



International Student Handbook

HCR Constructions Pty Ltd t/a Step Into Training Services (SITS)
RTO No: 91533 | CRICOS Code: 03474G



Welcome

Step into Training Services (SITS) is a respected and established Registered Training Organisation (RTO Code: 91533, CRICOS Code: 03474G) delivering nationally recognised qualifications across a variety of industries.

SITS offers courses that are in demand throughout Australia.

- Our courses are offered over a good time frame to give students good learning experiences and a large amount of knowledge of the industry they are studying.
- SITS works hard to make sure students are obtaining relevant industry experiences that will help them be work ready and put into practice all the industry knowledge they have obtained.
- We engage students through effective use of instruction, discussion, case studies, role plays, assessment activities, planning tools and more. Our courses are designed to complete as much assessment as possible during your course.

The SITS team is proud to welcome you to our programs. During your training you will have certain rights and responsibilities, which are covered in this handbook.

We trust that you will find your journey with us to be challenging, rewarding and fun.

Rajat Saraswat

Managing Director

Step into Training Services

RTO Code: 91533

Keep up to date with SITS News and Events:

- Website: <http://www.sits.edu.au/>
- Facebook: <https://www.facebook.com/stepintotraining?ref=hl>

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Review Process:

This handbook shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next Review Due: July 2023

Document Control		
Version History	Version Date Details	Details
V1.0	2018	Initial handbook
V1.1	September 2019	Adding additional required information and campus information
V1.2	November 2019	Updated Student Code of Conduct
V1.3	March 2020	2020 Handbook update to incorporate new Code of Behaviour and COVID 19 requirements.
V2.1	October 2020	Updated with more Support Services information, additional information on COVID and general edits
V3.0	January 2021	Handbook Update
V4.0	July 2022	Rename to 2022/23 Handbook- Minor changes to appearance (pictures) and updating of contacts etc



Our commitment

To provide training and assessment services that meets the needs of clients and industry. We provide qualified and experienced industry trainers and assessors, suitable facilities; ensure there are sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

SITS is committed to supporting you through your training and assessment.

Your key contact for academic enquiries is your Trainer and Assessor, who is assigned to you upon enrolment. You will also have the support of a Student Support Officer (SSO) and the Management team for the duration of your studies; however, we recommend that your first point of contact be your Trainer and Assessor.

Note:

As an RTO, we cannot guarantee that:

- i) you will successfully complete your training,
- ii) that a training product can be completed in a manner which does not meet the requirements of the packaging rules; or
- iii) that you will obtain a particular employment or migration outcome.

Code of Practice

Step into Training Services adopts policies and procedures to maintain its professional standards in the delivery of vocational education and training services, and which safeguard the interests and welfare of its students.

SITS's responsibilities to the students:

- To provide Quality Training and Assessment
- To provide a safe and inclusive learning environment, ensuring it is free from all forms of harassment
- To comply with the Standards for RTOs 2015 and other regulatory requirements
- To issue learners AQF certification when all assessment and financial requirements are met by the students.

SITS is registered to deliver the following training products (qualifications) to international students:

R1160520 Advanced Diploma of Civil Construction Design (CRICOS Code 105235H)
BSB60420 Advanced Diploma of Leadership and Management (CRICOS Code 107409H)
CPC30220 Certificate III in Carpentry (CRICOS Code 105869D)
CPC50220 Diploma of Building and Construction (Building) (CRICOS Code 103775G)
BSB50420 Diploma of Leadership and Management (CRICOS Code 104283H)
CPP20218 Certificate II in Security Operations (CRICOS Code 0101574)
CPP31318 Certificate III in Security Operations (CRICOS Code 0101575)

For further details about our courses that are offered to international students, please refer to SITS website www.sits.edu.au.

COURSE COMMENCEMENT

Course commencement and schedules are available upon request.

RTO DETAILS

Managing Director	Mr Rajat Sarawat
Address	Unit 9/91 Wembley Road, LOGAN CENTRAL, Qld 4114
Phone	1300 GO SITS / 1300 467 487
Mobile	0406 712 255
Email	info@sits.edu.au



Point of Contact for International Students:

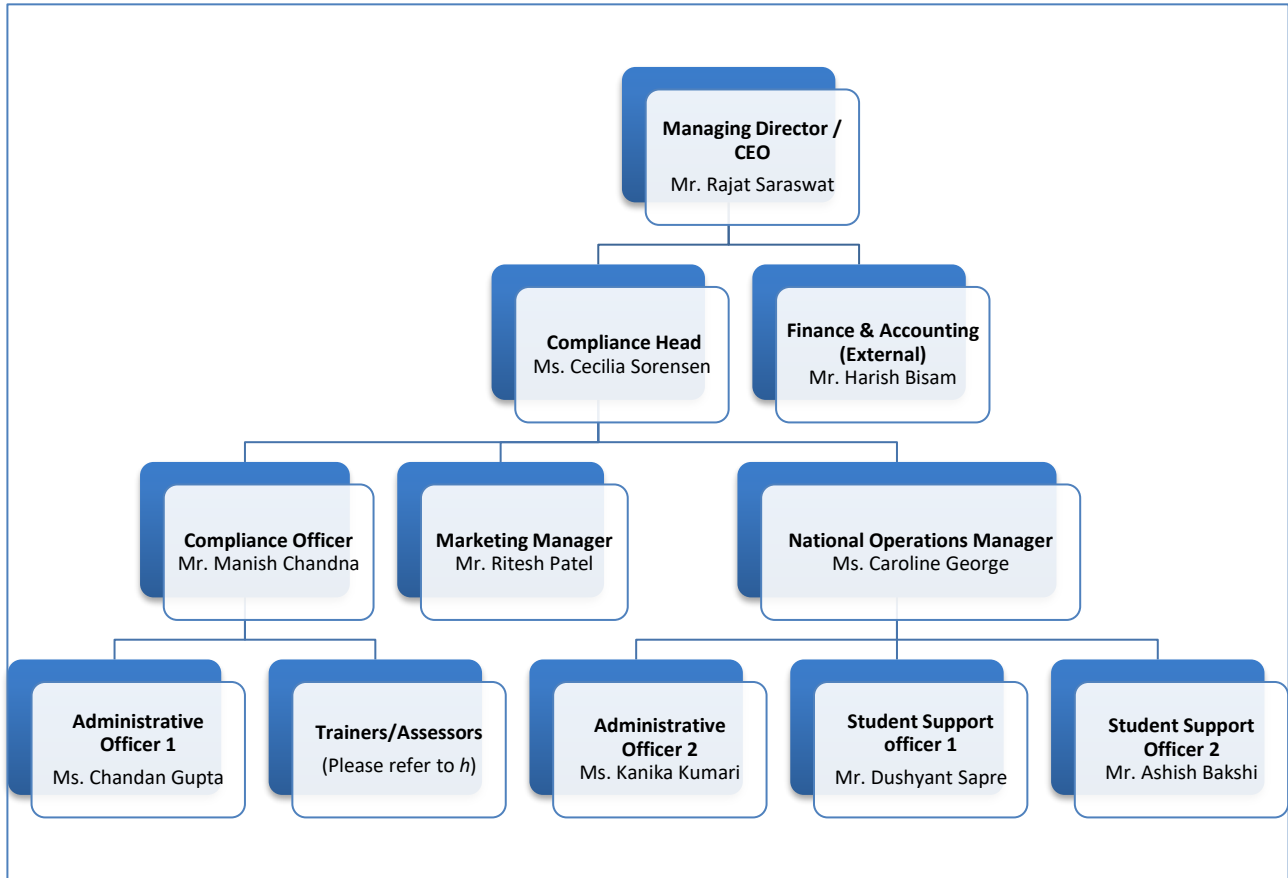
Please note that the Student Support Officer is your **official and/or first point** of contact for any queries related to support required or otherwise.

