



International Student Handbook

Version: 3.2

2025

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Welcome to Prisma Education Institution Australia (PEIA)

Thank you for choosing to enrol and study with Prisma Education Institution Australia (PEIA). We hope your time spent with us is productive and provides you with a solid platform to launch you into a successful and prosperous future.

PEIA is a quality and innovative educational institute located in Victoria Park, Western Australia offering a range of courses that are geared towards providing the skills and knowledge required and which are in great demand within Hospitality and Commercial Cookery industries. They're also among the best in the world.

Being passionate about education, PEIA believes that every international student should have access to high-quality vocational education and training that supports them in achieving their chosen personal and professional aspirations and future goals and objectives.

This International Student Handbook contains important information regarding your training, assessment, and other support services available to you whilst studying at PEIA. This Handbook also gives you information about your rights and responsibilities as a student studying within Australia on an approved Student Study Visa and as an enrolled student with PEIA.

It is a requirement for all PEIA prospective and current Students to read through this International Student Handbook and gain a good understanding and appreciation of the information it contains, prior to accepting and enrolling with PEIA and regularly during their course/s of study at PEIA.

If there are any parts of this International Student Handbook that you do not understand and if you have any questions about the information contained within this International Student Handbook, or regarding your enrolment and/or study with PEIA, please do not hesitate to speak to the PEIA Student Services Supervisor or you can also make contact via phone on 0481 577 707.

When you study at PEIA you will be joined by many other students from other different nationalities and cultures – PEIA has a staff of dedicated and friendly academic and support staff who are here to help you in making the adjustment into living, working and studying in Australia.

The management and staff at PEIA look forward to welcoming and assisting you throughout your study journey with PEIA and we wish you all the very best in your in your future endeavours.

CEO
Prisma Education Institute Australia (PEIA)

About this International Student Handbook

PEIA provides all prospective students with access or a copy of the PEIA's International Student Handbook as part of our Enrolment Process and with your Letter of Offer to ensure you have access to and have received sufficient information to make an informed decision regarding your enrolment with PEIA. In addition, another copy is emailed to you along with your invitation to attend the compulsory PEIA Orientation Program. It is important that you read and understand the contents of the International Student Handbook before your course commencement.

Once printed, the International Student Handbook may become outdated and therefore students are provided with access to the most current International Student Handbook via the PEIA's website located at: www.peia.edu.au. Students should check the version number and date of release for the International Student Handbook located in the footer of each page. You can access the most up-to-date version of the PEIA International Student Handbook at any time via our website: www.peia.edu.au or simply request a e-copy or printed copy from the Student Services Staff.

If you do not understand any part of the International Student Handbook or you would like any sections explained to you, please contact our Student Services Staff at our Victoria Park Campus or call on P: +61 0481 577 707 or E: studentservices@peia.edu.au or in person at our Campus.

PEIA is a Registered Training Organisation (RTO) – RTO No: 46265 and a CRICOS Registered Provider - CRICOS No: 04277E. We are regulated for compliance purposes by Australian Skills Quality Authority (ASQA). PEIA is required to be compliant with the VET Quality Framework and the ESOS legislative framework. We are responsible for the quality of training and assessment in compliance with the *Standards for Registered Training Organisations, 2015* (SRTOs 2015), the *National Code 2018* (NC), and for the issuance of the AQF (Australian Qualifications Framework) certification documentation.

This International Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011 and the Education Services for Overseas Students (ESOS) Act 2000.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

ESOS Legislative Framework:

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

The National Code of Practice for Providers of Education and Training to Overseas Students 2018:

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

NVR Act 2011:

<https://www.legislation.gov.au/Details/C2017C00245>

NVR Act 2011 Amendment Bill 2020

https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6497

The Standards for Registered Training Organisations (RTOs) 2015

<https://www.legislation.gov.au/Details/F2017C00663>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS):

<http://cricos.education.gov.au>

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To assist you with both Academic and Non-Academic matters, PEIA employs Student Services Staff who are available to help and support you and all PEIA's students. Please contact the Student Services Staff, or you can approach any of our PEIA's staff members, should you require any assistance and/or support.

Further information is available on page 11 of the International Student Handbook.

Definitions

AQF:	Australian Qualifications Framework
ASQA:	Australian Skills Quality Authority
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students
DHA:	Department of Home Affairs
OSHC:	Overseas Student Health Cover

General Information

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PEIA Student Services and Contact Numbers

Our Victoria Park Campus	
Unit 15C, 342 Albany Highway, Victoria Park, WA, 6100 Western Australia Phone: +61 0481 577 707 Email: enquiries@peia.edu.au Website: www.peia.edu.au	
For after-hours Emergencies, contact: +61 0481 577 707	

Key Personnel

PEO		peo@peia.edu.au
Training Manager		trgmngr@peia.edu.au
Marketing Manager		marketingmngr@peia.edu.au
Training Coordinator		trainingcoord@peia.edu.au
Compliance Manager		compliancemanager@peia.edu.au

Student Services Staff and Key Student Point of Contact

At all times, you can talk to any of the PEIA staff and they will direct you to the right person to get the required assistance. Student Services Staff have received special training in relation to your rights and obligations as an International Student. Feel free to contact them during office hours.

Available Student Services Staff - Email Addresses

Supervisor, Student Services	spvrss@peia.edu.au
Student Services Staff	studentservices@peia.edu.au
Academic Manager	academicmngr@peia.edu.au
Accounts	accounts@peia.edu.au
Admissions Staff	admissions@peia.edu.au
Marketing Manager	marketingmngr@peia.edu.au

The Student Services Office Hours

The PEIA Student Services Office hours as follows:

- Monday 8.00am – 5.00pm
- Tuesday 8.00am – 5.00pm
- Wednesday 8.00am – 5.00pm
- Thursday 8.00am – 5.00pm
- Friday 8.00am – 5.00pm

Students are able to contact the Student Services Staff anytime - via email at:

studentservices@peia.edu.au

Please be aware that responses to email queries may take up to 72 hours, Monday to Friday, longer response times may apply for emails sent over the weekend or on Public Holidays. If you have not received a response, or require a more urgent response, we suggest that you contact us via the Emergency contact number: 0481 577 707 or in person at our Campus.

Supporting Individual Students

PEIA caters to a diverse range of student needs and aims to identify and respond to the support needs of individual students prior to course enrolment.

Students are encouraged to express their views about their learning needs during their enrolment phase specifically using the PEIA Student Enrolment Application Form and in undertaking PEIA's English and LLN activities during the students scheduled Orientation session which is a compulsory session for all students to attend. PEIA has a fully qualified English/ LLN Specialist and Teacher employed and the Academic and Student Services staff are trained to assist and identify the additional support needs of students throughout their enrolled study and course/s.

PEIA is committed to providing students with additional support, advice or assistance throughout their training. To achieve this, and to ensure the quality of the delivery of training and assessment, we provide students with support services to maximise their chance of successfully completing their training/courses. Students' individual needs could include but are not be limited to:

- Training flexibility and adjustment due to personal circumstances
- Access to resources, technology and college facilities
- The need for referral to additional support services (financial hardship, addiction or counselling support services)
- Financial support services (i.e., payment plans)
- Medical/Disability needs
- Language, Literacy and Numeracy support.

If you did not declare the need for additional individual support services during the enrolment process and would like to discuss your needs with our staff, please contact one of PEIA's Student Services Staff.

Student Services

Student Services Staff are available and can assist you with all matters relating to academic and non-academic student academic and welfare issues. You may also request additional support from your Trainer/Assessors throughout your studies. The Student Services Staff can advise you in all aspects of student life. The Student Services Staff are available to discuss and support you with issues including, but not limited to:

- Support services available to assist you to adjust to study and life in Australia
- English language and study assistance programs
- Emergency and health services
- Any relevant legal services
- PEIA's facilities and resources
- Requirements for satisfactory course progress
- Support in finding accommodation
- PEIA's complaints and appeals process
- Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia
- Learning pathways and possible RPL opportunities
- Provisions for special learning needs, special cultural/religious needs or special dietary needs
- Support with creating a resume, interview skills and finding work.

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Please note that PEIA may refer you to an external provider/third party (i.e., doctors, counsellors) as appropriate. For further information and/or for services provided please see refer to below:

Support services available to assist you to adjust to study and life in Australia

PEIA Student Services Staff can provide assistance or refer you to the right source of information to help you adjust to life in Australia. This includes but is not limited to:

- **Working in Australia** – It is important that your primary purpose in Australia whilst on a student visa is to study. Our Marketing Manager have close ties with industry within Perth and may be able to assist you in your job search for employment during your studies (page 26 in this handbook).
- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation.
- **Personal Safety Tips** – Including advice on how to look out for scams.
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills.
- **Fair Work Ombudsman** - This free service is available to all Students to assist enquiries/complaints concerning both vocational placements and paid work. <http://www.fairwork.gov.au/Contact-us/Offices/western-australia>
- **Consumer Protection** – The Australian Consumer Law protects international students when studying in Australia.
- **International Student Guide (Insider Guide)** – This guide provides advice and direction for International Students when moving to Australia. It is provided to all students as part of the orientation program and includes help and advice on accommodation, communication, money/banking, employment, studying, culture, health and transport. The guide is available at PEIA's Campus or you can download a copy at the following link <http://insiderguides.com.au/international-student-guides/>
- **Airport Reception and Accommodation Placement Service*** – Airport reception and accommodation services (PEIA's partners with the Australian Homestay Network (AHN)) are available for when you first arrive in Australia.

Student Counselling Service

PEIA offers a completely free Counselling Service for all enrolled students. Students often use the Counselling Service when they want to talk about adjustment to life in full time study and/or Australia, coping with homesickness, study/workload pressures, reducing stress, overcoming procrastination, relationship issues, or family problems.

The Student Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and college life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures.

Students can contact our free counselling service by:

- Appointment via a Student Services referral - by emailing studentservices@peia.edu.au; or

Please note the email service may not be confidential and to discuss confidential information, it is recommended that you make your appointment via the Supervisor, Student Services.

Referring to a Service**

The PEIA Student Services can provide you guidance/direction for any other service that you might need assistance with. This may include but is not limited to the following:

- **Legal Services** – If you require legal advice, PEIA recommends the following providers of affordable legal services:
 - Lex Legal

Phone: (08) 9221 6366
Address: Level 3, 231 Adelaide Terrace, Perth WA 6000 Website: <https://lexlegal.com.au/en/>

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- **Overseas Student Health Cover (OSHC)** – We can assist you to arrange OSHC with any of the following providers or you can arrange directly via the following web links:
 - NIB – Website www.nib.com.au
 - BUPA – Website www.bupa.com.au
 - Allianz – Website <https://allianzassistancehealth.com.au/en/>
 - HBF – Website www.hbf.com.au
- **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch or you can contact the following directly:
 - Perth - Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp
 - Adelaide - Department of Transport – Driver and Vehicle licensing centres are available throughout Adelaide, for your local branch please visit the following Website www.dpti.sa.gov.au
- **Real Estate Agents** – Examples of Real Estate Agents that can assist you in finding rental accommodation whilst studying in Australia:
Perth:
 - Harcourts – Website <https://harcourts.com.au/Property/Rentals>
 - Realmark – Website www.realmark.com.au/
 - L.J. Hooker – Website www.ljhooker.com.au/rent
 - Peard – Website www.peard.com.au/real-estate/rent
- **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four Australian banks:
 - Commonwealth Bank - www.commbank.com.au
 - National Australia Bank (NAB) – www.nab.com.au
 - Westpac – www.westpac.com.au
 - ANZ – www.anz.com.au
- **Community Services** – Each local shire (council) in Australia provides community services and facilities. Come and see our Student Services Staff for assistance and direction to your local shire depending on where you live (see below which outlines relevant shire services near each of our college). Services can include but are not limited to:
 - Public Library's
 - Health and Wellbeing
 - Childcare
 - Arts, Culture and Heritage
 - Community Facilities (i.e., Sports and Recreation).
- **Emergency and Support Services** – The following support services are detailed in this International Student Handbook:
 - Emergency Services – Police, Fire and Ambulance services
 - PEIA's Emergency Line
 - Lifeline – Counselling service providing a 24-hour a day service
 - Poisonings Information Line
 - Translation and Interpreting Service
- **Overseas Student Ombudsman** – This free service is available to International Students to assist with complaints about problems that overseas students have with private education and training institutions in Australia. <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

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****Please note, whilst all organisations listed above are recommended by PEIA, further options are available in the Perth Metro area which may not be included on this list.**

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PEIA Campus	Shire	Services
Victoria Park	City of Perth perth.wa.gov.au u	<p>City of Perth Library – 573 Hay Street, Perth, WA, 6000</p> <p>Tel: (08) 9461 3500</p> <p>Email: perth.library@cityofperth.wa.gov.au <perth.library@cityofperth.wa.gov.au</p> <p>Website: https://perth.wa.gov.au/community/community-services-and-facilities/city-of-perth-library</p>
		<p>Emergencies:</p> <p>Police/ Fire/ Ambulance (life Threatening) - 000 Local Police (Non-Threatening) – Tel: 131 444</p> <p>State Emergency Service (SES) – Tel: 13 25 00</p> <p>Western Power (Emergencies & Power Interruptions) – Tel: 13 11 51</p> <p>Gas (Emergencies & Faults) – Tel: 13 13 52</p> <p>Water (Emergencies, Faults & Security) – Tel: 13 13 75</p>
		<p>City of Perth Parking</p> <p>https://www.cityofperthparking.com.au</p>
		<p>Visit Perth including see/do, eat/drink, stay, transport, maps/guides, events and business directory</p> <p>https://visitperth.com/en</p>

Student Requests

In addition to the above services, the Student Services Staff can process the requests listed below at PEIA's Victoria Park Campus or via email at: studentservices@peia.edu.au. This may include but is not limited to:

- **Questions and Enquiries** – Student Services are available during operating hours (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person any enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (Student Services officer) and fees/payment plan (Accounts).
- **Course Variation Application Form** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.
- **Complaints and Appeals** - If you are not satisfied with the outcome of any PEIA's decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Staff, or via our website. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact Accounts directly at the college or via email at: accounts@peia.edu.au or telephone on: 0481577707, if you would like to arrange a payment plan.
- **Application for issuance an AQF Certificate** – If you wish to apply for your Award/Qualification and/or a Statement of Attainment, please refer to the PEIA Issuance of AQF Certification policy and procedure and/or contact the Student Services Staff.

- **Recognition of Prior Learning (RPL) / Credit Transfer (CT)** – If you wish to apply for RPL or CT, Complete the Recognition of Prior Learning OR the Credit Transfer Application Form and attached all the required evidence and submit them to PEIA – Academic Manager at: academicmngn@peia.edu.au
Refer to the PEIA's RPL/CT Policy and procedures for further information.

Location of Training Venues

Your schedule is provided to you at your PEIA Orientation, emailed to you prior to your course commencement date, and emailed to you on request or as required (e.g.: updates/edits). Your course schedule will clearly identify the address of the PEIA's training venue in Victoria Park and the allocated classroom number for each of your course/units of study. To identify how to reach your training venue from your place of residence in Western Australia, visit the Perth Transport website at www.transperth.wa.gov.au. PEIA's website – www.peia.edu.au will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia. If you need assistance, please contact our Student Services Staff or the Training Coordinator. During the Student Orientation we will provide you with a tour of the Victoria Park Campus.

