedure.

Students must refer to the Flinders International College website to review the full version of the ELICOS student course progress policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

NC Standard 8 – ELICOS Attendance Policy and Procedure

It is an ELICOS student visa requirement for students to maintain satisfactory attendance. If students do not maintain satisfactory attendance, FIC is obliged to report such students to DHA which may lead to cancellation of their student visa.

FIC records attendance for all courses and monitors student's attendance to ensure early intervention if an issue arises. FIC implements an intervention strategy to support ELICOS students with attendance issues.

If an international student is absent from a scheduled class, it is his or her responsibility to:

- inform Flinders International College of the absence in advance if known
- present evidence to support the reason for the absence if requested
- follow-up on work missed as a result of being absent
- obtain assessment information presented in sessions in his/her absence
- inform his/her employer (if undertaking workplace delivery or work placement) of the absence

ELICOS students who fail to achieve 80% attendance at scheduled classes are reported to Department of Home Affairs (DHA) unless the following applies:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply;
- the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

ELICOS students who fail to achieve 70% attendance at scheduled classes are reported to DHA.

ELICOS students identified as 'at risk' and/ or 'at high risk' of failing to achieve satisfactory attendance will be placed on an intervention strategy to help them achieve satisfactory attendance and successfully complete their course within the scheduled duration.

FIC monitors all student attendance and provides assistance if the student is experiencing difficulties attendance classes.

Access to academic, personal/ welfare and English language supports services is provided to assist students to maintain satisfactory attendance. Flinders International College may refer students to external sources if they are unable to sufficiently provide support for students learning/ personal needs.

Students must refer to the Flinders International College website to review the full version of the ELICOS attendance policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

NC Standard 9 – Defer, Suspend or Cancel Enrolment Policy and Procedure

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the College will report your deferral of commencement or suspension of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881. Students are advised to contact DHA to identify the impact on their visa prior to submitting an application to defer or cancel their enrolment.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the College and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the College Training Manager. The

student refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The College will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881. Students are advised to contact DHA to identify the impact on their visa prior to submitting an application to cancel their enrolment.

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment as a response to a student breaching the College Code of conduct or for unsatisfactory course progress or unsatisfactory attendance (ELICOS students only). Before the College initiates any suspension or cancellation of enrolment it will notify the student in writing and provide support services to assist the student address the breach or achieve satisfactory course progress (unless in serious circumstances where the breach of the Code of conduct possess a threat to the student or others). If the breach or course progress is satisfactorily addressed no further action is taken by the College.

If after the steps described above the College intends to suspend or cancel a student's enrolment an Intention to report letter will be sent to the student's currently address and the student will have 22 working days from the date of the Intention to report letter to appeal against the College's intention to suspend or cancel their enrolment. A student's enrolment is maintained during the appeals process.

If following receipt of this Intention to report letter a student chooses not to submit an appeal within 22 working days of issue of the Intention to report letter, or if their appeal is unsuccessful, or if they withdraw from the appeals process, they will be reported DHA for Breaching the Code of conduct or unsatisfactory course progress. This may result in DHA cancelling the student's visa.

If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the Written Agreement between the College and the student will be triggered and the College will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the College will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

Students must refer to the Flinders International College website to review the full version of the Defer, suspend or cancel enrolment policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

Change of address

Upon arriving in Australia you are required to advise the College of your residential address and telephone number, email address and of any subsequent changes to your residential address within 7 days of the change taking place.

It is a requirement of your student visa to comply with this requirement at all times.

NC Standard10 - Complaints and Appeals Policy

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Flinders International College staff member. Students can lodge a complaint against any third-party providing services on FIC's behalf, its trainers, assessors, fellow students or others. Flinders International College staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure. Students can lodge an appeal against any decision made by a third-party providing services on FIC's behalf, its trainers, assessors, fellow students or others.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

An external party to Flinders International College will review the case to identify if Flinders International College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

The availability of the FIC Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

Students must refer to the Flinders International College website to review the full version of the Complaints and appeals policy and procedure www.flinderscollege.edu.au. Students are encouraged to contact FIC with any questions.

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