A list of useful contacts follows. This includes contact information in Australia that may be useful to you. You are encouraged to make a copy of this page and keep it near your phone.

Academic Matters	Speak to your trainers/assessors. If you need additional assistance, contact Student Support Officer.	
Emergency services	000 (police, fire and ambulance)	
Health	Address Wembley Rd Medical Centre, 90 Wembley Rd, Logan Central Qld 4114	Phone: (07) 3412 8333 After Hours: 1300 HOME DR (1300 4663 37)
Queries related to your visa	Department of Home Affairs Phone: 131 881 Monday to Friday 9 am to 5 pm www.homeaffairs.gov.au	
Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450	



Organisation Chart





Our Campus

SITS main campus is located at Unit 9/91 Wembley Road, LOGAN CENTRAL. We are 5 minutes from Woodridge Railway Station with local buses and shopping centres within walking distance.

The second campus, the Construction Training Centre is located at 524 Beaudesert Rd, Salisbury QLD 4107. We are a few minutes' walk from Salisbury Railway Station and local buses go to and from the city and surrounding suburbs on a regular basis.

Legislative Compliance

All registered training organisations in Australia must comply with the relevant commonwealth, state or territory training, migration and other legislation and regulatory requirements. These include:

- compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF Framework); and
- the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018);
- and all other applicable State and Commonwealth legislation.

Important links and information regarding the Vocational Training and Education Sector

- Australian Skills Quality Authority www.asqa.gov.au
- Study in Australia: <https://www.studyinaustralia.gov.au>
- Department of Home Affairs: <https://www.homeaffairs.gov.au/>
- Commonwealth ombudsman: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Education and living costs in Australia

Life in Australia Book

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

Translated versions are also available on this site, in many languages.

Living in Australia will be a new experience, but there are support services in the college as well as from other organizations to help make adjusting to life in Australia easier. As Australia is the eleventh country in the world for education and sixteenth country overall according to Prosperity Index 2020 (<https://www.prosperity.com/globe/australia>), and we have four of the 50 best cities in the world for students (QS Top University Rankings 2019), you are sure to enjoy your time here.

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience.

Important considerations and planning include:

- Overseas student health cover (OSHC)
- Plan your Departure
- Arrival Information
- Accommodation
- Support Services
- Working While you Study
- Manage your Finances
- Phone and Internet options
- Transport and driving.
- Living in Brisbane
- COVID 19 impact on study and travel

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.



- Brisbane
<http://www.choosebrisbane.com.au>
- Study in Australia
<http://www.studyinaustralia.gov.au/>
- Living in Australia
<https://www.studyinaustralia.gov.au/english/live-in-australia>
- Life in Australia Book
<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

Translated versions are also available on this site, in many languages.



Public Holidays (correct at time of printing)

Public Holiday	2022	2023
New Year's Day	Monday, 3 January	Sunday, 1 January and Monday, 2 January (due to New Year's Day falling on a weekend)
Australia Day	Wednesday, 26 January	Thursday, 26 January
Good Friday	Friday, 15 April	Friday, 7 April
Day following Good Friday	Saturday, 16 April	Saturday, 8 April
Easter Sunday	Sunday, 17 April	Sunday, 9 April
Easter Monday	Monday, 18 April	Monday, 10 April
Anzac Day	Monday, 25 April	Tuesday, 25 April
Labour Day	Monday, 2 May	Monday, 1 May
Ekka Wednesday	Wednesday, 10 August	Wednesday, 16 August
Queen's Birthday	Monday, 3 October	Monday, 2 October
Christmas Day	Monday, 26 December (due to falling on a weekend)	Monday, 25 December
Boxing Day	Tuesday, 27 December (due to Christmas Day falling on a weekend)	Tuesday, 26 December

Living Costs in Australia

Knowing the average cost of living and studying in Australia is an important part of your application and financial preparation. Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location in Australia.

The costs below are an approximate guide only and don't take into account your budget and spending habits.

Accommodation

Most students want to live within walking / public transport distance to the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college your accommodation options can you found on the below websites:
<https://www.rent.com.au/>, <https://www.realestate.com.au/rent/> or <https://www.domain.com.au/>

Other living expenses

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia (<https://www.studyaustralia.gov.au/english/live/living-costs>).

As of October 2019, the 12-month living cost is:

- You – AUD \$21,041
- Partner or spouse – AUD \$7,362
- Child – AUD \$3,152



All costs are per year in Australian dollars. To convert to your own currency, visit <https://www.xe.com/currencyconverter/>

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble while in Australia, talk to our student support officer for information.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

Link to Student Visa subclass 500 document checklist:

- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

Overseas Student's Health Cover (OSHC)

For International Students: Overseas Student Health Cover (OSHC) is COMPULSORY insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and some prescription drugs.

It is the student's responsibility to obtain their own health cover.

How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same.

You must provide evidence of your insurance, no later than at Orientation and advise us of any changes.

Students can also purchase their OSHC through their Education Agent or contact the insurer directly; however, evidence will be required during enrolment that students always have sufficient cover.

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

You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider, you are leaving. Visit the OSHC Australia website below to compare your health cover options, <https://oshcaustralia.com.au/en>,

Some students may be exempt from requiring OSHC such as students from countries whose government 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.

You must always provide your current OSHC details to the college.

Further information on OSHC can be found at:

- https://www.privatehealth.gov.au/health_insurance/overseas/overseas_visitors_health_cover



What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

For more information on your OSHC please refer to the Policy Information Booklet available directly from the OSHC provider.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. There are two components to the medical bill, those payable to the doctor and those which are covered by the government. The medical centre may process the government fee for you, and charge only the doctor's fee. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

OSHC Factsheet (Australian Government)

<https://internationaleducation.gov.au/RegulatoryInformation/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

COVID Pandemic:

Australia has much less cases than other countries due to its large size and low population.

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-current-situation-and-case-numbers>

It is expected the situation will remain volatile during 2021/22 & 23 and some changes will stay in place as habits change such as much higher hygiene measures. We have implemented many measures to ensure students can feel safe in the study environment.

The introduction of online lectures (only as needed) and classes, smaller class sizes, social distancing, hand cleaners in all kitchen and sink areas, sanitiser in classrooms and break out areas, constant cleaning of doors, desks and metal surfaces to name some, ensure both students and staff can feel safe while on campus.

To prevent the spread of COVID-19:

- We recommend you wear a mask at any time you feel vulnerable
- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Maintain a safe distance from anyone (1.5 - 2 metres) especially anyone who is coughing or sneezing.
- Don't touch your eyes, nose or mouth.
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze.
- Stay home if you feel unwell or if you have a cough, fever and or runny nose
- If you have a fever, a cough, and difficulty breathing, seeks medical attention. Call in advance to advise you will not be attending class.
- Follow the directions of your local health authority.
- These same measures are recommended to avoid catching any kind of virus.
- Each State has its own rules if you come into contact with Covid or become sick. Please check with your local state (<https://www.health.gov.au/health-alerts/covid-19/testingpositive>)



- Before you plan any leave or travel, please check with the current rules for entry and exit in each State you wish to go to, to ensure you are able to return to your campus.
 - (<https://www.health.gov.au/health-alerts/covid-19/domestic-travel>)
- You must obey the State/Territory rules in relation to wearing masks and any other restrictions at all times.