The Victoria Park Campus (and classrooms) is located at:

15C 342 Albany Hwy,
Victoria Park, WA, 6100

Parking: No student parking is provided at the Victoria Park Campus.
There are numerous ticketed car parking locations close to the college, check City of Perth Parking for more information.
Easy access and close to all public transport including:
Free City CAT Buses and Bus Stops (The Campus is within the Free City Zone)
Train stations within short bus trip and/or walking distance.

The Training Kitchen is located at:

Unit 2/2 Cressall Road
Balcatta WA 6021

Parking: No student parking is provided at the Osborne Park Training kitchen.
There are numerous ticketed car parking locations close to the Training Kitchen, check City of Stirling Parking for more information.
Easy access and close to all public transport including:
Train stations within short bus trip and/or walking distance.

PEIA Intake Dates

Please visit the PEIA website at: www.peia.edu.au to review and verify the course/student intake dates.

Campus Resources

PEIA's Victoria Park Campus details are outlined in your Student Offer Letter. PEIA Campus has the following resources available, however not limited to:

Victoria Park Campus

- Student Services Staff and Admissions Staff
- Air-conditioning, free WIFI, male/female/disabled toilets
- Classrooms with projectors/LCD televisions, desks and chairs
- Computer lab

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- Kitchenette

PEIA provides you with all course delivery materials needed for you to successfully complete your course.

Additional resources are available through the allocated Library facilities and locations which allow you access and/or borrow, please see our Student Services Staff to locate and/or access these facilities and resources. We also encourage you to join the City of Perth Library or City of Stirling Library, for access to additional resources. Membership is generally free, and the libraries conveniently located close to the college.

Computer Facilities and WIFI

PEIA has free WIFI access for enrolled students within PEIAs Victoria Park Campus and computer facilities available during the following hours:

Monday	8.00am – 6.30pm (Perth)
Tuesday	8.00am – 6.30pm (Perth)
Wednesday	8.00am – 4.30pm (Perth)
Thursday	8.00am – 6.30pm (Perth)
Friday	8.00am – 6.30pm (Perth)

Bring Your Own Device

PEIA has a number of pre-used laptops accessible to students to use during college hours, however due to quality e-learning resources now being widely available and accessible to students, PEIA require students to bring their own laptop to use throughout their study whilst at PEIA. This enables students to also have the ability to work outside college and to save their relevant course resources and materials including reviewing and preparing for activities and assessments outside of class times.

The minimum laptop requirements for students bringing their own laptop are as follows:

- Operating System: Windows 8 Home Edition or later
- Processor: Intel Core i3 / AMD 2.0 Ghz or better
- RAM: Minimum 4 GB, recommended 8GB
- Hard Drive: 128GB SSD (256GB SSD recommended if not using Cloud storage)
- Display: 13-inch full HD (1920 x 1080) with a built-in webcam
- Wi-Fi: 802.1x compliant
- USB Headsets with microphone
- Device must be fully charged.

In addition to the laptops PEIA has available, there is also a student Study/Computer Lab available at the college. The Lab may be used to support students with their studies, including assessments, and self-study. When using the Student Study/Computer Lab, students are to ensure they are respectful of other students and limit noise when in the Lab therefore, conversations, including mobile phone calls **MUST** be taken outside the Lab room.

PEIA may assist students in providing a laptop on a short-term loan basis and only in circumstances where a student does not have access to their own laptop and/or an available computer at home, however please note all students are required to have access to WIFI and/or the internet when away from PEIA to complete any unsupervised/self-paced learning activities associated with your course.

PEIA Student Identification (ID) Card

As part of the PEIA's Orientation Program for all students, students will have their photos taken for use on your PEIA Student ID Card. This card will then be available for collection from the Student Services Staff via the PEIA reception. Students should allow up to 5 working days for this their cards to be produced and ready for collection.

Your Student ID Card includes your photograph, name, student number, confirmation of enrolment

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commencement and completion dates.

Students are **always required to have their PEIA Student ID Card with them** whilst attending the PEIA Campus. You may be asked to produce your Student ID Card at any time and may be asked to vacate the premises if you are unable to identify yourself as a current PEIA Student.

Replacement PEIA Student Card that has been lost or stolen will cost: \$25

Student Portal

All PEIA students have access to the Newbery Student Portal and will be able to access information regarding their schedule, assessments, fees and details of class non-participation (absences). Students can also check and update their contact details.

Please note: Assessment Outcomes and/or other Training Outcomes are provided via the portal and/or in person and in writing, from your Trainer/Assessor.

Students studying on an International Student Visa are reminded that it is a condition of their visa that they update PEIA within **seven (7) days** of any changes occurring in your contact details. Students can also update their details in person at PEIA using the Student Change of Details Form, or via the Student Portal. This must include any changes that occur with your Emergency Contact details.

Please note: Important news and messages from PEIA will be sent/posted where possible via the Student Portal and/or via your recorded email address.

Student Email Account

PEIA's official communication method with students is via your **recorded email address** – as provided by the student to PEIA (via their enrolment documentation and/or as advised by the student during their enrolment at PEIA. As a student at PEIA, your student email account will be confirmed and recorded as part of the compulsory PEIA's Orientation Program.

PEIA will use the students primary email address as provided by the student and recorded on the PEIA's Student record and SMS. Not checking or updating your email details as required will not stop PEIA from processing disciplinary actions and cancellations if/where required.

To protect PEIA from the potential effects of the misuse and abuse of email, the following instructions are for all students and email users.

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of PEIA.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- When using email to a person, student must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

PEIA may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.

Please note: All assessments submitted electronically, must be submitted via your PEIA's Education recorded email address. Any assessments submitted via any other email address – that has not been provided to PEIA by

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the student as their current email address will not be accepted. All assessment feedback is to be communicated using the students PEIA registered email address.

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Living in Perth, Western Australia

Victoria Park/Perth

Perth is the capital city of Western Australia and the 4th most populated city in Australia with a projected population of 2.9 million living in Greater Perth. A part of the South West Land Division of Western Australia, Perth, and most of its urban areas lie on the Swan Coastal Plain. The areas on the Swan River were the first to be established, while Perth's central business district and Fremantle were located on the seashore. Officially, Perth is divided into several local government areas. These local areas consist of several suburbs, which extend from Two Rocks in the North to the southern Rockingham, and from the Lakes in the West to East inland.

Places to visit in Perth

There are several places in Perth that are famous worldwide and recommended for you to visit – these include:

- Elizabeth Quay
- The Bell Tower
- The Perth Mint and Zoo
- The Pinnacles
- Cottesloe Beach
- Perth's City Precinct
- Rottnest Island
- South-West Beaches and Goldfields
- Swan Valley
- Fremantle & Elizabeth Quay

Top 10 Free Activities you can indulge in and around Perth

- **Snorkel Shoalwater Marine Park** - Entry to this snorkelling, diving, and kayaking adventure park near Rockingham is free. The main attractions comprise Western Australia's largest waddle of fairy penguins, spirited sea lions, dolphins, seabirds, a dive wreck, reefs, and seagrass pastures packed with aquatic animals.
- **Picnic in Kings Park and the Botanic Garden** - With 400 hectares of beautiful, landscaped gardens and natural bushland, Kings Park is one of the biggest inner-city parks in the world – larger than New York's Central Park. You have countless picnic spots to choose from, with several offering extensive views of Perth's city skyline and the Swan River, bounded by more than 1,700 exclusive native species and spring wildflowers on display in the park.
- **Off-roading in Lancelin** - Lancelin's never-ending hilly sand dunes make for a flawless free play area for four-wheel driving, quad-biking, and sandboarding. Just an hour's drive from Perth, it makes for an easy day trip. Lancelin has superlative wave and wind conditions, as well as protected fishing spots. So, be ready to go with a tent, or a surfboard, windsurfing gear, mask, fishing tackle, and a snorkel in your pack to make it a memorable weekend break.
- **Get a cultural insight** – The Cultural Centre in Perth is located right in the heart of the city. The centre is the home to the Art Gallery of Western Australia, the Western Australian Museum, the Library of Western Australia and Perth Institute of Contemporary Arts. All venues are free, though donations are welcome. You can easily spend an entire day at the centre getting a cultural insight.
- **Check out what's new in Perth** – There is something novel and fascinating around every turn in Perth. The maze of laneways is bursting with urban art, street food, and pop-up stands. Forrest Place offers a stage for several free festivals and concerts, and the Northbridge Piazza offers free live music, films, exhibitions, and events throughout the year.
- **Cruise through renowned markets at Fremantle** - Experience the iconic market that's been active for over a century. From Friday to Sunday, the markets are abuzz with the fresh and interesting scents of organic produce, the ingenuity of resident artists, and free live music and family entertainment.

Visit the famous hall and yard for some free entertainment at the markets in Fremantle.

- **Watch the sunset on the Indian Ocean** - The dazzling beauty of the Indian Ocean when the sun sets are not to be missed. With more than 100 bright and clear days each year, there are ample opportunities to enjoy the show. Pack a picnic and head over to one of Perth's sandy white beaches and watch the sun go down, reflecting a dazzling display of colours from the sea to the sky. To see the best sunset, head over to Cottesloe Beach, Scarborough Beach, or the City Beach.
- **Wine Tasting at the Swan Valley** - You can sample some of the flavours of Western Australia's oldest wine growing region for free on a self-driven tour of the valley's wine cellars and manufacturers of decadent goodies. You can take in a tasting of award-winning wines, cheeses, chocolates, and more within a 20-minute drive east of Perth.
- **Catch dinner in the Peel Inlet** - You can fish for your dinner throughout the year in the 155sq km of channels in Mandurah. Head over to the river in summer or autumn to pick some of the best prawn, the blue-manna crabs, or king prawns. Cast a line off the landings under the inlet bridges or take your boat out on the water. You can spend a free day out at the annual Crab Festival in March.
- **Take a day trip to York** - See the beautiful Rolling Meadows that enticed early settlers from Perth to establish WA's first domestic settlement – York. With a striking main street filled with completely restored Victorian and Federation structures, it is one of the few places in Western Australia to hold the 'Historic Town' status. Checkout the history, fine art, crafts, and a lively annual events calendar in York.

If you would like to know about more Perth, then you may also check the following websites:

<http://visitperthcity.com>

<http://www.experienceperth.com>

Climate

Western Australia has several climate regions due to its massive size. The southwest has mild, rainy winters, and blistering, dry summers. Perth has more sunny days a year than any other capital city in Australia. Perth receives the highest rainfall between May and September. February is typically the hottest month of the year, with temperatures hovering around 31°C. "The Fremantle Doctor" is a sea breeze that offers some relief from high temperatures. Winters are comparatively cool and wet with morning temperatures ranging from 18-21°C. You can find online information and guides on the temperature, rainfall, and seasonal activities that can help you plan your holidays in Perth.

The climate in Perth has a Mediterranean feel, which means that throughout the year, the weather is warm and bright. The sun gleams brightly during the short mild winter too. These long summers mean several activities in and around Perth involve the outdoors. Any time of year is good for visiting attractions, indulging in outdoor activities, or just lazing on clean sandy beaches in Perth.

- **Summer (December - February)** – Typically, January and February are the hottest months. The weather is good and dry, and rain during summers is rare. Perth enjoys an invigorating afternoon sea breeze known as the Fremantle Doctor, which brings a welcome relief on scorching hot days. Average summer temperatures range from 27°C - 30°C during the day to night temperatures of minimum of 15°C. Kings Park, a verdant park in the inner city, is the ideal place to spend a summer afternoon in Perth.
- **Autumn (March - May)** – Fall in Perth is like an extension of summer, with comparable temperatures, warm sunny days, and colder nights. Although the weather is usually good, it may rain occasionally or the air may turn humid. The yearly Sculpture by the Sea arts festival held at Cottesloe Beach in March is free for visitors. You can take a cruise down the river to Fremantle, visit the wineries of the Swan Valley, or head to Rottnest Island.
- **Winter (June - August)** – Winter has more rainy and cool sunny days. There are sporadic storms that include heavy rainfall and thunderstorms. Everyday temperatures in the winter range from 18 - 21°C to a minimum of 12°C at night.

There are plenty of indoor activities to enjoy, despite the rain. In Perth's cultural centre, Northbridge, you can spend time visiting the Perth Institute of Contemporary Art, the Western Australian Museum, and the Art Gallery of Western Australia. The Fremantle Museum, Fremantle Prison, and Maritime Museum are good places to visit during winter.

- Spring (September - November) – The days are warm and sunny, especially in October and November with everyday temperatures of around 20 - 25°C. There is mild rainfall during spring, when Western Australia comes alive with colourful wildflowers. Follow the Botanic Garden's Wilderness and Wildflowers Trail or a similar trail throughout Western Australia.

Cost of Living

To study and live in Australia as an International student on a student study visa, you will need to ensure that you have access to sufficient funds (enough money) to live and pay for your course fees, travel and all associated living costs for you and your accompanying family members (if applicable) whilst you are in Australia. The Australian Department of Home Affairs requires students on study visa to demonstrate they have the financial capacity to cover living costs of at least \$24,505 per year (not including course fees). Detailed information is available for you to refer to and consider regarding these areas on our PEIA website at: TBA. You can also access further information from the PEIA's International Pre-Departure Handbook. For further information refer to : www.studyaustralia.gov.au and <https://costofliving.studyaustralia.gov.au/> and <https://www.studyaustralia.gov.au/en/plan-your-move/preparing-to-travel>

Where PEIA's prospective and current students are being accompanied by their school age dependents or they are planning to have them join you in Australia for more than 3 months, you are required to ensure that they maintain adequate enrolment in a school in Australia. In these circumstances, there will be additional fees payable such as - school costs for 2024 which have an annual fee payable for each student of approximately: \$14,575 for primary school, \$17,286 for high school (years 7 – 10) , and \$18,980 for high school (years 11 -12).

Source: www.tafeinternational.wa.edu.au/wa-government-schools/school-fees-charges

For more information regarding this and on schooling options, please refer to:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> for Perth Western Australia, or contact PEIA's Student Services for assistance.

Public Holidays

Public Holiday	2025	2026
New Year's Day	Wednesday 1 January	Thursday 1 January
Australia Day	Monday 27 January	Monday 26 January
Labour Day	Monday 3 March	Monday 2 March
Good Friday	Friday 18 April	Friday 3 April
Easter Monday	Monday 21 April	Monday 6 April
ANZAC Day	Thursday 25 April	Saturday 25 April
ANZAC Day Additional Holiday		Monday 27 April
Western Australia Day	Monday 2 June	Monday 1 June
King's Birthday	Monday 29 September	Monday 28 September
Christmas Day	Thursday 25 December	Friday 25 December
Boxing Day	Friday 26 December	Saturday 26 December
Boxing Day Additional Holiday		Monday 28 December

Source: <https://www.commerce.wa.gov.au/labour-relations/public-holidays-western-australia>



Emergencies Services

In Emergencies – Dial 000 or 112 mobile (to override key locks)

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a **non-emergency situation**, you can contact the local police station directly on: **131 444** - Nearest Police Station

Fire

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

Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial 000. PEIA Emergency Line

Call PEIA's 24/7 Emergency number, 0481 577 707 if you observe a risk to property or people at the college or if you need to communicate to PEIA in an emergency situation. In all emergency situation, you should **call 000 first** – and only call PEIA after the public emergency services have been contacted.

State Emergency Service

The **State Emergency Service (SES)** is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **Flood or Storm** dial **132 500**.