For information regarding Health and Wellbeing Support for International Students please refer to <https://www.dese.gov.au/covid-19/resources/health-and-wellbeing-support-international-studentsaffected-covid-19>

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulatesoverseas.aspx> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world. Some Embassies/Consulates are listed below for your convenience:

- Bangladesh +880 2 5881 3101-5
- Brazil +55 21 3824 4624
- China +86 10 5140 4111
- Colombia +57 1 657 8030
- Hong Kong +852 2827 8881
- India (91 11) 4139 9900
- Kenya (254-20) 4277 160
- Pakistan +92 51 835 5500
- Philippines +63 2 7757 8100
- Nepal +977 1 4371 678
- Sri Lanka +94 11 246 3200
- Taiwan +886 2 8725 4100
- Turkey +90 212 393 3300
- United Kingdom British +44 20 7379 4334
- Vietnam +84-24 3774 0100

For a complete list of foreign embassies in Australia visit:

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

Working While You Study

Working while you study in Australia can help complement your study and living experience. There are several reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours a fortnight while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the Department of Home Affairs website.

Some changes have been allowed during the COVID pandemic for students in some industries to work more than 40 hours per week. Please confirm with the Department of Home Affairs before working above the normal allowed hours.

Please refer: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporaryrelaxation-of-working-hours-for-student-visa-holders>

Paid Work

Australia has a wide range of industries and many have part time employment opportunities, including:

- Retail - supermarkets, department and clothing stores.
- Hospitality - cafes, bars and restaurants.
- Tourism - hotels and motels.
- Agricultural - farming and fruit-picking.
- Sales and telemarketing.
- Administration or Clerical roles.
- Tutoring.



If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

Volunteering

There are many charities and non-government organizations (NGOs) in Australia and they always need volunteers to help out. It can be a great way to meet friends, get some hands-on work experience and give back to the community. To find out more about volunteering, start your search at:

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

Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:

- A minimum wage.
- Challenge of unfair dismissal from the job
- Breaks and rest periods.
- A healthy and safe work environment.

Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a given field of work or industry. To find out more about your work rights visit the Australian Government's Fair Work website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.

This covers all workers in Australia, even if you are on a temporary visa. Visit Safe Work Australia for more information. You will also need to get a tax file number to work in Australia. Visit the Australian Taxation Office website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Pay rates and workplace conditions are set by Australian law.

The Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

Your rights and protections include workplace health and safety matters.

Refer: <https://www.fairwork.gov.au/employee-entitlements> .

For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au .

Your employer cannot cancel your visa.

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

Helpful recordkeeping hints when you start working in Australia:

Keep a diary of days and hours worked, keep copies or records of employment details, pay slips, agreements, superannuation and tax documents.

NOTE: If you are 'working' by doing housekeeping/cleaning for your food and room, that is still considered by the Department of Home Affairs as working. The amount you work then is to be deducted from the total 40 hours per fortnight maximum you are allowed to work. You may also be entitled to superannuation payments for this kind of work. If unsure contact the Department of Home Affairs and Fair work.



Should you have any questions about your pay rate, your work rights and employer responsibilities please visit the following links.

- <https://calculate.fairwork.gov.au/>
- <https://www.homeaffairs.gov.au/trav/work/workplace-rights>

Contact the Fair Work Ombudsman

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their anonymous reporting service.

Finding Work

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.
- Refer to Websites such as Indeed jobs, seek jobs etc.

Due to the COVID 19 Pandemic some industries have been allowed more hours for students to work such as hospitality, however, check with the Department of Home Affairs as this could change.

Education costs

The list below gives you an approximate indication of the range of course costs (yearly) for different types of qualifications.

- School - \$7,800 to \$30,000
- English language studies - Around \$300 per week depending on course length
- Vocational Education and Training (Certificates I to IV, Diploma and Advanced Diploma) - \$4,000 to \$22,000
- Undergraduate bachelor's degree - \$20,000 to \$45,000*
- Postgraduate master's degree - \$22,000 to \$50,000*
- Doctoral Degree - \$18,000 to \$42,000*

* Note: This does not include the high cost of delivery courses such as veterinary and medical. Please visit institution websites directly to see the costs for these courses.

To convert to your own currency, visit <http://www.xe.com>. For more information about study in Australia, please refer to the link: <https://www.studyaustralia.gov.au/english/live-in-australia/living-costs>

If you experience financial trouble while in Australia, talk to SITS's student support services staff for assistance.

Getting to Your New Home

You should arrange accommodation before you arrive in Australia; even it is just for the first few days. Have your accommodation address written in English ready to show the taxi or uber, or detailed directions if you are using public transport. Please contact the Student Support Officer at SITS should you wish us to arrange the airport pick up.

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances DHA website <https://immi.homeaffairs.gov.au/home>). 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 these issues with your family.

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 airfares 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 childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favorable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

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. There is usually an associated cost.

Schools

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

- Fees will be charged and can vary from school to school depending on if it is a State or Private School and the location.
- It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia.
- 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.
- 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.
- You will be responsible for the school fees and other costs including school uniforms, books, excursions, and stationery.
- 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.
- 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

Customs and Border Protection

You need to be aware of what you cannot bring into Australia and therefore what you should not pack. It is illegal to carry drugs including marijuana, cannabis, heroin, cocaine and amphetamines in and out of Australia. There are a number of items that you must declare upon your arrival in Australia including:

- Firearms, weapons and ammunition.
- Currency amounts of AU \$10,000 or more (or foreign equivalent).
- Some medicines.

Australian Customs Services and quarantine 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 Customs website: <https://www.abf.gov.au/entering-andleaving-australia/can-you-bring-it-in/overview> and the following hyperlinks.

You should also be aware that as a routine part of their work, Customs and Border Protection officers may question travelers at any time, and trained dogs may also be used to detect illegal drugs or prohibited imports. If you are in doubt, declare your goods or ask a Customs and Border Protection officer for advice. Declaring goods does not necessarily mean your baggage will be examined.



People who deliberately break Australian Customs and Border Protection regulations could be fined or taken to court. You can also find information at the Australian Department of Home Affairs website.

Setting Up a Bank Account

You can choose to open an account at any Bank, Credit Union, or Building Society in Australia. Do your research to get the best deal.

To open a bank account, you will need:

1. Your passport (with arrival date stamped by Australian immigration)
2. Student ID card
3. Money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points if you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation.

Other items that may be requested include:

Visa details, birth certificate, Driver's license, marriage certificate.

As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see: <http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank and ATM Locations

Please visit this website and find Banks & ATMs nearest to you: <https://www.mastercard.com.au/enau/consumers/get-support/locate-an-atm.html>

EFTPOS

Short for 'Electronic Funds Transfer at Point of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying bills, most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure, you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonored payment – both can cost you money



Phone and Internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

Mobile phones: It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, there are two types of mobile phone accounts you can choose from:

1. Prepaid: A prepaid service gives you flexibility because you control how much you spend and can stop using the service at any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number

Which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.

2. Contract: If you will be using your mobile a lot and will be in Australia for a fixed period for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain number of calls, text messages and data.

Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans like the above. If you choose a contract service, you will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

Making International Calls

To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number. You can read more about telephone, internet and mobile phone services in Australia at: www.communications.gov.au

Transport and Driving

The transport options available in Australia include buses, trains, and ferries. Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis/UBERS to hired limousines, available to take you from door to door.

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

For more in depth advice on public transport safety, visit the Study In Australia Website. Public transport costs vary depending on where in Australia you live and the type of transport you are using. You should look at the relevant state or territory government website for where you are living to see the full range of services available, timetables, and the costs associated. To plan your journey with public transport, kindly refer to each states public transport sites.

Driving

If you hold a current driver's license in your home country, you might be able to drive in Australia without sitting for any further driving tests. But remember that many state and territory governments require you to get an Australian driver's license if you are here for more than three months. Your license requirements, and any driving restrictions, are managed by the state or territory government where you are living. Visit the relevant state or territory government website or go to

<https://info.australia.gov.au/information-and-services/transport-and-regional/driving-with-anoverseas-licence> to find out more.



Roads in Australia are generally well maintained, and, within city and urban areas, have good lighting and signage. However, roads are often shared between large and small vehicles, heavy and light rail, bicycles and even pedestrians.

For this reason, road safety awareness is very important for international students who may not be familiar with Australian road conditions.

As road users, international students in Australia should consider:

- Australian's drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share).
- There are strict controls on alcohol limits for drivers (0.05). It is best to avoid drinking if you are planning to drive
- Mobile (cell) phone use while driving is strictly prohibited in all Australian states and territories with harsh fines and penalties for offenders.
- Wearing of bicycle helmets is also mandatory for cyclists.
- It is safest to exit a vehicle from the kerb-side - always watch for cyclists and pedestrians before you open your door

Bicycle and scooter use in Australia (including e-bikes and e-scooters) has increased greatly, especially in inner city areas where many students live, work, and hang out. It is important to use bicycle lanes, observe road rules and make sure that bikes are well lit at night when riding home.

The Tourism Australia website has more useful tips on safe driving in Australia and road safety.

SOME OF OUR STAFF HERE TO ASSIST

Training and Compliance Department

The Managing Director is responsible for the standard of training and safety within SITS and for the assessments conducted.

The Compliance Manager reports to the Managing Director in relation to meeting all compliance requirements.

The Trainers/Assessors at SITS Services supervise all training and assessments. In addition, trainers are responsible for the day-to-day course administration. All have at least a Certificate IV in Training and Assessment (TAE40116) and the training product they are delivering, as well as the necessary endorsements to allow them to conduct and assess your competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Operational Manager

The Operational Manager in coordination with the training and compliance department is responsible for all administrative tasks and decisions. They will set fees (including any discounts), oversee timetables, and ensures that all training is delivered in a professional manner. They also set the standards for SITS, covering such areas as cleanliness, appearance, and punctuality.

Trainer/Assessors

Trainers/Assessors must have appropriate skill, knowledge, and expertise in either LLN or vocational proficiency to be able to assess students. Trainers and assessors should have the ability to contextualise assessments and resources, use technology and use different teaching methodologies.

Students are to provide their own laptop for their studies.

For individual course tuition and non-tuition fees, please contact the student support officer for the most accurate information.

Training Plan

SITS will issue a Timetable to you for each course. This is provided to you on commencement of your study. Your Timetable will contain information such as your course start and end dates, your class schedule, Units of Competencies in the course including core and elective units, assessment dates and work-based training information if applicable.

You can contact your trainer if you have queries regarding your training plan.

Intervention and Revision

Under special circumstances, a student can request or be required by SITS to attend extra classes. These may include, but not limited to:

- Shortage of attendance due to compassionate or compelling circumstances,



- Impending leave for medical reasons Unsatisfactory Course progress
- Any other reason approved by the college

Assessment Information:

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessments will be conducted and recorded on completion of each unit of competency. Competency Standards specify the outcomes that people should be able to demonstrate in the workplace. They are standards that have been developed by Industry Parties (including employers, unions and employees) which define the competencies required for effective performance in employment. These Standards act as benchmarks.

Understanding the assessment grading system

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements. Assessment results are recorded as follows:

- Satisfactory (S) result: The Student's submitted work satisfies the learning requirements and unit requirements for the assessment task.
- Not Satisfactory (NS) result: The Student's submitted work does not demonstrate the understanding of unit requirements for the assessment task.
- Competent (C) result: Once a student receives a satisfactory result for all required assessment Tasks, as per the learning requirements and all unit requirements for the unit (in accordance with the unit of competency details at National Register www.training.gov.au), C outcome will be awarded for the entire unit.
- Not Yet Competent (NYC) result: If any of the Tasks in unit is NS, a student will receive NYC outcome. He/she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit his/her assessment for marking.

Methods of assessments

The following assessment methods are an example of those used by SITS in the assessment process. Please refer to the information brochures for individual courses.

- practical demonstrations / role play
- written responses to questions
- observation
- workbook
- oral questioning

Course Credit/Recognition of Prior Learning

'Exemption from enrolment in a particular part of the course because of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course, depending on how the course is structured/timetabled.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

SITS requires students to complete the Application for Recognition of course credit/RPL form for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

We may require students to complete an assessment to demonstrate competency. If SITS grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act.

For further information, please refer to relevant policy and procedure for detailed information.



Assessment outcomes

- The assessor has ten (10) days from the date of submission of assessment, to provide the result of learner's assessment task and get the outcome updated in the system.
- All assessment tasks for each unit or modules of competency must be deemed "Satisfactory" to achieve an overall result of competent.
- All the units must be "Competent" to complete the qualification and be awarded a credential.
- Reporting of assessment outcomes
- Learners are responsible for their own result checks as these will be available to individual learner on the request.
- Assessors are responsible for reporting all assessment outcomes considering the course progress considering the term time planned according to maximum available timeline to a learner.

- Administration staff are responsible for checking / recording the results as per the compliance requirements in the learner management system within fourteen (14) days of the assessment outcome.
- Retention and disposal of assessments
- Learners are required to keep a copy (electronic or hard) of all items they submit for assessment, unless the format of the assessment item precludes a copy being made and stored.
- All completed and marked learner assessment tasks are to be retained for the duration of the accrediting period as per Records Management Policy and Procedure.

All recorded assessment results in the learner management system are to be retained in accordance to Records Management Policy and Procedure

Feedback to learners about their performance

- Timely feedback to each learner throughout the course is considered an essential component of the training and learning process at SITS. Feedback will be provided in various ways, including:
 - Review of individual formative assessments; and
 - Review of individual summative assessments.

Commitment by the students in the training of Course:

Attendance Requirements

The students are required to attend all sessions (international students must attend for 20 face to face hours per week). In case of compelling and compassionate circumstances, if the student misses any session, SITS will provide him/her opportunity to attend an extra session at no cost. Please refer to Attendance Monitoring Policy and Procedure – International Students.

The students are required to attend all sessions (international students must attend for 20 face to face hours per week). In case of compelling and compassionate circumstances, if the student misses any session, SITS will provide him/her opportunity to attend an extra session at no cost. Please refer to Attendance Monitoring Policy and Procedure – International Students.

Self-directed learning (SDL)/ Self-paced study:

Students are expected to dedicate allocated hours towards self-directed learning for each qualification. SDL hours is time allocated for each unit and ultimately to the qualification that the students are expected to spend, on the top of training and assessment hours, to achieve the learning outcome of the unit of competency. This may constitute undertaking self-studies, research, attempting assessment tasks and additional activities (if provided) at home.

Re-assessment

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) of non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. All students can be reassessed twice, without incurring additional cost. Verbal questioning may also be used to ensure students understand.