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Translating and Interpreting Service (TIS) Tel: 13 14 50

The Australian Government, through the Department of Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

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Working in Australia

Permission to Work

For International Students: It is important to understand that you are not allowed to work until you have Commenced your course of Study. You can work up to 48 hours per fortnight **while your course is in session**. You can work unlimited hours **during scheduled course breaks**.

Important Notes:

1. If you have difficulties in finding suitable work, contact the Student Services Officer; they will be pleased to guide you in seeking suitable casual employment in Perth for the duration of your study.
2. Further information and support is available via the Department of Home Affairs (www.homeaffairs.gov.au).

Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses during your study.

PEIA may assist you in your job search, we provide advice and direction on how you can apply for jobs/roles in Perth during your study.

There are many different ways to find a job in Australia:

- Newspapers
- PEIA Notice Board
- Online - Try these online companies: www.seek.com.au www.careerone.com.au www.indeed.com.au www.jobsearch.com.au www.jora.com.au

Earning an Income

The Fair Work Ombudsman

Migrant workers and visa holders, including international students on study visa's, have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman has advice and assistance to all workers to help them understand these rights.

There are **minimum pay rates** that employees have to be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out either in an Award or agreement, or come from the National Employment Standards. A payslip needs to be provided each time an employee gets paid.

Further information and support is available via www.fairwork.gov.au.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn. If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return.

You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June). Each person who has worked during a financial year is required to submit a tax return by the 31st of October.

Superannuation

If your monthly wage is more than AU\$450 (before tax), your employer **must** contribute an additional sum equal to 11.5% of your before tax wage into a nominated superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Your workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:

- ING Living Super – www.ing.com.au/superannuation.html
- Virgin Money Superannuation – www.virginmoney.com.au/products/superannuation/joint/
- Australian Super Fund – www.australiansuper.com/super
- Westpac Super Solutions – www.westpac.com.au/Superannuation
- AMP Superannuation – www.amp.com.au/Flexible/Super

When you leave Australia permanently, and want to check you check your eligibility to claim superannuation and to apply for your payment, visit: <https://www.ato.gov.au/Individuals/Super/In-detail/Withdrawing-and-paying-tax/Super-information-for-temporary-residents-departing-Australia/>

You will need to provide the details of your superannuation fund, Source: Australian Taxation Office).

Administration Fees and Charges

Application for Cancellation and/or Withdrawal Fee:	\$250 <i>** Refer to the PEIA Refund and Cancellation Policy for details regarding refund formulars</i>
RPL Application fee:	\$250 per application
Enrolment reinstatement fee:	\$250 per instance
Late payment of student instalment fee: - Student approved payment instalment paid after the approved/agreed instalment due date.	\$250 each instance
Overdue student payment/instalment fee: - Students will incur a 2% penalty fee each month for overdue fees & charges.	2% of total course fees payable – each month fees are overdue for payment.
Bank dishonour fee against a student fee:	\$95 per instance
Credit Card fee:	1.5% surcharge per transaction
Academic Dishonesty Administration Fee: - Charged per assessment, where there has been a confirmed case of Academic Dishonesty e.g.: plagiarism or cheating	\$50 per unit assessment

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Academic Fees and Charges

Additional tuition (Theory Only) fee: – due to student poor-attendance/progress ** (as agreed via signed intervention agreement/strategy)	\$100 per hour
Additional tuition (Practical Only) fee: – due to student poor-attendance/ progress ** (as agreed via signed intervention agreement/strategy)	\$200 per hour
Late submission of an assessment fee: - when an assessment is overdue by 7 days or more *** from the agreed reviewed due date provided by academic staff/Trainer.	\$50 per unit/per assessment
Re-assessment Theory - per unit/per assessment ** (as agreed via signed intervention agreement/strategy)	\$50 per unit/per assessment
Re-assessment Practical - per unit/per assessment ** (as agreed via signed intervention agreement/strategy)	\$100 per unit/per assessment
Re-enrolment fee: - Per unit where the duration is one week <u>or less</u> .	\$350 per unit
Re-enrolment fee: - Per unit where the duration is <u>more than</u> one week.	\$500 per unit

Other Fees and Charges

Re-issue/replacement of PEIA Award & Academic Record (issued as a set)	\$50 per set of two certificates
Re-issue/replacement of PEIA Statement of Attainment fee:	\$25 per certificate
Re-issue of student ID Card fee:	\$25 per card
Request for a Letter for Immigration fee:	\$50 per letter
Overseas Student Health Cover (OSHC) fees	At Cost - Please refer to www.oshcaustralia.com.au
Airport pick up - Perth airport to PEIA premises (Only)	\$150 each trip/each way
Student request for photocopying/printing fee: - Black and white copies - A4 copies only	25 cents per A4 <u>single sided</u> 30 cents per A4 <u>double sided</u>
Student request for photocopying/printing fee: - Colour copies - A4 copies only	\$1.50 per A4 page <u>single sided</u> \$1.50 per A4 <u>double sided</u>

Managing Your Finances

Paying your Tuition Fees

PEIA's tuition fees must be paid in advance; the following payment methods are accepted:

By Electronic Funds Transfer (EFT) to:

Bank: - Commonwealth Bank of Australia
Address: -
Account Name: - Peak Education Institute Australia (PEIA)
BSB: - 066-132
Account Number: -11225981
SWIFT Code: - CTBAAU2S

Please note - You must quote your Student Surname when transferring funds by EFT

By Credit Card

Payable at PEIA only.

A credit card surcharge of 1.5% is added to the total amount payable.

By EFTPOS and Debit Card

Only payable directly at PEIA.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at PEIA. (Fees may be subject to change. Note that all figures quoted are in Australian Dollars (AUD)):

**Fees may be subject to change at any time.*

Monthly Expenses

This is an example only of some of the expenses you might encounter when you first come to Australia and ongoing during your stay:

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses)	\$200 - \$250 per week
Shared rental accommodation	\$220 - \$300 per week
Rental accommodation	\$350 - \$550 per week
Groceries and eating out	\$200 - \$300 per month
Gas and electricity	\$50 - \$140 per week
Phone and internet access (WIFI)	\$20 - \$45 per month
Public Transport	\$80 - \$100 per month
Entertainment	\$100 - \$200 per month

(Source: <https://costofliving.studyaustralia.gov.au/>)

Cost of Living Calculator

For further assistance in calculating your estimated cost of living in Australia, please see the below 'Cost of Living Calculator' available at the following web address:

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

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. Further information concerning the four key Australian banks is available as follows:

- Commonwealth Bank - www.commbank.com.au
- National Australia Bank (NAB) – www.nab.com.au
- Westpac – www.westpac.com.au
- ANZ – www.anz.com.au

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)
4. Tax File Number

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. 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

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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:

Perth: www.lookatwa.com.au/AboutPerth/banks.html

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day**. However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police)
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

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 dishonoured payment – both can cost you money.

International Student Study Visas

All workers, including international students, are entitled to Australia's minimum pay and entitlements. This is the case even if an international student has breached their visa.

To support and encourage international students to get the help they need, the FWO and the Department of Home Affairs have agreed that a student's visa will not be cancelled if they:

- Had an entitlement to work as part of their visa
- Believe they have been exploited at work
- Have reported their circumstances to the FWO
- Are actively assisting the FWO in an investigation

This applies as long as they:

- Commit to abiding by their visa rules in the future; and
- Have no other grounds for visa cancellation (such as on national security, character, health or fraud grounds)

Under this arrangement, the Department of Home Affairs will not generally cancel a student's visa if they ask for FWO's help and the above conditions are met. Remember, it's absolutely okay for you to speak up and ask for help if you think you have been exploited at work.

I need more information

For further assistance or information, students can either call the Fair Work Infoline or access the below links from the Fair Work Ombudsman:

- Fair Work Infoline – Tel: 131394 (or 131450 for the interpreter service)
- International Students: www.fairwork.gov.au/internationalstudents
- Student placements: <https://www.fairwork.gov.au/pay/unpaid-work/student-placements>
- Unpaid Work Vocational Placements: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements
- Information for Visa holders and Migrants: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>
- Pay and Conditions Tool: www.fairwork.gov.au/pact

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Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website.

<http://www.ombudsman.gov.au>

Telephone: 1300 362 072

Enquiries 9.00am, - 5.00pm (Monday to Friday, Australian Eastern Standard time)

Things you should know about external review process with the Overseas Students Ombudsman.

- In Australia, you have the right to complain and appeal
- The Overseas Students Ombudsman's services are FREE
- In some cases, the Ombudsman may decide not to investigate your complaint and appeal. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint
- If the Ombudsman decides not to investigate, they will tell you why and refer you to another organisation that can help
- The Ombudsman is independent and impartial. If they do decide to investigate your complaint and appeal, they will contact PEIA and ask us what happened
- They will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

If they find that your education provider has made a mistake or acted unfairly, they may ask PEIA to:

- Apologise to you
- Change or reconsider a decision
- Change their policies or procedures
- Take some other action

If the internal and/or external complaint handling or appeal process results in a decision that supports the student, PEIA must immediately implement any decision and/or corrective and preventative action required and advise the students of the outcome. The final outcome of an external appeals process must be abided to by both parties. How to make a complaint with the Overseas Students Ombudsman Online:

www.ombudsman.gov.au

Telephone: 1300 362 072 (calls from mobile phones at mobile phone rates).

: +61 2 6276 0111 (outside Australia)

Hours : 9.00am, - 5.00pm (Monday to Friday, Australian Eastern Standard time)

Interpreter Service: Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. They will pay for the interpreter.

Independent International Student Conciliator (Perth)

The Independent International Student Conciliator at the West Australian Department of Education and Services will deal with issues relating to:

- Services and facilities,
- Content and standard of Education Services - amount of refunds paid to students,
- Quality of instruction,
- Academic progress of students,
- The conduct of Full Fee-Paying Overseas Students,
- Welfare services - information concerning part-time employment opportunities,
- Accommodation provided by or advertised by an institution,
- Suspension and expulsion of overseas students, and
- Any other matters deemed appropriate by the Conciliator.

The processes and practices used by the Conciliator include:

- Hearing grievances from Full Fee-Paying Overseas Students and from institutions with Full Fee-Paying Overseas Students
- Mediating and conciliating the resolution of grievances
- Chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge
- Advising students and institutions of further legal channels available to them
- Liaising with institutions on matters concerning the provision of pastoral care and counselling for Full Fee-Paying Overseas Students offered by the institutions
- Liaising with institutions on the procedures for resolving grievances offered by the – institutions
- Liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern Full Fee-Paying Overseas Students, and
- Maintaining a public relations function with institutions and agencies on matters which concern or may concern Full Fee-Paying Overseas Students.

To make an appointment with a Conciliation Officer, phone or email:

Telephone: (08) 9441 1900

Email: conciliation@des.wa.gov.au

PEIA uses Education Agents

Once you've made the decision to study in Australia and know which course you want to undertake, you can enrol directly with PEIA by completing the PEIA International Student Enrolment Application which is available on PEIA's website at: www.peia.edu.au however, should you require assistance with the enrolment/admission application process, or the Australia visa application process, you can choose to use an Education Agent to enrol with PEIA.

An Education Agent can assist you in learning more about your options for studying and living in Australia and assist with your visa and PEIA enrolment application. In many cases, agents have previously gone through the same experience of studying in Australia and can share their own experiences with you. In addition, because they are dealing every day with enrolment applications and visa application requirements, they will be able to give you guidance for your particular situation.

PEIA currently holds current Third-Party Agreements with all Education Agents we engage to support in the recruitment of international students on behalf of PEIA. All education agents associated with PEIA are listed on our website. For further information please visit our website at: www.peia.edu.au

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights
- Have a problem with a consumer good or service that you have bought or are considering buying
- Would like to know how a business should behave under the law
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Please Note: "Having a written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

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Personal Safety tips

- Travel in groups or with a companion wherever possible
- When walking alone, do not wear headphones. It is good to be able to hear what is happening around you
- Keep valuables such as mobile phones, laptops and iPods out of sight and stay aware of your surroundings when travelling on public transport
- Outside of peak times and at night, travel in the front carriage of the train nearest the driver. Where possible do not travel in empty carriages
- Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait, stay in well-lit areas or near open shops
- Walk in well-lit areas even if it means your trip is longer, Avoid short cuts through dark isolated areas
- If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

Safety When Carrying Money

The first fundamental rule of safety when carrying money is:

- ***“Don’t carry large amounts of cash!”***
- ***“Don’t advertise the fact that you are carrying money!”***
- Split your money and keep them in different places on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times
- Avoid carrying money in your rucksack or back pocket
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra
- Keep your bank debit and credit cards in separate places
- Do not place money or valuables in lockers
- Be very careful how you carry your handbag, and never leave it open for someone to slip their hand inside.

For Further information, see the Study in Australia website: www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

Scams

Scams take advantage of people's trust in authorities and fear of doing the wrong thing. Victims can feel an array of emotions such as; helplessness, humiliation, anger and guilt; but it's important to know you are not to blame and there is help at hand.

If you think someone is trying to scam you, or you’ve been scammed, the Australian Federal Police advises to cease all contact with the scammer and contact your local police or consulate immediately.

The Australian Federal Police (AFP) has the following tips on how to protect yourself:

- If you get cold called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police
- Never give your personal, credit card or online account details over the phone unless you made the call and the phone number came from a trusted source
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam
- You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone: 1300 432 273

- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- AFP website www.afp.gov.au
- Scam Watch website www.scamwatch.gov.au
- IDCARE website www.idcare.org

Or, come and see one of our Student Services Staff who are here to help you.

Other useful information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:
www.studyinaustralia.gov.au www.mscwa.com.au www.studypertth.com.au

Training and Assessment

Introduction to Vocational Education and Training (VET)

Vocational Education and Training (VET) provides students with the skills and knowledge required to gain employment. Whether you want to enter or re-enter the workforce, train for a new job, upgrade your skills or pursue further studies, VET courses will help you to meet your goals. PEIA offers a wide range of VET courses in Hospitality.

Training Delivery

PEIA is a Registered Training Organisation (RTO), PEIA is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification documentation. This is according to Australian Government standards stipulated in the relevant training packages (www.training.gov.au) and in the Australian Qualifications Framework (AQF) (available at www.aqf.edu.au.) The requirements of all units of competence of all courses are stipulated on that website.

All PEIA's courses are delivered by the following modes:

- Face-to-face delivery in a classroom and simulated business workplace environment, and
- Additional out of classroom self-paced activities, including homework.

NOTE: Students are required to attend 20 contact hours and complete an additional 7 hours of allocated self-paced activities each week of scheduled study.

Assessments and Assessment Outcomes

At the commencement of each unit of competency in your enrolled course at PEIA, you will be provided with a Unit Assessment Agreement Form and an Assessment Cover Sheet. These documents will provide students with a clear information and details regarding the assessment requirements for each relevant unit, including the type of assessment and delivery methods for each assessment activity, the due date for each assessment activity, and the number of assessment activities required to be completed in order to satisfactorily demonstrate their competence in the relevant unit.

As a Registered Training Organisation, PEIA has an implemented assessment system in place to ensure that assessments are conducted in accordance with the follow Principles of Assessment and Rules of Evidence:
Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO (PEIA) to take into account the individual learner's needs.</p> <p>The RTO (PEIA) informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> ● Reflecting the learner's needs, ● Assessing competencies held by the learner no matter how or where they have been acquired, and ● Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity	Any assessment decision of the RTO (PEIA) is justified, based on the evidence of performance of the individual learner. <u>Validity requires:</u> <ul style="list-style-type: none"> assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance, assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Whilst each of the rules are important factors in their own right, assessment activities should reflect all rules and not elevate the importance of one at the expense of others.

Validity	The Assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment Requirements
Sufficiency	The Assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The Assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

(Refer to the ASQA User's Guide to the *Standards for RTOs 2015*)

Assessments Methods

Assessment Methods at PEIA include the following:

Method	Examples of Methods
A = OBSERVATION	Real work/real-time activities at the workplace, Work activities in a simulated workplace
B = STRUCTURED ACTIVITY	Work Placements, Simulations, Role-plays, Projects, Presentations, Activity sheets
C = QUESTIONS (Q & A)	Written questions, Interviews, Self-evaluation, Verbal questioning, Case studies, Scenarios
D = STUDENT EVIDENCE	Portfolios, Collections of work samples/research, Products with supporting documentation, Historical evidence, Journals/logbooks, Information about life experience
E = PRODUCT REVIEW	Products as a result of a project, Work samples/products
F = THIRD PARTY	Testimonials/reports from employers/supervisors, Evidence of training, Authenticated prior achievements Interviews with employers, supervisors or peers

The outcome of each assessment is either **S** = Satisfactory or **NS** = Not Satisfactory. In order to be deemed competent in a unit of competency, you must complete all assessment activity/requirement satisfactorily. Where a student **DOES NOT** submit a scheduled/required assessment (by the due date) relevant student will be marked as **DID NOT SUBMIT (DNS)**, which for course result purposes - is equivalent to a marking of *Not Satisfactory (NS)*.

If your performance in any one assessment is NOT Satisfactory (NS) you will not be deemed competent within the final result for the relevant unit of competency. To be awarded with a Qualification (eg: Certificate or Diploma) you must have achieved competency in all required units for the enrolled course (including core and elective units).

If you are unable to achieve competency in all required units of the course, a Statement of Attainment (not a qualification), listing the units for which you achieved competency will be issued.

Please refer to the PEIA's Policy and Procedures for the Issuance of AQF Certification for further information.

Assessment Submission Guidelines

The Assessment Submission Guidelines provides a guide to the rules that govern all assessments conducted at PEIA. Within each assessment document, there is an '**Assessment Cover Sheet**' which is required to be signed by each relevant student to confirm that the student agrees with the information and requirements outlined within the document. PEIA will not accept assessments from students for marking without the relevant completed and signed Assessment Cover Sheet included. This is a requirement of all units of competency for all courses at PEIA.

Retention of Assessments

It is the responsibility of each student to ensure they retain a second copy of all assessments they have submitted. PEIA will not take responsibility for any lost or stolen student assessments. PEIA reserves the right to request students to provide a copy of their original assessment/s for a specific unit at any time – including after the assessment was submitted for marking.

Assessment Re-Submission No Additional Fee Charged

Students who have not successfully achieved a "Satisfactory" outcome for a scheduled Re-Submitted assessment (2nd assessment attempt) activity or task, will not be marked with an assessment outcome of "Satisfactory" against their scheduled assessment re-submission/2nd attempt. In these circumstances, the student will be provided relevant and appropriate feedback and guidance and support opportunities from their Trainer/Assessor in person or written including via email on areas that required further action/response from the student and advised of the assessment activity outcome (e.g.: Not Satisfactory, Did not Submit, or Did not Attend).

The Trainer/Assessor will then provide the student – in writing (email acceptable) with a final **Re-Assessment** (3rd assessment attempt) opportunity - **Due Date is end of the 2nd week of the next Term Break.**

They will be advised of the cost associated with undertaking a "**Re-Assessment**" activity or tasks/s and will confirm the Re-assessment must be scheduled and paid for in advance by the Student via the PEIA's Student Services officer/Reception and will be conducted during the students **NEXT term break.**

NOTE: *NO further assessment extensions will be available to students after the "Re-Assessment" opportunity.*

The Student's Re-Submission (2nd Assessment Attempt) outcome will be recorded via the PEIA Competence Record Form by the Trainer/Assessor.

Re-Assessment Fee – Due Date last day 2nd week of students next Term Break.. (3rd/Final assessment attempt)

Fees to be Charged

- Each Written/Knowledge/Theory Assessment = AUD \$30 per assessment,
- Each Practical, Observation/Demonstration Assessment = AUD \$90 - \$250 per assessment.

In circumstances where a student has not successfully achieved a "Satisfactory" assessment outcome/s in their Final (3rd assessment attempt) 3rd assessment attempt, or the student failed to submit the relevant assessment/s by the allocated Due Date for marking, the student will be provided relevant and appropriate feedback and guidance and support opportunities from their Trainer/Assessor in person or written including via email on areas that remain unsatisfactory.

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Students who have not achieved a “Satisfactory” outcome in all assessment requirement for a relevant **unit of competence** (for example a Business course) will receive an assessment result for the relevant unit of competence of “**NYC**” (Not Yet Competent), or “**DNS**” (Did Not Submit) or “**DNA**” (Did Not Attend).

NOTE: Students will be required to ensure they have paid the due “Re-Assessment” fee and booked their attendance in for the Re-Assessment prior to attending any final/Re-assessment activity.

Students who do not achieve a Competent “C” result for the relevant unit they are enrolled in OR an Assessment Outcome of Not Satisfactory “NS” for the relevant Subject/Cluster of units they are enrolled will be required to apply to **Re-Enrol** in the relevant unit/s or Subject/cluster that they have been deemed “NYC” OR “NS”. Fees for Re-Enrolment are available to the student via the PEIA’s website, the International Student Handbook, or via the Student Services /Reception Staff.

The Trainer/Assessor will record the student’s 3rd/final assessment outcome or result on the relevant PEIA Competence Record Form.

Re-Enrolment Fee

For each student to prove competency, this requires demonstration of current performance; therefore, assessments must be submitted within five (5) weeks of the unit being completed. If you have not submitted your assessments (first submission) you will be deemed Not Yet Competent (NYC) for that unit and will be required to re-enrol in the unit. The fee for this is as follows:

- \$150 per unit (for units of one week or less)
- \$200 per unit, per week (for units of more than one week).

Submitting your assessment

All submitted assessments file names must include the following details (If electronically submitted):

FILE NAME:

Full Student Name_Student ID_Unit of Competence Code_Assessment Number_Trainer_Date submitted

Example:

HarrySmith_s1236354_BSBDIV501_TA1_Glenda_03032021

All student assessments are to be submitted via email using the following relevant email addresses (relevant to the Course the student is studying):

Certificate III in Commercial Cookery - cert3.assessments@peia.edu.au

For all assessments to be submitted electronically

Certificate IV in Kitchen Management- cert4.assessments@peia.edu.au

For all assessments to be submitted electronically

Diploma of Hospitality Management- dhm.assessments@peia.edu.au

For all assessments to be submitted electronically

Advanced Diploma of Hospitality Management- adhm.assessments@peia.edu.au

For all assessments to be submitted electronically

Assessment Readiness

Students participating in more than 60% of scheduled classes will be deemed assessment ready, unless instructed otherwise by the Trainer/Assessor. Students with a poor participation of less than 60% will be required to complete the relevant and required Theory and/or written exam to confirm that they are ready for their assessment. Trainer/Assessors are not to accept completed assessments from students who are not assessment ready.

Assessment Retention Requirements

PEIA is required to securely retain all completed student assessment resources and materials for a period of six months from the date on which the judgement of competence for the student was made.

Written /Theory Assessments Guide

All written/theory assessments are requested to be submitted in the following format:

- Text - Font Type- Arial or Times New Roman, Font Size: 12, Spacing: 1.5
- Titles - Font Type- Arial or Times New Roman, Font Size: 12
- Header - Font Type: Arial, Font Size: 9,
- Header Content: PEIA and Unit Title2
- Footer: Font: Arial, Font Size: 9
- Footer Content: First Name/ Family Name / Student ID / Date: dd/mm/yy

To ensure that our students are ready for industry, PEIA focuses on ensuring student assessments reflect the industry standards and requirements. Work ready documentation in terms of format, presentation and consistency is a key part of our assessment process. All students are expected to adhere to the required standard depending on the course level/type they are enrolled in.

References

References must include the following information:

- From a book: Book title, author, year published and Page No.
- From a newspaper: Newspaper Name, Issue No. Date and Page No.
- From the internet: Website address, Author (if available), Date downloaded.

Academic Deceit

Definition: Academic Deceit is defined as deliberately using or endeavouring to use illegal resources from the Trainer/Assessor or others. Using evidence or study aids such as mobile phones, handwritten notes in any test, replicating another student's work, submitting work for an in-class exam that has been prepared in advance, or representing projects created by another person as one's own work is violating the rules governing the Assessment process.

Facilitating academic deceit means deliberately or knowingly helping or trying to help another to commit an act of academic deceit.

At the PEIA, plagiarism and/or is considered as a serious breach of the PEIA's Student Code of Conduct and will not be tolerated. **Plagiarism and/or Cheating** is defined as:

- Submitting some or part of someone else's work as your own (with or without that person's permission)
- using any part of someone else's work without the proper acknowledgement, this may also breach copyright Laws
- submitting an exact and/or partially duplicated assessment and/or evidence as your own
- knowingly let another student to submit all or part of your work as their own
- copying full or partial sentences and/or paragraphs from one or more sources
- submitting substantial copies or extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source/origin
- using notes, your mobile, input from others, or other unauthorised resources without permission during a summative
- have one or more other people assist or contribute to your assessment/evidence submitted and represented (implicitly or explicitly) as being your own/individual work
- stealing an assessment document or assessment guide/Trainer/Assessor guide from within PEIA
- near imitation of a transcript or an idea,
- Another person helping in the creation of an assessment/evidence without the express need, consensus, or knowledge of the Trainer/Assessor
- asking someone else to write and/or submit assessment work/evidence on your behalf
- downloading from the internet and submitting the contents 'as is' and as your own work.

Where plagiarism and/or cheating has been identified within a student submitted assessment/evidence, PEIA will contact the relevant student/s individually and invite them to an Intervention Meeting to discuss the findings, evidence and seek feedback from the student. In circumstances where plagiarism and/or cheating has been confirmed, one or more of the following actions, fees and penalties may apply:

1st offence:

- Written warning issued and student required to meet with Student Services Officer (SSO),
- Student is required to pay the required \$50 administrative fee, and
- Student to request permission to do a RE – ASSESSMENT of the assessment and/or evidence,
- Trainer/Assessor and/or SSO to confirm approval to RE-ASSESSMENT of the assessment and/or evidence, confirm in writing the new set assessment Due Date. For the RE-ASSESSMENT, and
- Student is required to pay the PEIA RE-ASSESSMENT Fee for each assessment/each week (please refer to Re-Assessment Fees listed above).

2nd offence:

- Second written warning issued, and student required to meet with SSO,
- Student required to pay the required \$50 administrative fee, and
- Student must request permission to RE-ENROL in the relevant unit of competence, and
- Student is required to pay the PEIA RE-ENROLMENT Fee for each unit. (please refer to Re-Enrolment Fees listed above).

3rd offence:

Where an PEIA student has been identified as having submitted assessment/s and/or evidence that is plagiarised or the student has cheated for a third or more occasion, PEIA may commence action to issue the student with a Notice of Intent to Cancel their enrolment, which would include details being forwarded to the relevant and appropriate required Government agencies.

NOTE: PEIA Trainer/Assessors are required to report all instances of suspected plagiarism and/or cheating - this information and supporting evidence must be submitted to the Supervisor, Student Services for further review and action if/where applicable.

Results

Assessment Results (Assessment Outcomes) and Unit/Module Results (Training Outcomes) will be made available via to the via the Newbery student portal or on request in person from the Student Services Staff. The following are the guide times for these results:

Certificate III and IV level courses	Three (3) weeks, after unit end date or assessment due date, whichever is the later.
Diploma courses	Four (4) weeks, after unit end date or assessment due date, whichever is the later.

Your results will be provided to you either in person or via your PEIA email address and will include specific feedback, including details on any gaps identified. Where required, this communication will also include re-submission details. Where Assessments are submitted late (after the due date), please allow four (4) weeks from receipt for these assessment results to be made available. It is your responsibility to check your results on a regular basis.

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Staff or the Training Coordinator.

Assessment decisions can be appealed. Please refer to the PEIA Policy and Procedure for Complaints and Appeals, available on our website at: www.peia.edu.au

Assessment Support / Tutoring Services

Assessment Support Sessions

Undertaking study can be an exciting and challenging time. At PEIA we offer our students FREE Assessment Support /Tutoring classes. These sessions are scheduled each week and provide our students with an opportunity to gain additional support in completing their assessments activities. The sessions are optional and are in addition to the ongoing student support services available and provided by our staff and Trainer/Assessors during course classes and study. If you are unable to attend one of these sessions but would like to meet with our Training Coordinator, you will need to make an appointment via our Student Services Staff.

COURSE	DAY	Campus	TIME
Commercial Cookery	Wednesday	Perth Campus	8.00am – 12.00pm
Hospitality Management	Wednesday	Perth Campus	1pm – 4pm

*Days and time are subject to change. Please check with student services.

Support Guidelines

Please find the following guidelines:

- Student support and counselling regarding students' welfare and academic progress is always free!
- No reassessment fees apply where students present a valid medical certificate for an absence on a scheduled assessment day
- Fees payable for reassessments must be settled in advance of the re-assessment activity and a receipt must be shown to the Trainer/Assessor in order to commence the re-assessment activity. Payment must be made at PEIA's Reception.

PEIA Complaints and Appeal Policy and Procedure

Students who feel dissatisfied with the way they have been assessed and/or the assessment outcomes or results recorded for them, should in the first instance communicate the issue and/or concerns with their relevant Trainer/Assessor as soon as possible from the effective date of the incident or decision. An appeal must be lodged within 20 calendar days of the initial event/decision having occurred or being made.

If the issue or concern cannot be solved informally, the student may complete an PEIA Complaints and Appeals Form and submit the completed form to the Compliance Manager at PEIA in person or via email to: compliancemngr@peia.edu.au. On receipt of a students completed PEIA Complaints and Appeals Form, the Compliance Manager will acknowledge receipt of the form via an email to the complainant/appellant.

If students are not successful in the complaint/appeal process or are not satisfied with the written outcome/decision they must be advised that within **10** working days (from the date of the PEIA Outcome Notice/Letter) they have the right to access the external complaints/appeals handling process by contacting the Overseas Student Ombudsman via the following:

Overseas Student Ombudsman

GPO Box 442, Canberra ACT 2601

Telephone: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111

Email: ombudsman@ombudsman.gov.au

Please refer to the PEIA's Complaints and Appeals Policy and Produce for further information located on PEIA's website – www.peia.edu.au.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

- **Recognition of Prior Learning** is available to students with relevant and current work or life experience and consider they are able to meet the unit of competency requirements.
- Credit Transfer may be granted when an applicant shows evidence of completion of the same unit of competency in an equivalent or higher nationally endorsed qualification.

The granting of RPL and/or CT in a course may change the course duration and/or course fees for the student's enrolment document.

It is recommended for applicants to apply for RPL/CT prior to the commencement of the course to ensure that they do not miss any class(es) should they be unsuccessful in the RPL/CT process.

Please refer to the PEIA Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure on our website at: www.peia.edu.au for further information and to download a copy of the RPL / CT Application form to be completed and submitted to the PEIA - Admissions and/or reception staff via reception@peia.edu.au.