Language, Literacy and Numeracy support

As a minimum requirement for entry to SITS, international students need to have completed formal study to demonstrate a skill level of sufficient language, literacy, and numeracy. The Entry requirements may vary from course to course. The increased importance of employability skills such as communication and problem-solving skills in the workplace highlights the need for underpinning foundation skills. The Australian Core Skills Framework (ASCF) defines these foundation skills as reading, writing, oral communication, numeracy, and learning, which are essential for effective performance in the workplace. Learners who have language, literacy or numeracy needs may require additional support or customised training and assessment. SITS will make every endeavour to accommodate these learners and support this approach by:

- Assessing the learner's language literacy and numeracy skills during a pre-training review to ensure they have adequate skills to complete the training program
- Supporting learners with training and assessment material and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Providing information to learners about details of language, literacy and numeracy assistance available.
- Where a level of support is assessed as necessary for a learner that is beyond the support offered by SITS, the learner will be referred to external language, literacy and numeracy support services, and an extension of time to complete the training program negotiated if necessary.

Learners not able to demonstrate the ability to complete the course:

Where learners are unable to complete the LLN Test to a satisfactory level and internal support mechanisms will not provide the support required to complete the course, students will not be enrolled into the program and will be referred to external LLN support providers. Students will be encouraged to gain assistance and support to increase their LLN levels prior to applying for future enrolment.

Reading Writing Hotline

The Reading Writing Hotline provides information on:

- Reading and writing classes for adults in your local area
- Distance learning if you are unable to attend classes
- How to become a literacy volunteer?
- Commonwealth-funded English as a second language (ESL) programs for migrants
- Commonwealth-funded programs for Centrelink clients
- Literacy in the workplace programs

Helpline on 1300 6555 06 or visit the website <http://www.readingwritinghotline.edu.au/>.

Where social or personal circumstances may affect a participant's learning experience, we will support the participant where possible, including referral to other agencies.

Please refer to student support policy and procedure available on the website.

Reasonable Adjustments

If you have special needs or disabilities, reasonable adjustment can be organised. Reasonable adjustments may also be used when completing reassessments, where a need is identified and agreed to.

Examples of reasonable adjustment in assessment may include but not limited to:

- visual difficulty: we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities: assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support
- Provision of extra time
- Use of adaptive technology
- Bilingual staff support
- Ongoing study support
- flexible scheduling and delivery of training and assessment
- information and communications technology (ICT) support
- any other services that we consider necessary to support learners to achieve competency.
- Developing individualised strategies to make support available where gaps are identified.



- Language, Literacy & Numeracy (LLN) support and referral to external agencies
- Use of trained support staff including note-takers and interpreters
- Individual tutoring
- Assistance with writing
- adapting tasks to allow for more practice

The requirements for special needs must be established and an appropriate record will be kept of the efforts made to establish special needs and the outcomes of these efforts.

DUE DATES FOR ASSESSMENTS

All assessment due dates are set dates by which assessment tasks must be submitted and are stated on the class timetable. Learners are expected to take responsibility for meeting due dates and plan their work accordingly. The due date is the day the assignment must be received by SITS. Unit End date is usually considered as due date for the assessment. Students are advised to finish their assessment tasks by the end date of the unit, so they don't have anything pending for the past unit while they study the next unit.

EXTENSIONS OF ASSESSMENTS

Assessments must be submitted by the due date, or an extension negotiated no later than 12 hours prior to the original due date. Learners need to apply for an extension via their Trainer and the decision to grant or refuse an extension is at the discretion of the trainer.

Extensions will be granted on a case-by-case basis and are not guaranteed. Approval is up to the discretion of the Trainer/Managing Director. An extension will only be granted when the learner has a valid reason for not submitting work on time; such as illness or other serious matters and this is supported by documentation e.g. doctor's certificate.

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification because they are feeling ill are required to contact the student support officer or their trainer prior to the start of class. Missed assessments and deadlines will be entered into the SMS (Student management system), these must be made up for before a certificate or qualification is issued.

Approved leave

Students must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond 3 days during the course, students may be required to defer their studies and reapply to enter a later course. But such cases will be judged on a case-by-case basis.

Expulsion

Step into Training Services reserves the right to expel students for serious breaches of discipline following appropriate SITS disciplinary procedures. Fees paid will not be refunded for expelled students.

Results and Certificates

All learners who complete their course successfully, are entitled to receive a Record of Results and a testamur. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate and record of results. Learners must settle any outstanding fees before they can collect their qualification. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO. There is a charge (\$25) per document for this service.

We will issue your qualification when all assignments, assessments on and off-the-job records have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees will have been paid before qualifications will be issued.

Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Please allow 30 days after your file is completed before receiving your certificate. Should you need evidence of completion earlier contact the Managing Director for a letter of completion (we cannot, however, print this until your file has been checked by the Training and Compliance team).



STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

SITS has a Managing Director; they are the person that you should direct all problems and information requests to: they will then refer the issue to the best person.

The Managing Director acts as the access and equity officer for Step into Training Services so if you are experiencing any harassment or discrimination, refer the matter to the Managing Director in writing.

Step Into Training Services:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements always.

Step Into Training Services provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Rights

- Be treated fairly and with respect by SITS staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimization
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct
- Get all the training and assessment according to the written agreement.

Student Responsibilities:

All students have a responsibility to:

- Treat other students and SITS staff with respect and fairness
- Follow any reasonable direction from a member of SITS staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying, or misusing SITS or other student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and SITS activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Follow SITS safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by SITS staff.
- Not to behave in a way that would offend, embarrass, or threaten others.
- Comply with all lawful regulations, rules or procedures of the SITS that pertain to them.



- Pay all fees and charges levied by the SITS within the required timeframe.
- Attend all meetings called by the SITS to discuss academic or course progress
- Meet or carry out all activities agreed with the SITS in relation to maintaining course progress or academic performance
- Formally notify the SITS of any absence of greater than three consecutive study days or of any withdrawal from enrolment

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault, or threatens a person on the SITS premises.
- Acts contrary to Equal Opportunity practices of the SITS which is committed to the prevention and

Elimination of discrimination on the grounds of:

- Age
- Impairment
- Industrial activity
- Lawful sexual activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Status as a parent or a carer
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the SITS.
- Acts dishonestly or unfairly in connection with an examination, test, assignment, or other means of assessment conducted by the SITS
- Deliberately obstructs any teaching activity, examination, or meeting of the SITS
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the SITS in the performance of their duties
- Wilfully damages or wrongfully deals with any SITS property.
- Attends the SITS whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the SITS
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
- Fails to attend scheduled classes and activities consistently and regularly
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the SITS to maintain course or academic progress.
- Fails to formally notify the SITS of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

IN THE EVENT OF NON-COMPLIANCE/BREACH WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the Managing Director or SITS delegate will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Managing Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your



- personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
 - Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.
 - While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Step Into Training Services is committed to protecting the privacy of your personal information.

We have a Privacy Policy and procedure that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Step Into Training Services will exercise strict control over confidential information. If a third party requires client information, we will require your prior written consent prior to the release of any information.

On your enrolment application form, there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

Privacy Notice

Why we collect your personal information

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.

How we use your personal information

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.

How we disclose your personal information

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 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.

Surveys

You may receive a student survey which may be run by a government department or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact SITS to request

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

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:



- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

Deciding who will be admitted as a student including refusing to accept a student's application
Denying or limiting access to benefits; or
Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference, or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Managing Director to get some assistance.

SAFETY

The Work Health and Safety Act 2011 (the WHS Act) provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

The WHS Act protects all workers, including:

- employees
- contractors
- subcontractors
- outworkers
- apprentices and trainees
- work experience students
- volunteers
- Employers who perform work.

The WHS Act also provides protection for the public so that their health and safety is not placed at risk by work activities.