Issuance of AQF Certification (Qualification or Statement of Attainment)

Qualifications can only be issued to students who have been deemed Competent in all units of competence required for their enrolled course (including all core and elective units). Students who have not been deemed competent in all units of competence will receive a Statement of Attainment showing all units in which the student has been deemed competent in.

Students will need to complete the **Application for Issuance of a Qualification or Statement of Attainment (Award)** form, which they can submit electronically or in person to: studentservices@peia.edu.au

- Preparation of the Award/Certificate documentation may take up to 10 working days. PEIA will send students an SMS when it is ready for collection.
- The Award documentation will not be prepared if there are outstanding fees, therefore students should ensure outstanding fees are paid PRIOR to applying for an Award.
- PEIA will not provide your Award documentation to a third party, including parents, spouse etc.; unless you have nominated them on the form or provided formal written advice.
- Students who have undertaken studies in Australia since January 2015, are required to provide their USI (Unique Student Identifier) number prior to commencing their enrolment at PEIA is not to issue student certification - qualifications/Statements of Attainment (award) where the student has not provided their USI. In some cases, you may be entitled to apply for an exemption, and if you receive an exemption, please provide PEIA with the Exemption Notice Letter. For more information about applying for a USI please refer to <https://www.usi.gov.au/providers/create-usi-student>

Distribution/collection of Certification methods

- International postage – cost of \$30
- Collect from PEIA – nil cost
- Nominate a person to collect the award, with their details completed on the Student Authorisation Form.

PEIA will take every effort to ensure that the Award is packaged appropriately to avoid damage however PEIA takes no responsibility for any damage caused during postal delivery.

Policies and Procedures

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PEIA Code of Conduct

PEIA wants to offer our students a harmonious and enjoyable learning environment in which everyone respects the beliefs, feelings, personal space and the property of others without condition.

By enrolling with PEIA, you have agreed to adhere to the PEIA Code of Conduct.

The PEIA Code of Conduct is as outlined below. It was also included in your pre- enrolment application documentation and is always available from PEIA's website at: www.peia.edu.au

All students enrolled at PEIA must uphold and abide by the following principles and standards at all times. Students will:

1. Behave honestly and with integrity
2. Respect other people's rights to hold different positions and views
3. Respect other people's beliefs, nationality, religion, age, associations and gender
4. Do not use offensive language
5. Maintain an environment suitable for study and work free of interruption
6. Act with care and diligence at the college and at Workplace Based training organisations
7. Meet course progress and/or course attendance requirements
8. Not cheat or plagiarise
9. Allow Trainer/Assessors to deliver their course material without being unnecessarily interrupted or disturbed
10. Adhere to PEIA's dress code and uniform policies where required
11. Respect PEIA's No Smoking, No Alcohol, No Drugs policy
12. Uphold the reputation of PEIA
13. Provide accurate and timely notification of information required by PEIA to make appropriate decisions about their continuing enrolment at PEIA
14. Comply with PEIA policies and procedures as stipulated in this International Student Handbook and on PEIA's website
15. Comply with your Student Visa requirements
16. Apply a high level of professionalism when communicating, socialising or networking using any social media or facility.

The PEIA Code of Conduct and the information provided in the International Student Handbook are revised each year. Students at PEIA are requested to contribute to improving the Code of Conduct, guidelines, and processes. Please get in touch with the Student Services Office to offer your feedback using the PEIA Feedback Form or a Complaint and Appeals Form available via PEIA's website or reception desk.

Students found breaking the PEIA Code of Conduct or their visa requirements will be dealt with as specified in the **'Student Discipline'** process in this handbook. Students are encouraged to notify PEIA's management regarding any known breaches either in person, or in writing (via email or documented/Posted to a Student Services Officer, a Trainer/Assessor, or another PEIA member of staff. Any student affected by a breach of the PEIA Code of Conduct is requested to seek out a Student Services Officer immediately.

In cases where we intend to cancel a student's enrolment because of a breach of the PEIA's Code of Conduct (including inconsistent course progress), a Notice of Intention to Cancel the student's enrolment will be issued to the relevant student. All notices will be sent to the Students PEIA registered personal email account.

The Notice of Intention to Cancel will inform the student of the breach, and it will notify that he or she will be reported to the Department of Home Affairs (DHA) (under the Migration Act 1958) and Department of Education, Skills and Employment (DESE).

Students may access the PEIA's Complaints and Appeals Process within 20 business days from the date mentioned in the Intent to Cancel Notification. Students can access PEIA's policy and procedures for Complaints and Appeals via the PEIA website at: www.peia.edu.au or from the Student Services Staff.

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Reporting Breaches

PEIA staff and students are responsible for maintaining a harmonious learning environment. Therefore, students are encouraged to report any excessive pressure, trouble, or pestering of any staff or student, as specified in the PEIA Code of Conduct. Reports of breaches can be provided in writing or verbally, so that it can be investigated further by the PEIA's Management.

Process

Breaches of the PEIA's Code of Conduct will be processed as soon as identified/reported. Involved parties will be informed in writing.

Note: PEIA will review all breaches in consideration of any documented compassionate/compelling circumstances.

If you are not satisfied with the outcome of any PEIA decision, you may appeal, using the Complaints and Appeals Form available from the Student Services Staff, or via our website.

Alternatively, you can contact the Overseas Students Ombudsman 1300 362 072 (<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>) to lodge a complaint.

Cancellation resulting from Breaches

In cases where PEIA intends to cancel a student's enrolment due to a breach of PEIA's Code of Conduct – students will be issued with a "Notice of Intention to Cancel" their enrolment at PEIA will be sent to you **via email to your personal recorded email account** and a copy may be posted to your last known postal address.

The 'Notification of Intention to Cancel' will advise the student of the breach and inform the student that you may be cancelled from PEIA and as a result reported to the Department of Home Affairs (DHA) and the Department of Education, skills and Employment (DESE) which may affect your Student Visa.

Deferring, Suspending or Cancelling your Enrolment

Deferrals, Suspensions and Cancellations can only be applied for in writing, using the Course Variation Application Form (available via PEIA's website or PEIA's reception).

The PEIA Code of Conduct is as outlined below. It was also included in your pre- enrolment application documentation and is always available from PEIA's website at: www.peia.com.au

VERBAL notifications to PEIA staff or agents **ARE NOT VALID**.

Definitions

- Deferral – postponing the commencement of your course prior to course commencement
- Suspension – postponing your enrolment during your course
- Cancellation – cessation of enrolment in the course.

For International Students: It is important to understand that deferrals, suspensions and cancellations may affect your student visa status. Cancelling your enrolment will attract a **cancellation fee** and where applicable, a cancellation may affect your refund entitlements. Please read the PEIA's Refund and Cancellation Policy carefully to make an informed decision regarding your application. A copy of PEIA's Refund and Cancellation Policy was included in your Letter of Offer and is available on PEIA's website or on request from Student services staff.

A deferral, suspension or cancellation of your enrolment can be initiated by yourself or by PEIA. All applications for deferment, suspensions and cancellations must be lodged no less than 14 days in advance and will be reviewed and processed within 10 working days.

For International Students: Standard 9 of the National Code 2018 states:

"A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or

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compelling circumstances.”

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Deferment or suspension of a student's study can be requested by a student for compassionate and compelling circumstances. These can include but are not limited to:

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

Right of Appeal

You have the right to appeal any decision made by PEIA to defer, suspend or cancel your studies. PEIA will maintain the student's enrolment until the internal and external complaints and appeals processes are completed.

Deferral of enrolment - Student initiated

You may request a deferral of your course commencement by completing an Application for Deferment as follows:

Complete an Application for Deferment Form and submit to Student Services, with evidence to support your application, Student Services staff will then:

- Discuss your application for deferment with the Supervisor, Student Services
- Discuss the changes to your training plan with you
- Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of a new study schedule and an intervention strategy
- Inform you whether your application for deferment affects your visa
- Update the student record accordingly
- Send a letter to the student outlining the deferment details
- Save a copy of all documentation on the student's file, and
- Notify the Department of Home Affairs (DHA) via PRISMS that the enrolment has been deferred.

Note: Deferring your enrolment may cause your refund for the current and subsequent terms to be forfeited. Please read the Refund and Cancellation Policy carefully in order to make a well-informed decision. A copy of PEIA's Refund and Cancellation Policy was included in your letter of offer and is available to you via PEIA's website or from student Services staff.

In the event of a student-initiated deferral for compassionate or compelling circumstances, there are two possible outcomes. PEIA will notify the Department of Education, skills and Employment (DESE) through PRISMS that it intends to:

- Defer your enrolment without any effect on the end date of your CoE. A notice of deferment will be recorded in PRISMS; or
- Defer your enrolment for a period which will affect the end date of your CoE. PRISMS will automatically cancel your original CoE and PEIA will create a new CoE based on your intended date of return.

A deferment of your studies **does not affect** your course attendance. However, reporting a deferment to a student's studies **may affect your student visa**. You are advised to contact the Department of Home Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Suspension of enrolment - Student initiated

The Compliance Manager must approve your application for suspension in writing before you can leave your studies with PEIA. You must lodge your application for suspension using a Course Variation Application Form, at least 10 working days prior to the requested suspension date (unless in an emergency – see 'compassionate or

compelling reasons'). The maximum accepted duration for suspensions is two study terms (20 weeks).

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Note: Suspending your enrolment may cause your refund for the current and subsequent terms to be forfeited.

Please read the Refund and Cancellation Policy and Procedure carefully in order to make a well-informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer and is available on PEIA's website or on request from Student services staff.

Complete a Course Variation Application Form and submit to the Student Services staff, who will:

- Discuss your application for suspension with the Supervisor, Student Services
- Discuss the changes to your training plan with you
- Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
- Inform you whether your application for suspension affects your visa
- Update your student file accordingly
- Send you a letter outlining the details of your suspension, and
- Notify the Department of Home Affairs (DHA) via PRISMS that the enrolment has been suspended.

In the event of a student-initiated suspension for compassionate or compelling circumstances, there are two possible outcomes. PEIA will notify the Department of Education, skills and Employment (DESE) through PRISMS that it intends to:

- Suspend your enrolment without any effect on the end date of your CoE. A notice of suspension will be recorded in PRISMS; or
- Suspend your enrolment for a period which will affect the end date of your CoE. PRISMS will automatically cancel your original CoE and PEIA will create a new CoE based on your intended date of return.

A suspension of your studies **will not affect** your course attendance. However, reporting a suspension to your studies **may affect your student visa**. You are advised to contact the Department of Home Affairs (DHA) via either www.homeaffairs.gov.au or via telephone 131 881, to seek advice on any potential impacts on your visa.

Deferment of enrolment – PEIA initiated

PEIA may defer your enrolment in a course if the course does not commence as agreed in the Students signed Agreement.

You will be informed about the changes to the course details and receive an option to either agree to the changes or to receive a refund, where applicable, and as stipulated in the PEIA's Refund and Cancellation Policy and as outlined in this International Student Handbook. These documents are available on PEIA's website or on request from Student services staff.

Suspension of enrolment – PEIA initiated

PEIA may suspend your enrolment for a course if the course ceases to be provided as per your Student signed Agreement any time after the enrolled course of study starts but before it is completed.

You will be informed about the changes to the course details and receive a refund, where applicable, and as stipulated in PEIA's Refund and Cancellation Policy and as outlined in this International Student Handbook. These documents are available on PEIA's website or on request from Student services staff.

Cancellation of enrolment – PEIA initiated

PEIA may choose to cancel your enrolment under the following circumstances:

- Breach of the PEIA Code of Conduct
- Assault of another student or staff member
- Non-participation of class and/or not contacting PEIA for a period of 10 working days or longer.
- Misbehaviour by the student
- Failure to pay course fees

- Any behaviour or serious breach of the PEIA's Code of Conduct, identified as being grounds for possible expulsion.

Where Deferment, Suspension and Cancellation is not initiated by the student, you have the right to access the PEIA's Complaints and Appeals Process as listed below.

The suspension or cancellation of the student's enrolment under Standard 9.3 (National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Deferment and suspensions are to be recorded on the Provider Registration Information Management System (PRISMS).

If PEIA decides to defer, temporarily suspend or cancel your enrolment, then PEIA will let you know of the decision in writing, via a 'Notice of Intention to Cancel/Suspend/Defer.' PEIA will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to access the PEIA's Complaints and Appeals process as outlined in this International Student Handbook. These documents are available on PEIA's website or on request from Student Services Staff. A copy of all correspondence will be kept in your student file.

If you decide not to access the complaints and appeals process, then PEIA is required under Section 19 of the ESOS Act 2000, to advise the Department of Home Affairs (DHA) <https://www.homeaffairs.gov.au/> about changes to your enrolment and breaches of your visa conditions relating to academic performance and attendance.

If you do use the complaints and appeals process, the deferment/suspension/cancellation will not take effect until the appeals process is complete.

Complaints and Appeals Policy and Procedure

1. Purpose

- In accordance with Standard 10 of the National Code 2018 and Clauses 6.1-6.6 of the Standards for Registered Training Organisations 2015, this Policy provides a clear process to submit a complaint or register an appeal.
- This will ensure all parties involved are kept informed of actions taken and outcomes.
- This process provides an opportunity for complaints and appeals to be recorded, acknowledged and dealt with fairly, efficiently and effectively manner.
- PEIA will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- This policy will ensure that complaints received, and that PEIA will manage and respond to and allegations received involving the conduct of:
 - Its Trainer/Assessors or other staff
 - Any third-party providing services to PEIA on its behalf such as Education Agents
 - students of PEIA.
- PEIA's Complaint and Appeal Policy are publicly available via PEIA's website – www.peia.com.au or upon request from PEIA's Student Services staff or reception.

2. Related Documents

- PEIA Complaints and Appeals Form
- PEIA Complaints and Appeals Register
- PEIA Enrolment Application
- PEIA Letter of Offer/ Student Enrolment Acceptance Agreement
- PEIA International Student Handbook
- PEIA Student Orientation
- PEIA Website Content

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3. Relevant Legislation

- ESOS Act 2000
- National Code 2018
- Standards for Registered Training Organisations 2015
- NVR ACT 2011
- The Privacy Act 1988 (Privacy Act).

4. Scope

4.1 This Complaints and Appeals Policy and Procedure applies to all staff and students studying at PEIA.

5. Responsibilities

5.1 This Policy is relevant to the following parties:

- 5.1.1 PEIA, its Trainer/Assessors and staff
- 5.1.2 A third-party such as education officers providing recruitment support and services on behalf of PEIA
- 5.1.3 Current and prospective students of PEIA.

Definitions

Course	The program of study which leads to a qualification or reward.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
Face to face	Students are supported by a facilitator/trainer in an environment to educate and give immediate feedback.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (NC 2018), established pursuant to Part 4 of the ESOS Act.
NVR ACT 2011	National Vocational Education and Training Regulator Act 2011 (NVETR Act).
SSO	A Student Services Officer or Student Support Officer.
Standards for RTO's	The Standards for Registered Training Organisations, 2015(SRTOs 2015) . The <i>SRTOs 2015</i> ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the <i>SRTOs 2015</i> is a requirement for all Nationally Registered Training Organisations (RTOs) and for applicants seeking registration. ASQA – the National Regulator, uses the <i>SRTOs 2015</i> to protect the interests of all students in Australia's VET system. The <i>SRTOs 2015</i> guide nationally consistent, high-quality training and assessment services in the vocational education and training system.
SMS	Student Management System.
Study Period	Is a scheduled term or period of study within a course at PEIA each Term (study period) consists of 10 scheduled weeks of study/tuition.
UOC	Unit of Competency (UOC).
VET	Vocational Education and Training.

Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
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6. Policy Provisions

- 6.1 PEIA acknowledges that complaints may arise from time to time. PEIA will respond to any complaint and appeals students make and that PEIA will commence assessment of the complaint and/or appeal within 10 working days of it being made in accordance with PEIA's policies and procedures.
- 6.2 PEIA will ensure that the application is assessed in a professional, fair and transparent manner and that natural justice and procedural fairness are used to ensure that decision making is fair and reasonable. This supports the rights of all parties to be heard and informed without bias.
- 6.3 Appeals offer a formal process for requesting a change in or confirmation of a decision. Appeals can be made in regard to an assessment outcome decision or in regard to the initial outcome of a complaint.
- 6.4 In managing complaints and appeals PEIA will ensure that:
 - 6.4.1 The principles of natural justice and procedural fairness are applied in all stages of the process.
 - 6.4.2 PEIA's Complaints and Appeals Policy is available via PEIA's website and on request
 - 6.4.3 Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
 - 6.4.4 A student will not be disadvantaged as a result of lodging a complaint or appeal.
 - 6.4.5 Students are given an opportunity to formally present his or her case at minimal or no cost have the right to have a support person with them at any time during the complaints and appeals process.
 - 6.4.6 Complaints and appeals are assessed on a case-by-case basis.
 - 6.4.7 Ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
 - 6.4.8 A written record of the complaint or appeal is kept, including a statement of the outcome and reasons for the outcome.

Initial Action

- 6.5 Students who believe they have an issue or concern in relation to studying at PEIA should, in the first instance approach their relevant trainer to try to resolve the issue or concern.
- 6.6 If the issue or concern cannot be solved informally as above, the student may complete an PEIA Complaints and Appeals form and submit it to PEIA for processing using the PEIA's internal complaints handling process.

Internal Complaints or Appeal Application – Unsuccessful

- 6.7 If the student's application is not successful in the PEIA internal complaints handling and appeals process, PEIA must advise the student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost.
- 6.8 The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.
- 6.9 PEIA will provide for a review by an appropriate party independent of PEIA and the complainant or appellant, at the request of the individual making the complaint or appeal, if the above processes fail to resolve the complaint or appeal.

- 6.10 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favor of the student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action.

7. Procedures

- 7.1 A student completes the PEIA Complaints and Appeals form, then submits this completed form to the Compliance Manager at PEIA in person or via email to: compliancemngr@peia.edu.au.
- 7.2 The Compliance Manager is responsible for ensuring:
- 7.2.1 Securely maintains records of all complaints and appeals and their outcomes.
- 7.2.2 Data and information gathered regarding all complaints and appeals received will be recorded and reviewed as part of the STIC's Self-assurance and continuous improvement process to ensure PEIA identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 7.2.3 On receipt of a student's completed PEIA Complaints and Appeals form, the Compliance Manager will acknowledge receipt of the form via an email to the complainant/appellant. The completed Complaints and Appeals Form will then be scanned and saved on the relevant student record within the PEIA's Dropbox and emailed to the PEIA Principal Executive Officer (PEO) for their further review and action.

Note: all relevant supporting documentation and correspondence are to be included and must be forwarded to the PEO within 3 working days of receipt of the complaint or appeal.

- 7.3 The PEO will enter the complaint and/or Appeal details into the PEIA Complaints and Appeals Register, then conduct a further review and/or internal investigation of the content of the student's complaint and/or appeal. The PEO is to maintain a log/record of all details, outcomes and information gathered or obtained during their review/investigations prior to forwarding the completed Complaints and Appeals Form to one of the following options:

7.3.1 **Option One**

PEO has completed the review and/or investigation into the Complaint and/or Appeal received and has made a decision on the outcome of the complaint/appeal.

PEO is to complete, sign and date the Delegates Decision/Outcome Section of the form and pass the completed form with all supporting documentation and/or evidence to the Compliance Manager for their further action, recording filing.

7.3.2 **Option Two**

PEO has completed the review and/or investigation into the Complaint and/or Appeal received and has provided their review/investigation outcomes and recommendations to the CEO for their further consideration and decision on the outcome of the complaint/appeal.

PEO is to complete, sign and date the Review/Investigation section of the form and pass the form with all supporting documentation and/or evidence to the CEO for their further consideration.

*Note: all relevant supporting documentation and correspondence are to be included and must then be forwarded to the CEO within **10** working days of receipt of the complaint or appeal.*

- 7.4 The PEO and/or CEO on reviewing the complaint/appeal and supporting documentation may request the student to provide additional information and/or supporting documentation and/or request a meeting with the student where appropriate. Should this request arise, the student will be advised in writing (email is acceptable). The student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.
- 7.5 PEIA aims to resolve complaints/appeals received as quickly as possible, generally within 20 working days. If a student is not satisfied with the final outcome of the PEIA internal complaints and appeal process, they

are able to lodge a request to have the matter dealt with externally such as the Commonwealth Ombudsman who is the Overseas Students Ombudsman. For more information, visit the Overseas Student Ombudsman website at www.ombudsman.gov.au

7.6 The outcome of the CEO review will be provided to the student in writing as soon as is practicable. If more than **60** days are required to process and finalise the complaint or appeal, the student will be notified in writing of the reason why more than **60** days are required. The student will also receive regular updates on the progress of their complaint or appeal from this notice.

7.7 If the student is not successful in the complaint/appeal process or is not satisfied with the written outcome/decision they have received from PEIA's internal review process, the written notice/outcome must advise the student that they have the right within up to 10 working days (from date of PEIA outcome notice/Letter) to access an external complaints/appeals handling process by contacting the Overseas Student Ombudsman via the following:

7.7.1 Overseas Student Ombudsman

GPO Box 442, Canberra ACT 2601

Telephone: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111

Email: ombudsman@ombudsman.gov.au

Complaints and Appeals Records

7.8 The PEO will maintain the PEIA Complaints and Appeals Register containing a record of each complaint, appeal, supporting documentation, and the outcome/decision being recorded.

7.9 The content and supporting documentation of all complaints and appeals received at PEIA will be managed strictly in accordance with Privacy legislation as "In-Confidence" and will be stored and managed securely under the supervision of the PEO PEIA.

7.10 In accordance with the PEIA QA/Self-Assurance Policies and Procedures these complaints and appeals policies, procedures, and practices will be monitored and reviewed at least annually and as required by the PEO and Compliance Manager to ensure that any areas identified as requiring improvement are identified and action taken in accordance with the PEIA Continuous Improvement Process and included in PEIA's Continuous Improvement Register.

Please Note: "Having a written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

Student Discipline / Disciplinary Reasons

PEIA treats all breaches of PEIA's Code of Conduct seriously. Students are expected to report any breaches of the Code of Conduct to the Student Services Officer. PEIA staff MUST report breaches to the Supervisor, Student Services.

All breaches are automatically investigated. The repercussion of breaches can be as follows:

- Written Warning
- Suspension from Class
- Request for apology
- Counselling
- Student monitoring
- Mediation
- Supervised withdrawal from class
- Cancellation of enrolment

Depending on the severity of the breach, PEIA **may decide at its discretion** to investigate a matter internally or involving students and staff to make informed decisions.

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Where the breach is perceived as being an immediate risk to the wellbeing of students, staff or the general public, PEIA will report the breach to relevant authorities, including the Police.

In cases where we intend to cancel your enrolment because of a breach of PEIA's Code of Conduct (including unsatisfactory course progress and/or unsatisfactory course attendance) you will be issued with a 'Notice of Intention to Cancel' which will be sent to you **via your personal email account**, as a courtesy a COPY may be posted to your last known postal address.

The Notification of the 'Notice of Intention to Cancel' will advise you of your breach and inform you that you are subject to cancellation which may be reported to The Department of Home Affairs (DHA) which may affect your student visa.

Examples of serious breaches

1. Low attendance/participation
2. Non-Payment of Fees
3. Plagiarism
4. Academic Dishonesty.

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a study period (Term), due dates are as outlined in your Offer Letter. Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, a fee of \$250 will be charged.

If you do not pay your fees prior to the commencement of the course study period (Term), you will be issued a Notification of Intention to Cancel' your enrolment. The Notice will be sent to you via email only.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If PEIA has not received your payment 20 working days after the Notification of our Intention to Cancel has been emailed to you, your enrolment MAY be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the Campus Manager or Student Services Staff at PEIA BEFORE THE FEE BECOMES OVERDUE.

PEIA reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed.

Academic Deceit

Definition: Academic Deceit is defined as deliberately using or endeavouring to use illegal resources from the Trainer/Assessor or others. Using evidence or study aids such as mobile phones, handwritten notes in any test, replicating another student's work, submitting work for an in-class exam that has been prepared in advance, or representing projects created by another person as one's own work is violating the rules governing the Assessment process.

Facilitating academic deceit means deliberately or knowingly helping or trying to help another to commit an act of academic deceit.

At PEIA, plagiarism and/or is considered as a serious breach of the PEIA's Student Code of Conduct and will not be tolerated. **Plagiarism and/or Cheating** is defined as:

- Submitting some or part of someone else's work as your own (with or without that person's permission)
- using any part of someone else's work without the proper acknowledgement, this may also breach copyright Laws
- submitting an exact and/or partially duplicated assessment and/or evidence as your own

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- knowingly let another student to submit all or part of your work as their own
- copying full or partial sentences and/or paragraphs from one or more sources
- submitting substantial copies or extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source/origin
- using notes, your mobile, input from others, or other unauthorised resources without permission during a summative assessment activity
- have one or more other people assist or contribute to your assessment/evidence submitted and represented (implicitly or explicitly) as being your own/individual work
- stealing an assessment document or assessment guide/Trainer/Assessor Guide from within PEIA
- near imitation of a transcript or an idea
- Another person helping in the creation of an assessment/evidence without the express need, consensus, or knowledge of the Trainer/Assessor
- asking someone else to write and/or submit assessment work/evidence on your behalf
- downloading from the internet and submitting the contents 'as is' and as your own work.

Where plagiarism and/or cheating has been identified within a student submitted assessment/evidence, PEIA will contact the relevant student/s individually and invite them to an Intervention Meeting to discuss the findings, evidence and seek feedback from the student. In circumstances where plagiarism and/or cheating has been confirmed, one or more of the following actions, fees and penalties may apply:

1st offence:

- written warning issued and student required to meet with Student Services Officer (SSO),
- student is required to pay the required \$50 administrative fee, and
- student to request permission to do a RE – ASSESSMENT of the assessment and/or evidence,
- Trainer/Assessor and/or SSO to confirm approval to RE-ASSESSMENT of the assessment and/or evidence, confirm in writing the new set assessment Due Date. For the RE-ASSESSMENT, and
- Student is required to pay the PEIA RE-ASSESSMENT Fee for each assessment/each week (please refer to Re-Assessment Fees listed above).

2nd offence:

- second written warning issued, and student required to meet with SSO,
- student required to pay the required \$50 administrative fee; and
- student must request permission to RE-ENROL in the relevant unit of competence or subject/cluster, and
- Student is required to pay the PEIA RE-ENROLMENT Fee for each unit and/or subject/cluster. (please refer to Re-Enrolment Fees listed above).

3rd offence:

Where an PEIA student has been identified as having submitted assessment/s and/or evidence that is plagiarised or the student has cheated for a third or more occasion, PEIA may commence action to issue the student with a Notice of Intent to Cancel their enrolment under Standard 9 of National Code 2018, which would include details being forwarded to the relevant and appropriate required Government agencies.

NOTE: PEIA Trainer/Assessors are required to report all instances of suspected plagiarism and/or cheating – this information and supporting evidence must be submitted to the Supervisor, Student Services for further review and action if/where applicable.

How to avoid Plagiarism

To avoid Plagiarism, you need to follow the Unit Assessment Agreement handed out by your trainer. PEIA requires that you reference the source of other people's ideas, thoughts and expressions in all assessments. Contact your Trainer/Assessor if you require help.

Academic Course Progress/Course Attendance

For International Students - Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times.

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Under the ESOS Act, PEIA is required to notify you and the Department of Home Affairs (DHA) if you have breached your student visa conditions as a result of having failed to maintain satisfactory course progress **or** if applicable, course attendance requirements.

Hours of Attendance

For VET courses, it is a condition of your visa that you are enrolled in full-time study. National Code Standard (Standard 11.2) defines full time study for VET courses as being a minimum of 20 scheduled course contact hours per week.

An attendance register is maintained for all classes class. This includes the class date, times, attendance duration, location, Trainer/Assessor, and names of students in the class. Lateness and absences will be recorded. If a student is absent from a class due to medical reasons, the student must provide a medical certificate from a registered health provider to the Student Services Staff. The letter provided must cover the entire period of absence. It must be submitted within three days of the absence occurring.

Course Progress Policy and Procedure

As an International Student you are required to maintain satisfactory course progress as a condition of your student visa. STC must monitor, assess and record your course progress, and must intervene if you are at risk of unsatisfactory course progress. This requirement is as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 6 & 8).

STC will review your progress at the end of each Study Period /Term (10 weeks). Your results for the units scheduled during that study period/Term will be reviewed.

Your course progress will be deemed **SATISFACTORY**

* You have successfully completed[#] or demonstrated competency in at least 50% of the units scheduled during that study period /Term (study period = 10 weeks)

[#]Successfully completing a unit (where competency is not yet determined), is where you have achieved a satisfactory result for all assessments that were due to be submitted, in the study period/Term.

Your course progress will be deemed **UNSATISFACTORY** if:

* You have not successfully completed^{##} or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods /Terms (2 x study periods = 20 weeks).

^{##}Not successfully completing a unit (where competency is not yet determined), is where you have achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted, in the period (2 x study periods/Terms).

Where you are assessed as having unsatisfactory course progress, STC must issue you with a Notice of our Intention to Report – Unsatisfactory Course Progress, to the Department of Education, Skills and Employment, via PRISMS. The Department of Home Affairs is only notified of a student whose course has been deferred suspended or cancelled through PRISMS, which may affect your student visa.

Factors that could affect your course progress:

- Submitting plagiarised/copied work which has resulted in a Not Yet Competent outcome.
- Not completing pre-requisite unit required to progress to the next unit of study.
- Having too many outstanding assessments
- Being absent for too long to be able to achieve competency within the duration of your CoE.
- Your trainer identifies you as being at risk of making unsatisfactory course progress before the end of each study period.

Intervention Strategy

PEIA's intervention strategy applies to all students when it has come to PEIA's attention that you **are at risk** of not maintaining satisfactory course progress and/or participation (attendance).

For Course Progress, this is identified because you have not successfully completed or demonstrated competency in at least 50% of the units scheduled in each (1) study period /Term (study period/Term = 10 weeks).

At the end of each study period/term, you will be assessed against the Course scheduled outcomes, the relevant Unit Assessment Agreements, and PEIA's Course Progress policy. If you are identified for the first time as not maintaining satisfactory course progress, the PEIA Intervention Strategy is implemented within four (4) weeks.

Intervention

An Intervention Strategy is an agreement between you and PEIA in which you agree to adhere to a strict plan which may involve additional course study/work (e.g.: homework) and extracurricular coaching sessions with a Trainer/Assessor (See note below). An Intervention Strategy is necessary where you have been deemed at risk of not meeting satisfactory course progress and/or satisfactory course attendance requirements.

PEIA's intervention strategy includes:

- Procedures for contacting and counselling students
- Strategies to assist identified students to achieve satisfactory course progress/attendance; and
- The process by which the intervention strategy is activated.