The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on campus and at work-based training venues following state law
- Do not consume alcohol on campus or at work-based training venues
- Do not consume illicit drugs on campus or at work-based training venues
- Maintain a safe, clean, and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment safely
- Safe lifting and carrying techniques are used
- Identify fire hazards and take precautions to prevent fire
- Always ensure student safety
- Ensure procedures for operator safety are always followed
- All unsafe situations recognized and reported



- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required implement procedures and practices, in accordance with State and Local Government Health regulations.

All SITS students are required to REPORT any HAZARD immediately to a Staff Member.

FEEDBACK AND IMPROVEMENT

SITS collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of vocational education and training. The Institute values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services. Management obtains feedback, which is used for evaluation by asking students to complete surveys. These are distributed after the Induction and Orientation Program, and when units are completed.

Students wishing to provide Management with feedback on any areas of concern or improvement are encouraged to complete the Feedback form available at reception.

Students are asked to complete course evaluations at certain points in their program. The information provided is used to assess and improve the programs and student support services.

TRAINING AND QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. One of the key objectives of the Australian Qualifications Framework is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET (Vocational Education and Training) and higher education as an individual's learning and career ambitions require. The AQF provides for flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors. For more information on AQF please visit <http://aqf.edu.au/>

Staff and Students should be aware of the following definitions:

'Bullying' - is an unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating, or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a different group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age, or sexual orientation. Victimization is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of SITS.

'Racial Harassment' - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least



favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimization' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include, adverse changes to the work environment and denial of access to resources or work.

What can you do if you are being discriminated against, harassed, or bullied?

All staff and Students have a right to work in an environment free of any form of harassment and discrimination.

- Directly inform the alleged offender (verbally or in writing) that you object to their behavior and that you do not want it repeated
- If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a Student Support Services Officer or member of SITS Management who will advise you in strict confidence
- Lodge a Formal Complaint / Appeal; or a further option is to contact the Office of the Commissioner for Equal Opportunity for advice.

Anti-Discrimination Commission Queensland

www: <http://www.adcq.qld.gov.au/human-rights> Telephone state-wide 1300 130 670

The Anti-Discrimination Commission Queensland operates a state-wide telephone information and enquiry service. Call 1300 130 670 from anywhere in Queensland toll free.

Brisbane Office

Level 20, 53 Albert Street

Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens)

Postal address: City East Post Shop PO Box 15565 City East QLD 4002 Office

hours: 9am to 5pm Monday to Friday

Telephone: 1300 130 670 (Toll Free)

TTY: 1300 130 680

Fax (07)3247 0960

This is government organisations that operates in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the Commission can refer matters to the Equal Opportunity Board which can hand down legally enforceable decisions.

Do not ignore harassment, bullying, victimisation, or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

STRESS

Studying can be very rewarding, but it can also be stressful. In order to minimise stress, consider adopting the following strategies:

- Organize your notes and handouts so they can be easily retrieved.
- Design a personal study timetable and use it! All subjects require work in and out of class time.
- Manage your time so you can stick to your study timetable.
- Use your student diary, clearly indicating when assignments are due, group meetings are scheduled and any other important dates.
- Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties, see your trainer immediately. If you are having problems with something it is likely that other students are too. If you feel that you are not able to manage your stress effectively, please see the Student Support Services Officer at the earliest possible opportunity.



EMERGENCIES

If the Institute needs to be evacuated the safety wardens will give you instructions.

Fire

If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the trainer's instructions. With your trainer, walk down the nearest Fire Exit Stairs quietly and calmly. The allocated safety warden for your area will guide you to exit the building. The trainer will then mark the attendance register to make sure all students present at the institute are safe and accounted for.

Bomb Scare

Follow the staff's instructions.

Building Alarms

Follow the staff's instructions.

Evacuation

In the case of emergency or a fire drill your cooperation is appreciated. Follow your trainer's instructions and leave the premises in a calm and orderly manner. Designated meeting places are indicated on evacuation signs throughout the building. Students are to remain with their classroom trainer and return to class after the "all clear" instruction has been given.

EMERGENCY CONTACT LIST QUEENSLAND

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre [24 hours]	131 126
Care Ring : 24-hour counselling service	136 169
Life Line: 24 hour service	131 114
Public transport & timetables	137468
Accident Towing	131 869
Dentists: Dental Hospital Service [Emergency Only]. https://www.qld.gov.au/health/services/oral-eye-ear/emergency-dental	13 43 25 84
Australian Maritime Safety Authority https://www.amsa.gov.au/about-us/contact-us	Within Australia 1800 627 484 Outside Australia +61 2 6279 5000
Health advice over the phone https://www.qld.gov.au/health/contacts/advice/13health	13 43 25 84

EMERGENCY PROCEDURE

It is most important that you are aware of the correct procedures to follow in emergency situations. If you are attending classes, or present at SITS location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below.

If you are NOT attending classes and/or are NOT present at any SITS location and an emergency situation arises, please telephone the contact number given above (anytime) and advise a SITS member of staff of the situation.

1. Medical Emergency:

- Make sure there is no danger to you or to the victim(s)
- If possible, advise SITS member of staff of the emergency
- If necessary, you may be required to:
CALL an AMBULANCE – DIAL 000,
- Someone will ask what service you need – tell them "AN AMBULANCE". They will then put you through to the ambulance service who will ask you some questions



- Check that you know the address where you are so you can tell the ambulance officer
- Keep the victim calm and get help
- If the person is conscious, ask questions and get information such as:
 - How did this happen?
 - Are they in pain and where is the pain?
 - Has it happened before?
 - Are they on medication?
 - Who is their next of kin or is there someone they should notify?
 - AND ANY OTHER INFORMATION you can get
- If the patient is NOT conscious:
 - Do not disturb or move the patient unless the injured person is in further danger. Call for help.
 - Check if the person has a medical bracelet or locket with information, e.g., diabetes, heart condition, epilepsy, etc.

All of the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

2. Chemical spills and toxic fumes:

If there is a large spill of chemicals or you are experiencing strong fumes:

- Tell a staff member of SITS about the emergency.
- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service who will ask you some questions, give them all the information you can:
 - Address of the spill location
 - Type of chemical (if known)
 - Is there a risk of fire?
 - Is anyone hurt and how many?
- Evacuate the area.
- Ask everyone to move to a safe area in an orderly fashion. Keep people together so that you can account for everyone.
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area.
- If possible open the windows and doors to allow the fumes to escape.
- If there is a danger of fire, evacuate and leave it to the professionals to deal with.

3. Gas leaks are also toxic

- Contact a member of staff. If possible, turn the gas off at the mains and open the doors and windows to allow the fumes to escape.
- DO NOT SMOKE OR CREATE A FLAME. This can cause an explosion.
- If there is a risk of fire, or explosion, evacuate immediately.

4. Small spills

Contact a member of staff. These should be cleaned up immediately to avoid the chemicals getting into drains. Follow the supplier's directions.

IN CASE OF EMERGENCY



EVACUATION TIPS

- DIAL 000 or notify SITS staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Do not use the lifts.
- Go direct to the designated meeting point.
- Remain there until a staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by a staff member, or the police.
- Do not go back into the building until the police or fire brigade tell you it is safe to do so.

DRESS CODE

Students are required to dress in a neat manner that does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Trainers have the right to refuse permission to enter a classroom if they consider a student's dress to be inappropriate. It can be a good idea to start accumulating a 'work appropriate' wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

COMPUTERS AND PRINTING

Students at SITS are requested to bring their own laptops. Students can use the printer in the office free of cost, but only for the printing of assessment tools or assessments. Student's will be provided access to internet.

The Internet is to be used for study purposes. Students who are found using the computer/internet resources inappropriately or for purposes other than study may have their access suspended. Please use the computers in a sensible and mature manner to ensure everyone has the opportunity to print their assignments.