PEIA's intervention strategy includes provision for:

- Advising you on the suitability of the course in which you are enrolled
- Advising you that unsatisfactory course progress and/or unsatisfactory course attendance in for your course could lead to you being reported to the Department of Home Affairs (DHA), which may result in the cancellation of your student visa, depending upon the outcome of any appeals process.

A copy of the intervention strategy will be submitted to your Trainer/Assessors and the Training Coordinator and assessing the relevant units of competencies. Trainer/Assessors will be instructed to monitor your adherence with the intervention strategy and to report any short comings (such as tardiness, non- attendance and/or unsatisfactory performance).

If you fail to fulfil the requirements of the agreed intervention strategy a warning letter will be issued to your registered personal email account. You must respond to the warning letter, clearly indicating the reasons for not adhering to the intervention strategy.

Reporting:

PEIA must notify you of its intention to report to The Department of Home Affairs (DHA) and The Department of Education, Skills and Employment (DESE), via PRISMS for the following reasons:

- Studying VET Courses (unsatisfactory course progress **only**):
If you are identified as not maintaining satisfactory course progress in a second consecutive study term in a course.

The Notice of our Intention to Report (NOR) officially advises you that you are in breach of your student visa requirements and that you will be reported to the Department of Home Affairs (DHA) which may affect your student visa.

If your progress has been deemed unsatisfactory for 2 consecutive study terms, a Notice of our Intention to Report will be sent to you **via email to your personal email account** and a COPY posted to your last known/recorded postal address. The Notification of our Intention to Report will advise you of your breach and inform you that you will be reported to DHA.

You may access PEIA's Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report. To access the Complaints and Appeals Process you must complete a Complaints and Appeals Form available on the PEIA's web site at: www.peia.edu.au or from the Student Services Staff.

You may contact a 'Student Services Officer to assist you with this process.

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Read more about the Complaints and Appeals Policy and Procedure in this International Student Handbook, refer to PEIA's website or on request from Student services Staff.

PEIA must maintain your enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- A breach has been upheld in the complaints and appeals process
- You have chosen not to access the internal complaints and appeals process within the 20
- You have chosen not to access the external complaints and appeals process, or you have not accessed it within the required 20 days; or
- You have withdrawn from the complaints and appeals process.

Extending Course Duration

PEIA may choose to extend a student's course duration in the following situations:

- It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision
- If PEIA has implemented or is in the process of implementing an Intervention Strategy for an overseas student who is at risk of not meeting satisfactory course progress
- An overseas student has an approved deferral/suspension of their enrolment.

If PEIA extends the duration of an overseas student's enrolment, students are advised they need to contact DHA or visit the Department of Home Affairs (DHA) website to seek advice on any potential impacts on their visa.

Bring Your Own Device Policy

The use of personal devices at PEIA will be governed by the BYOD policy and the needs of PEIA. When in the PEIA's wi-fi access will be provided through the wireless network at no cost to the students who are enrolled at PEIA.

- Students are responsible for the care and maintenance of their personal devices including data protection and battery charging
- PEIA will not accept any liability for any theft, damage or loss of any student's device. Any device bought onto PEIA premises is done so at their own risks
- PEIA is not obliged to provide hardware or technical support for devices
- Where PEIA has reasonable grounds to suspect that a device contains data which breaches the BYOD Agreement, they may confiscate the device for confirming the existence of the material. Depending on the nature of the materials involved, further action may be taken including referral to the policy and/ or PEIA disciplinary action, whichever is appropriate
- It is important that students are aware of and agree to their obligations under the Student Bring Your Own Device (BYOD) Policy and relevant procedures, prior to using their own device on PEIA's Wi-Fi network. The BYOD student responsibilities will be explained during student orientation session
- By accepting these terms, the student acknowledges that they agree to comply with the conditions of the Student BYOD Policy and understand that non-compliance may result in the student being subject to PEIA's disciplinary action.

Cost

- Internet access through PEIA's network will be provided at no cost to students
- Access to course resources will be provided through PEIA's Learning Management System, PEIA's email and other published portals where applicable
- A selection of licensed software may be made available as required for student use whilst at PEIA, as per training package requirements or accredited course requirements.

Student Responsibilities

- Students are solely responsible for the care and maintenance of their BYO devices
- Students are responsible for managing the battery life of their device and acknowledge that PEIA is not responsible for charging their devices. Students should ensure that their devices are fully charged before bringing them to PEIA
- Students are responsible for taking insurance coverage of their own device to protect any accidental damage, theft or loss
- Students must have a supported operating system and current antivirus software installed on their device and must continue to maintain the latest service packs, updates and antivirus definitions
- Students should not attach any PEIA owned equipment to their mobile devices without the permission of the Trainer/Assessor or Supervisor, Student Services
- Students are responsible for securing and protecting their devices in PEIA. This includes protective/carry cases and exercising common sense when storing the device. PEIA is not required to provide designated or secure storage locations
- Students are responsible for ensuring the operating system and all software on their device is legally and appropriately licensed.

Damage and loss

- Students bring their devices to PEIA at their own risk
- In cases of malicious damage or theft of another student's device, processes for damage to PEIA or another student's property apply. PEIA does not provide accidental damage or theft cover for 3rd party (student owned) devices and shall therefore not be liable for any damages or theft that occurs on PEIA's premises unless the device was under the direct control of a staff member
- Under no circumstances should devices be left in unsupervised areas (including, but not limited to, PEIA's premises, open building spaces, specialist areas, offices, unlocked classrooms or toilets). Any device left in these areas is at risk of being stolen or damaged. If a device is found in an unsupervised area, it will be taken to the Student Services office

Technical Support

- PEIA are under no obligation to provide any technical support on either hardware or software
- As part of the BYOD Program, PEIA will offer technical support that will assist in helping students with connecting to PEIA's network and internet. Due to the device being owned by the student, all other technical support and warranty issues will need to be sourced by the student from an external provider.

Acceptable use of BYO devices

- Using PEIA's network to seek out, access, store or send any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature is prohibited. Such use may result in legal and/or disciplinary action
- Students shall not create, transmit, retransmit or participate in the circulation of content on their devices that attempts to undermine, hack or bypass any hardware and software security mechanisms that have been implemented by PEIA
- Students must not copy, transmit or retransmit any material that is protected by copyright, without prior permission from the copyright owner
- Mobile phone voice and text, SMS messaging or device instant messaging use by students during PEIA's hours is prohibited during class time
- Students must not take photos or make video or audio recordings of any individual or group without the express permission of each individual being recorded and the permission of a Trainer/Assessor
- The Training Coordinator retains the right to determine what is, and is not, appropriate use of BYODs device at PEIA within the bounds of WA privacy and other legislation
- The consequences of any breaches of this policy will be determined by the principal, in accordance with the PEIA's welfare and discipline policies.

Technology Standards

- Student BYOD device must meet the following technology standards for maximum efficiency of use on PEIA's Campus:
 - The wireless network installed at PEIA operates on both the 2.4 Ghz
 - Devices with 802.1x compliant will be able to connect as long as they support WPA Enterprise encryption (The ability to provide a username and a password to join the Wi-Fi network)
 - The battery life of the device should be capable of lasting 5 hours minimum of constant use without charge
 - Device hardware specifications must meet the minimum (ideally the recommended) specifications of the operating system and all applications
 - Device must meet current operating system requirements (minimum Windows 8 Home edition or later)
 - Processor: Intel Core i3 / AMD 2.0 Ghz or better.

Student Dress Code

To maintain the good image of PEIA, students are reminded to be appropriately attired in a manner befitting the status of PEIA students as well as the occasion, when you are at the college

You should dress appropriately in rooms / kitchen/ offices. For example,

- **Clothing**
 - You must not expose your midriff, chest, upper thigh or show visible cleavage or undergarments
 - You must not wear clothes that are transparent (see-through)
 - Your clothes must not bear any vulgar, offensive or obscene prints or language.
- **Footwear**
 - You must not wear flip-flops or slippers (thong sandals are allowed if prescribed).

For security purposes, students must be readily identifiable at all times with their faces uncovered. Students shall not wear anything that prevents ready identification such as full-face motorcycle helmets, masks or veils.

Student Feedback

At PEIA our goal is for all our students to enjoy the study time whilst enrolled at PEIA. Student feedback is a valuable source of information for PEIA (us) to improve the quality of training as well as the overall student experience. As such, we provide multiple options for students to provide feedback. We also welcome you to provide feedback on our services at any time.

There are four (4) ways for you to provide feedback to PEIA. They are:

Monthly Feedback

Every quarter, PEIA issues an email survey to all the students currently studying with us. This survey focuses on gathering feedback on your experience over the recently passed month, including your most recently completed or studied unit/module/subject/course level. The feedback is monitored each quarter and survey results are sent to both the Training Coordinator and the RTO Manager to review and identify areas for continuous improvement. Where you identify that you would like to discuss your feedback with an PEIA Staff member, a meeting is arranged.

End of Course Feedback

PEIA issues an email survey to all students that have collected their qualification in the previous month. This survey focuses on your overall experience at PEIA, including your entire course of study. The feedback is monitored each month and survey results are sent to both the Training Coordinator and the RTO Manager to review and identify areas of continuous improvement. Where you identify that you would like to discuss your feedback with an PEIA staff member, a meeting is arranged.

Sending Emails

All students are encouraged to send us feedback at any time using the designated email account feedback@peia.edu.au. This email account is monitored daily by PEIA's Student Services staff. All feedback is reviewed by the Training Coordinator and where you require assistance or further clarification, a meeting is arranged between you and a member of the Student Services Staff, to ensure that you have your concerns

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addressed.

Student Services Staff & Official International Student Point of Contact

Our Student Services Staff are here to help and support all PEIA's Students with Academic and Non-Academic matters. You are welcome to come and discuss feedback about PEIA with them in person or via telephone on 0481 577 707.

PEIA reviews all the above methods of feedback with Continuous Improvement in mind. Where an improvement can be made to the services and courses offered to PEIA's students, a Continuous Improvement Request form is completed, and changes are implemented by the Training Coordinator and RTO Manager. Where changes and/or improvements are a direct result of your feedback, information is published in the quarterly Student Notices so that you can understand the value of the feedback process and see that your satisfaction is of the utmost importance to PEIA.

Students with Special Needs

In line with our Access and Equity Policies, procedures and practices, students with special needs are offered the same opportunities as any other students. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

Students are encouraged to express their views about their learning needs during their enrolment phase specifically using the PEIA Student Enrolment Application Form and in undertaking PEIA's English and LLN activities during the students scheduled Orientation session which is a compulsory session for all students. PEIA's has a fully qualified English/ LLN specialist and teacher employed and the training and Student Services staff are trained to assist and identify the additional support needs of students throughout their enrolled study and course/s.

To ensure that we are able to assist you with these needs, please ensure that you advise us either at the time of your enrolment or via our Student Services Staff.

Social Media Policy

Social media refers to any facility for online publication and or commentary including blogs, Facebook, Twitter, YouTube, Instagram, virtual words, text messaging and many more. This policy provides guidance as to our expectations when your activity on social media refers to or relates to PEIA and its stakeholders (example: Students, Staff, Employers, Government).

This policy applies to all students and to any other person who uses social media either in an authorised capacity, as part of their job, or in a personal capacity, where social media activity concerns PEIA, its products and services, its people, clients, vendors, competitors and or other business-related individuals or organisations.

All students are required to apply a high level of professionalism when communicating, socialising, or networking using any media or facility. None of the material published concerning PEIA and its stakeholders shall, in all circumstances, be perceived as being menacing, harassing or offensive in any way.

Failure to comply with the PEIA's social media Policy may result in disciplinary action, including cancellation of studies.

Health and Safety

PEIA has adopted the SAFE risk management model. It is a simple and easy to remember process for undertaking risk management. The SAFE risk management model enhances health and safety in the workplace and incorporates a simple four step process. The steps are:

- S** Spot the hazard
- A** Assess the risk
- F** Fix the problem

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E Evaluate the results

The Occupational Safety and Health Act 1984 prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- The provision of personal protective equipment such as gloves, eye protection and sharps containers where required
- A clean and suitably designed workplace with the safe storage of goods such as chemicals.

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

- Do not smoke on college grounds and at Workplace Based training venues
- Do not consume alcohol at the college and at Workplace Based training venues
- Do not consume illicit drugs at the college and at Workplace 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 used
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- 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 PEIA students are required to REPORT any HAZARDS immediately to a PEIA staff member.

Emergency Evacuation Procedure

Emergency Evacuation plans (maps) are located throughout the Campus and throughout each PEIA classroom. Please ensure you are familiar with emergency evacuation procedures and location of exits, fire extinguishers, fire alarm sounds and emergency assembly points in case an emergency happens while you are at the college. The evacuation plans will be reviewed with you at Orientation, and again at commencement of each new unit/course.

In the case of an emergency or a practice evacuation, please pay attention to **PEIA staff**, who will lead you from the building to the emergency evacuation assembly area. Fire Wardens are assigned and are responsible for coordinating emergency evacuation procedures. Please ensure that you pay close attention to the Fire Wardens direction in case of an emergency evacuation. Fire Wardens will be wearing yellow, red, or white hats during an evacuation.

Our emergency procedure is as follows:

- If you witness a fire or other emergency situation; immediately notify the closest PEIA staff member and if directed to do so, evacuate the building going directly to the emergency assembly point
- An alarm or voice alert will sound to advise of an emergency and may be followed by a continual siren or voice alert message advising that an evacuation is required
- Follow the instructions of PEIA staff and the Campus Fire Wardens to evacuate the college and go to the designated meeting point. Please remain at the meeting point until you receive further instructions.

First Aid

The Campus has a trained First Aid Officer on hand, in the event of a student accident or emergency at the college, students should:

- Seek assistance from the PEIA staff to locate a trained First Aider
- In an emergency situation, ring 000
- First Aid assistance/advice is available via Student Services or a designated Health and Safety Officer from 8.00am-5pm.

The college has an emergency evacuation diagram displayed throughout the Campus. These are located within the college building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

All PEIA's students are required to REPORT any STUDENT OR STAFF Emergency immediately to an PEIA staff member.

Critical Incidents

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event. Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Incidents that may cause physical or psychological harm.

Note: *Non-life-threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader college community.*

Student Procedure

If you as a student are involved in or witness a Critical Incident, see the below procedure:

- Please contact the PEIA, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0481 577 707
- An appropriate staff member may ask you to provide more details whilst they complete a 'Critical Incident Report'
- The report and all information you have provided will be completed/verified by the Supervisor, Student Services and given to the CEO of PEIA
- The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident (Critical Incident Report Form)
- PEIA will notify the Department of Home Affairs (DHA) on your behalf as soon as practical after the incident. PEIA will also report via the Provider Registration and International Student Management System (PRISMS)
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can access PEIA's Student Services Staff at all times. During a critical incident, PEIA's Emergency Telephone Number becomes a Hot Line, where information can be received. Where appropriate, PEIA's website will be updated to keep students and families informed. Student's privacy will be upheld at all times.

PEIA 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 VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

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

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

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

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Contact information

At any time, you may contact PEIA 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.

PEIA

15C 342 Albany Hwy,

Victoria Park, WA, 6100

Phone: 0481 577 707

Email: enquiries@peia.edu.au

Website: www.peia.edu.au

Concurrent Course Enrolment

The Australian Government has announced that international students are no longer able to enrol in two courses at the same time including within the first six months of study in their principal course as was previously permitted.