LENDING YOUR PROPERTY

Students are advised not to lend any of their original work or textbooks to another student. If working in a group and the need to share your work arises, you should photocopy it and keep the original. Alternatively, make sure you retain a soft copy. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student.

SECURITY

Although SITS takes every care to provide a secure study environment, students are strongly advised to always keep personal and valuable items with them when on the Campus. SITS is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

LOST AND FOUND

If you lose or find something inside the Institute building, please report it to Reception. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. For provider contact details, check the phone book.

MOBILE PHONES

Mobile phones must be switched off during classes and in corridors because they are disruptive for both the trainer and your peers. Using mobile phones during classes is unacceptable unless the trainers accept them for studying purposes.

MEDIA DEVICES

MP3 players, cameras, tape recorders or hand-held computer consoles must be switched off in class. Use of electronic devices may be approved by your trainer for use in the classroom. This may include electronic dictionaries in non-test environments.

STATIONERY AND EQUIPMENT

You are expected to have your own stationery, calculators, and other study equipment, such as:

- dictionary
- calculator



- typing/computer paper (A4 white)
- red, black, blue pens
- pencil
- eraser
- ruler
- highlighter
- writing paper/notebooks

Your trainer will tell you what you need.

It is expected that you will have the necessary equipment with you in each lesson. You will have Internet access on campus throughout your studies.

TRAINERS

Our trainers are both qualified and experienced. They are very familiar with the needs of international students and are committed to working as part of a team to achieve the highest standards and quality outcomes. Do not be afraid to ask if you don't understand something or need further clarification. Your trainer wants to know if you are having difficulties so they can help you before the assignment is due or before you sit the exam.

TRAVEL CONCESSIONS

Your Student Identification Card is not acceptable evidence for paying a concession fare. To pay the concession fare on public transport, you must be a permanent resident of Australia and obtain a Transport Concession Card.

STUDENT ORIENTATION

An orientation program is conducted before the classes begin. Attendance is compulsory for all international students and highly recommended for domestic students. The program includes an introduction to SITS, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and the rules that are necessary for successful study.

As per Standard 6.1 of National Code 2018, SITS aids students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance

The orientation program must provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes
- requirements for course attendance and progress, as appropriate
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services wherein overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

International Students are required to take part in Orientation Day, which starts on the first day of commencement and is organised to inform new students about the study program, their faculty, units of courses and most of the aspects of life at SITS. Students can attend student art exhibitions and careers forums and enjoy a host of other activities throughout the year. We ensure that our students learn in an environment free from harassment or discrimination. We are pleased to provide community support personnel for our students.

Orientation day not only provides you an opportunity to become familiar with the campus but also the City of Brisbane.



STUDENT SUPPORT SERVICES

As per Standard 6 of National Code 2018, SITS will provide the means of and the opportunity for students to be referred to counselling and welfare-related support services to assist with issues that may arise during a student's course of study. SITS aims to assist the learning and welfare needs of all students and this includes either academic or personal welfare, support and counselling services.

These services are available to all our students and may take the form of assistance, support, , advice, or referral to other services. These services may also be provided to the student both internally and externally.

All support services and on-campus are free of charge, however some referred services external to the Institute may come at a charge that is determined by the provider of that service. The Student Support Officer will advise the student of the cost if they are referred to and wish to use this service or provider.

Students may access welfare and counselling services due to numerous reasons. The Student Support officer will be responsible for either accessing, providing, or referring students to welfare and counselling related support services to assist them (or their families) with issues that may arise during their study. Students can also ask the Student Support Officers who can provide students with assistance, information, options and other resources in relation to a particular issue. Student Support officers are a useful additional source of information source and can help talk through available options.

This personal support, welfare services are provided in accordance with the Institute's code of practice and confidentiality procedures. Reasons students may seek help include but are not restricted to:

- Academic or general study support skills
- Additional English support or Language Literacy and Numeracy (LLN) assistance
- Student workshops additional tutoring/study group
- Increased monitoring of course progress or attendance
- A mentor program
- Placement in a more appropriate class; and or a reduction in course load
- Job search skills
- Adjustment difficulties and accommodation issues
- Personal issues and general support
- Student family concerns and issues
- Study skills support or intensive assistance
- Help lodging a complaint/appeal
- Leave, suspension, deferment, or cancellation of enrolment
- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Access and equity issues
- Student welfare and support
- Referrals to other agencies/professionals
- Crisis resolution

ACCESING STUDENT SUPPORT SERVICES

Students have access to counsellors and Student Support officers. Students needing study skills assistance or practical help should make an appointment with Student Support Officers (SSO), at the campus. An appointment can be made at reception or by emailing on info@sits.edu.au.

All of our trainers can assist students with academic or study support skills and can help with additional tutoring/study assistance, LLN support or vocational assistance. The Managing Director is useful student support contacts and can also provide support to students in a particular qualification. Student Support officers can assist students with help to lodging a complaint/appeal, leave, suspension, deferment or cancellation of enrolment or completing forms and documents and many of our staff are multilingual. If you need to access any of our student support services please ask at reception, email info@sits.edu.au.

If you are concerned with your academic progress our members of staff will ensure that the full resources of SITS are made available to assist you to achieve the required level of competency in your program. If your needs exceed our



capacity, we will refer you to an appropriate external agency. Or if you would prefer to consult an alternative professional counsellor, below are some local names and numbers that you can contact:

Counselling 24-hour assistance lines:

Life Line	13 1114	www.lifeline.org.au
Australian Red Cross	8327 7922	www.redcross.org.au
Salvation Army	1300 627 727	www.salvos.org.au
Mensline Australia	1300789978	www.menslineaus.org.au
National Association for Loss and Grief	07 9650 3000	https://www.communities.qld.gov.au/swe/ofw-find-service/index.page?id=828&start=811&category=&state=&textSearch=
Suicide and crisis care: warning signs and support	13 11 14. If someone is in immediate danger, call Triple Zero (000).	https://www.qld.gov.au/health/mental-health/suicide
Queensland Sexual Assault Helpline	1800 010 120	http://www.dvconnect.org/queensland-sexual-assault-helpline/

Help lines, counseling and support groups in Queensland:

Please refer to the following website for more information. <https://www.qld.gov.au/health/mental-health/help-lines/counselling>

For Medical service and support in the vicinity of main campus and other training locations, students may contact the following:

Health	Address Wembley Rd Medical Centre 90 Wembley Rd Logan Central Qld 4114	Phone: (07) 3412 8333 After Hours: 1300 HOME DR (1300 4663 37)
Queries related to visa, citizenship, travel or trade	Department of Home Affairs Phone: 131 881, Monday to Friday 9 am to 5 pm www.homeaffairs.gov.au	
Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450	

Language Literacy and Numeracy Support

Literacy, language and Numeracy (LLN) assistance is provided to students as part of SITS’s policy and the Australian Core Skills Framework. Information will be provided to students regarding support and assistance for LLN (Language, Literacy and Numeracy) prior to and during enrolment.

Initial Assessment

All students after completion of their enrolment and prior to the commencement of their course will be required to be assessed in LLN (Literacy, Language and Numeracy). This must be undertaken and completed prior to commencement of any training program or course. The initial Literacy Language and Numeracy Assessment will be conducted when the student attends orientation, or as soon as practical before the start of the course/program and will assess the 5 following areas

1. Learning
2. Reading
3. Writing
4. Oral Communication
5. Numeracy

The Initial Assessment is used to identify and describe an individual’s performance in any of the core skills at a set point in time prior to the commencement of the course or program. This is done using standard assessment and assessment



marking guidelines along with suitably qualified assessors to determine and benchmark the individual's core skill performance. This allows the assessor to identify a student's strengths, weaknesses and needs, so that training can be targeted to the areas of attention and an individual's progress can be monitored over time. This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement.

Outcome of Initial Assessment

The outcome of the initial assessment will allow targeted solutions to be developed and implemented. Students identified as At Risk from the initial assessment can be offered a variety of solutions and/or interventions. These can include:

1. Completion of further LLN (Language, Literacy and Numeracy) assessments
2. Enrolment in an intensive LLN (Language, Literacy and Numeracy) course or program
3. Deferral of one or more courses whilst completing an LLN course or program

This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement training qualification or unit assessment outcomes. The individual assessment report for each student will remain on the student's file as evidence of the initial LLN (Language, Literacy and Numeracy) assessment.

Mapping the Outcome of the Initial Assessment

The initial LLN assessment will, if possible, be used to map the core skills requirements of the training course or unit to improve, clarify and articulate core skills expectations, priorities and gaps. This can assist in the identification of similarities and differences between core skills requirements and expectations of performance within and across courses, disciplines, and sectors.

Following mapping of course requirements and materials, and identification of learner strengths and weaknesses it will be possible to:

- tailor curriculum, materials and methodologies to learner needs
- design and rate core skills assessment instruments
- evaluate the potential usefulness of assessment tasks by identifying the ACSF levels and Performance Features being assessed
- develop self-evaluation tools which increase learner engagement and ownership
- assist teachers/trainers to provide specific feedback on performance.

This also means that units, qualifications, or programmes involving VET (Vocational Education and Training) and/or LLN (Language Literacy and Numeracy) outcomes, that are required to have integrated assessments, can be monitored accordingly at the initial LLN assessment and the completion of other assessment.

Resources

Support can be customised and developed from a variety of sources, e.g., through a student/trainer demonstration, advice from an industry expert, teacher/trainer or colleague, a technical manual, or a help desk. As a person develops the skills and confidence associated with being an independent learner, the nature and degree of the support required is likely to change accordingly. The nature and duration of that assistance may be very different, reflecting the fact that higher level learners have the capacity to initiate and manage their own support processes.

Available resources should include dictionaries, calculators, newspapers, trade journals and industry specific equipment if applicable. Other resources may include textbooks, reference materials and books, access to technology and information either used in or accessed by a workplace.

COURSE INFORMATION/Marketing Brochures

Please refer to the website or the SITS marketing department for information in relation to individual courses.

FURTHER INFORMATION

- Before enrolment, each learner should ensure s/he meets the following requirements:
- Enrolment Application Form filled in accurately and sent to the SITS.
- Read and understand the complete information available at SITS's website or email your request to info@sits.edu.au.
- Read and understand all policies and procedures available at SITS's website or email your request to info@sits.edu.au.



- Provide SITS with their Unique Student Identifier (USI) number. For more information, see <https://www.usi.gov.au/students/create-your-usi>.
- For further details or queries, SITS can be contacted via email or phone.
- SITS has got the systems in place to make sure that learner is getting quality training during the course. SITS is responsible for compliance and training & assessment of this course and there are no third-party training provider services acquired by SITS.

Legislation that Impacts International Students

The VET Sector (Vocational Education and Training)

The VET courses being delivered by SITS requires SITS to adhere strictly to the Federal and State bodies. 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 job related tasks to pre-established industry standards.

The following information provides an overview of the ESOS and VET Quality regulatory frameworks. SITS's policies and procedures and operating practices are in compliance with the requirements of the VET Quality and ESOS regulatory frameworks.

VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts Australia's reputation, the economy in general, industry and individuals'. The VET Quality Framework includes:

- The National Vocational Education and Training Regulator Act 2011
- VET Quality Framework
 - Standards for Registered Training Organisations 2015
 - Data Provision Requirements 2012
 - Fit & Proper Person Requirements 2011
 - Financial Viability Risk Assessment Requirements 2011
 - Australian Qualifications Framework.

ESOS Act 2000

Fee payment

The Education Services for Overseas Students Act 2000, 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. The ESOS Act also includes the regulatory framework for providing tuition fee protection for international students.

The Education Services for Overseas Students Act (ESOS) includes the ESOS Act 2000 and updates, ESOS Regulations and National Code of Practice 2018 and related laws that 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

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 Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).

In the unlikely event of SITS being unable to fulfill its commitment to provide a course at the agreed date it will offer the International student a full refund of fees paid to date or re-schedule the course.

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) at <http://cricos.Department of 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.

Student Rights

The ESOS framework protects students' 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 is arrangement 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.

Student Responsibilities

As an overseas student on a student visa, students 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.

Useful Links

- [ESOSFramework:https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx](https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx)
 - [National Code of Practice 2018](#)
 - [National Code Explanatory Guide](#)
 - [CRICOS](#)



- <https://www.homeaffairs.gov.au/>
- <https://www.homeaffairs.gov.au/trav/visa-1/500->
- <https://www.studyqueensland.qld.gov.au/The-Brisbane-Student-Hub-1>
- <https://tps.gov.au/Home/NotLoggedIn>
- Training.gov.au

Get help in an emergency or disaster situation.

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia - external site: +61 2 6261 3305
- <https://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services>

Policies and Procedures

For all the current SITS policies and procedures, please refer to our website: www.sits.edu.au .



Student Declaration

STUDENTS NOTE: You are required to return a signed copy of this page to Step Into Training Services with your enrolment application.

I have read and understand all the information contained in this International Student Handbook Version 4, the links provided, (including policies and procedures) and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- ✓ Completing the course within the duration specific on the CoE
 - ✓ Maintaining satisfactory attendance (20 hours per week or as timetabled) and satisfactory academic progress
 - ✓ Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
 - ✓ Remain with my current education provider for 6 months of my principal course, unless released from a provider to attend another college.
 - ✓ Notify my training provider of my Australian address and any subsequent changes of address, phone, and emergency contacts/next of kin or email within 7 days, in writing.
 - ✓ I am only allowed to work up to 40 hours per fortnight during college study periods, some exceptions may apply due to COVID19.
 - ✓ I have been provided in plain English with information regarding –
 - the requirements for an overseas student’s acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - the CRICOS course code/s, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - course duration and holiday breaks
 - the course qualification, award or other outcomes
 - campus locations and facilities, equipment and learning resources available to students
 - the details of any arrangements with another provider, person or business who will provide the course or part of the course
 - indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider’s Cancellation and Refund policies
 - the grounds on which the overseas student’s enrolment may be deferred, suspended or cancelled
 - the ESOS framework, including official Australian Government material or links to this material and online where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5) and;
 - Relevant information on living in Australia including indicative costs of living; safety, support accommodation options and if relevant schooling obligations and options for school-aged dependents or intending students, including that school fees maybe incurred.
 - ✓ International students are required to inform SITS for any contact details changes.
 - ✓ Changes to Enrolment/Personal Details
- To make changes to your enrolment or personal details please contact SITS by phone or email with the details you require changed, and we will make the changes for you.
- ✓ I understand the student responsibilities, Student Code of Behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this Handbook, and the hyperlinks provided including the Refund and Complaints and Appeals Policies and Procedures.
 - ✓ I am aware of my obligation to pay all outstanding course fees and understand Step into Training Services College will pursue outstanding fees under Australian Law.
 - ✓ I am aware that I can only study with a CRICOS registered provider found at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx> whilst I am studying on an international student visa in Australia unless it is a short hobby course or exempt course.

Name (please print): _____

Signed: _____ Dated: _____

Unsigned declarations cannot be processed.