Concurrent enrolments are now closed to international students – including those within the first six months of their study within their principal course – taking effect immediately from Aug 2023.

This means that PEIA is not able to concurrently enroll students in more than one course at a time.

The principal course of study is generally the student's final course of study covered by the overseas student's visa.

Please refer to the visit the Department of Education website at: <https://www.education.gov.au/international-education/announcements/concurrent-studies-update> for further information.

This change does not impact students already holding concurrent enrolments.

Transfer to another Provider

Any PEIA student who wishes to transfer to another provider must have completed more than six months of their principal course at PEIA.

If a student has not completed more than six months of their principal course, PEIA will only grant the transfer request if it is in the student's best interests, including but not limited to:

- The student will be reported to DHA for unsatisfactory course progress at the level they are studying. In order to consider these circumstances, the student must have engaged in PEIA's Intervention Strategy
- The student is not coping in the program and has sought academic assistance from PEIA. The student has not improved their academic performance
- There is evidence of compassionate and compelling circumstances that suggests transferring to another provider is in student's best interest
- PEIA is unable to deliver the course, as outlined in this International Student Handbook, your Offer Letter
- These documents are available via PEIA's website: www.peia.com.au or on request from Student Services Staff
- Evidence has been provided of the student's reasonable expectations of the course are not being met

- Documentary evidence has been provided that the student was misled by PEIA or an education agent regarding the PEIA or course and is therefore unsuitable to their needs and/or study objectives or
- An appeal (either internal or external) on another matter results in a decision or recommendation to release the student.
- A sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change, and the student has a valid unconditional offer letter from the receiving provider.
- The student is genuinely unable to achieve satisfactory course progress, even after engaging with PEIA's Intervention Strategies and support systems.

Circumstances where PEIA will refuse a request for transfer prior to completing the first six months of the Principal. Course of study:

- If the student does not have a valid unconditional Offer Letter from another provider
- the student is transferring to a non-AQF level course
- student is experiencing Course schedule conflict with personal, work, or other non-study related commitments
- Student has been warned for non-attendance or failed to meet minimum attendance requirements set by their visa
- PEIA forms the view that the student is trying to avoid being reported to Immigration for failure to meet the Provider's attendance and/or academic progress requirements
- Student changes his/her mind about the Course – students may apply to transfer to another Course within PEIA, but will not be granted a release on the basis of a change of mind
- Student expresses difficulty with Course material and/or has been identified as being "at risk" of failing, but has not availed themselves of any Intervention Strategy or academic support services, there are outstanding fees owing to PEIA, or
- PEIA believes the transfer will be detrimental to the student. This could include, but are not limited to, the following circumstances:
 - The transfer will not aid their progress through a set package of course
 - The student has not highlighted to PEIA the actual benefits they will attain from making the transfer
 - The student has recently had an intervention strategy put in place and there has been insufficient time to assess whether or not this will be an effective solution for the student, or the PEIA forms the view that the student is avoiding being reported to DHA for breaching any student obligations or student visa conditions.
- The approval of transfer of a student to another institution does not remove the requirement for the student to pay any outstanding fees nor does it indicate the agreement to provide any refund. The *Refund and Cancellation Policy*, independent of this policy, govern the calculations of cancellation fees and refunds
- After six months within the principal course, no restriction for transferring to another provider applies.

A student transfer request will always be refused unless a student has a valid unconditional enrolment offer from the receiving provider.

Students under 18 Years

PEIA does not accept students under the age of 18 years old.

Refund and Cancellation Policy and Procedure

1. Purpose

- 1.1 The purpose of this policy is to outline PEIA's approach to managing refunds and to demonstrate how student fees paid in advance are protected by PEIA and under the Tuition Protection Service (TPS).
- 1.2 PEIA's Refund and Cancellation Policy ensures compliance with SRT0 2015 Clause 5.1, 5.2, and 5.3 and NC Std 2.1 & 2.5.
- 1.3 PEIA will ensure to provide comprehensive, current and plain English information about the PEIA Refund and Cancellation Policy and Procedures easily accessible and available to its international students including within the Student Enrolment Application, the Letter of Offer/Student Enrolment Acceptance Agreement and at the students Scheduled Orientation Session as well as on the PEIA website at: www.peia.edu.au

This Policy and Procedure will provide students with clear and concise information regarding the refund process to be applied in the unlikely circumstance where PEIA should Default or the student defaults. This policy will also inform student on the PEIA procedures for applying for any refund of student fees paid.

PEIA reserves the right to amend this policy at any time to ensure compliance with all relevant legislation and regulations.

2. Related Documents

- PEIA Refund Request Form
- PEIA Cancellation and Withdrawal Policy and Procedures
- PEIA Student Support Policy, Procedures and Student Request form
- PEIA Enrolment Application
- PEIA Letter of Offer/ Student Enrolment Acceptance Agreement
- PEIA Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedures
- PEIA RPL and CT Application
- PEIA International Student Handbook
- PEIA Course Flyers
- PEIA Student Orientation
- PEIA Website Content

3. Related Legislation

- ESOS Act 2000
- National Code 2018
- NVR Act 2011
- SRT0s 2015
- The Privacy Act 1988 (Privacy Act) ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012

4. Scope

- 4.1 This policy applies to international students enrolled in VET courses at PEIA. It applies to the refund of the unused portion of course fees, which have been paid in advance.

5. Responsibility

- 5.1 The Supervisor, Student Services is responsible for the processing of student refund requests for international students.

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6. Definitions

ASQA	Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
Course	The program of study which leads to a qualification or reward.
Course Commencement Date	The date the course or unit is due to start.
Course Completion Date	The date the course or unit is due to be completed.
Department of Home Affairs	Is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
Exceptional circumstances	Circumstances that involve something exceptional, compelling or compassionate that has affected a student and the cause of which was outside the student's control.
Fees	PEIA include, but not limited to the following fees: tuition, non-tuition, materials, enrolment application, Academic related fees, and other course related fees and charges during the course of study.
International Students	A student studying in Australia on an approved student study visa.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Non-Tuition/ Materials Fee:	Covers the cost of learning materials and resources provided by PEIA.
Principal Course	The principal course of study is generally the student's final course of study covered by the overseas student's visa
PRISMS	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.

Provider default	<p>The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection A, 46A – defines provider default as follows:</p> <p>A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:</p> <p>(a) either of the following occurs:</p> <p>(i) the provider fails to start to provide the course to the student at the location on the agreed starting day;</p> <p>(ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and</p>
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	<p>(b) the student has not withdrawn before the default day</p> <p>(c) the course is not provided in full to the student because a sanction has been imposed on PEIA or any other reason.</p>
Refund	The amount of fees paid by the student to PEIA, which is returned to the student under specific circumstances defined in this policy. Under the ESOS Act (2012 Amendment), a refund may only be paid to the student (unless another person is specified and authorised by the student in writing to PEIA to receive the refund on behalf of the student).
Standards	Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework.
Student Default:	<p>The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows:</p> <p>An overseas student or intending overseas student defaults, in relation to a course at a location, if:</p> <p>(a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or</p> <p>(b) the student withdraws from the course at the location (either before or after the agreed starting day); or</p> <p>(c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:</p> <p>(i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</p> <p>(ii) the student breached a condition of his or her student visa;</p> <p>(iii) Misbehaviour by the student.</p>
Study Period	A period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by PEIA.
Tuition fees	Covers the cost of providing the course of study and use of resources at PEIA. Tuition Fee does not include Overseas Student Health Cover (OSHC), administration costs including enrolment/application fee, home stay booking fee, airport pick-up fee and costs related to equipment or training material purchases.
Unused tuition fees:	Tuition fees paid by a student to the Institute and that are repayable to the student in any of the circumstances set out in this Agreement.
TPS	The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.
Withdrawal	Cessation of registration in a course or unit, initiated by a student after acceptance of the Offer Letter.

7. Policy Provisions

7.1 This policy aims to:

- 7.1.1 Provide transparent processes for refunds of tuition fees, where applicable;
- 7.1.2 Set out the circumstances where a full refund or a partial refund may apply;
- 7.1.3 Set out the calculation of refunds in the event of a student or provider default; and
- 7.1.4 Ensure PEIA remains responsible under compliance to all relevant legislation, including the Standards for Registered Training Organisations (RTOs) 2015, Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act

2012, Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018.

7.2 The Refund and Cancellation Policy is subject to regular review under PEIA's QA, Self-assurance and Continuous Improvement policies, procedures and practices.

7.3 This policy outlines how refunds are calculated when an international student requests a refund on their course fees, which can include:

- 7.3.1 Application fee;
- 7.3.2 Tuition fees;
- 7.3.3 Non-Tuition/Materials fee.

7.4 Student Default occurs when:

- 7.4.1 The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- 7.4.2 The student withdraws from the course at the location (either before or after the agreed starting day); or
- 7.4.3 The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
- 7.4.4 The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
- 7.4.5 The student breached a condition of his or her student visa;
- 7.4.6 Breach of PEIA's Code of Conduct.

7.5 A provider default occurs when:

- 7.5.4 PEIA can no longer provide the course to the student at the location; or
- 7.5.5 PEIA does not start the course to the student, at the location, on the agreed starting day.

7.6 Refunds after a Student Default

- 7.6.1 PEIA will calculate the refund of any unspent tuition fees as outlined within Table 1, as seen below.

7.7 Refunds after a Provider Default

- 7.7.4 In the unlikely event of PEIA default, within 14 days of the default, PEIA will:
 - 7.7.4.1 offer you an alternative place at PEIA's expense, that is accepted by you in writing; or
 - 7.7.4.2 refund you the unused portion of the prepaid fees.
- 7.7.5 Where a course of study is cancelled before the agreed Completion Date, PEIA will calculate the Cancellation Fee in accordance with Table 1.
- 7.7.3 If PEIA is unable to provide a refund or place you in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place you in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Director.
- 7.7.4 Refunds issued by PEIA in the event of a provide default will be paid to the student within 14 days of a written application is received.

7.8 VET Students

- 7.8.1 The calculation applied for fees paid in advance is listed in Table 1.

7.9 Refunds of Fees and Charges

- 7.9.1 Refunds for fees payable may include the following:
 - 7.9.1.1 Application Fee: The Application Fee is the fee charged to all applicants to review their application and supporting documentation to enrol in a course of study.
 - 7.9.1.2 The Application Fee is non-refundable.
 - 7.9.1.3 Tuition Fees: Tuition Fees are the fees payable to PEIA for undertaking a course. The

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Student Refund Policy specifications detailed below cover tuition fees only.

7.9.1.4 **Materials Fee:** The Materials Fee covers materials and resources required to complete your course at PEIA. At PEIA we are committed to ensure that we have a sustainable and

ecofriendly training environment, therefore, wherever possible we provide our Training Materials in an electronic format, rather than as a printed resource. Printed resources are often provided as class-sets which students can borrow and use as reference when the unit is running.

7.9.1.5 The Materials Fee is non-refundable if you cancel less than 4 weeks before the course commences.

7.9.1.6 **Fee:** The fee charged to cover the administrative costs in reviewing and processing the necessary documentation in order for a student to obtain the necessary visa to study in Australia.

The Fee is only charged in the event the Student Visa Application is refused and is non-refundable.

7.9.1.7 **Overseas Student Health Cover (OSHC):** This insurance is compulsory and must be maintained throughout your entire stay in Australia. Students can choose any approved Australian Overseas Student Health Cover provider. These fees are only payable to PEIA for Students who choose PEIA's recommended insurance provider. Please read the OSHC brochure and terms and conditions on PEIA's website.

The OSHC Fee included in the Offer Letter is based on OSHC Provider's scheduled fee, which are subject to change each Calendar Year. Any variances are payable by you the Student, on receipt of an invoice from the OSHC Provider.

7.9.1.8 Any requests for a refund of OSHC fees will need to be lodged with the OSHC Provider.

7.9.1.9 **Additional Fees and Charges:** Any Additional Fees and Charges incurred during your studies, are as detailed in your Written Agreement with PEIA. Where there is any change to our published Additional Fees and Charges, you will be informed via email, prior to implementation of the change.

7.10 Applying for a Refund

7.10.1 All Refund Requests must be submitted in writing, using the Course Variation Form and the Application for Refund Form, both of which are available at the Reception Desk or via PEIA's website TBA. Verbal notifications to PEIA's staff or agents are not accepted.

7.10.2 The completed Refund Request Form must be emailed to admissions@peia.edu.au

7.10.2 The date the written notice is received by PEIA is the date used for the calculation of the refund for the 'unspent' portion of the student's tuition fees.

7.10.3 Where a refund is approved by the CEO, and is not due to a provider default, PEIA will make the payment of a refund within 28 days of receipt of the application. The refund will be deposited into the student's bank account, as nominated on the Application for Refund Form.

7.10.4 No refunds will be paid to a Third Party (a person other than the student), unless directed by the student on the Application for Refund Form.

7.10.5 All refunds will be paid in Australian Dollars. Where this is not possible, refunds will be paid in United States dollars.

7.10.6 Variation and/or Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to PEIA.

7.10.7 Students will receive a clear Statement of Refunds explaining how the refund was calculated. Where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlining why the cancellation fee has been applied.

Table 1 - Refund Calculations

PEIA applies the following calculations for the refunding of student course fees and charges including Tuition and non-tuition fees. All fees and refunds are based on a SEMESTER Fee duration (being 2 x Terms of study each semester is 20 weeks in duration of study). For courses shorter than a Semester in full duration, fees and refunds would be calculated on the whole course fees payable.

Reason for Withdrawal/Cancellation and Refund Request	Notification Period	Course fees Refundable	Course Fees Not Refundable
Application for Student Study Visa Unsuccessful	Prior to commencement of course study term of student enrolled course	Full course fees received by PEIA are refundable (less Cancellation Fee)	\$250 Cancellation fee.
	On or After commencement of course study term of student enrolled course	Pro-rata refund of tuition fees not used/accessed and calculated from enrolled students course start date on a weekly basis until PEIA receives formal notification of student's non-approval of student's study visa application notice issued	\$250 Cancellation fee Plus – Pro-rata refund of tuition fees that were used/ accessed and calculated from enrolled students course start date on a weekly basis until PEIA receives formal notification of student's non-approval of student's study visa application notice issued.
Student Default Application received from student to Cancel or Withdraw their enrolment. <i>Student does hold a current student study visa</i> Or Where an PEIA enrolled student is to be cancelled by PEIA due to: – Student breach of their visa conditions – Student breach of PEIA enrolment Terms and Conditions, or – Students' non-payment of course fees	Student application to withdraw from a course is received at PEIA more than 60 days prior to the course term commencement date	80% of the relevant semester fees refundable less cancellation fee	\$250 Cancellation fee Plus - 20% of the semester fees are non-refundable.
	Student application to withdraw from a course is received at PEIA within the period of 30 days prior to the course term commencement date	60% of the relevant semester fees refundable less cancellation fee	\$250 Cancellation fee Plus - 40% of the semester fees are non-refundable.
	Student application to withdraw from a course is received at PEIA less than 30 days prior to the course term commencement date	40% of the relevant semester fees refundable less cancellation fee	\$250 Cancellation fee Plus - 60% of the semester fees are non-refundable.
	Student application to withdraw from a course is received at PEIA On or after the course study term commencement date	There will be No Refund payable	\$250 Cancellation fee Plus - 100% of the semester fees are non-refundable.

*Notification Period is calculated in calendar day.

Note:

1. Cooling Off Period (Student Enrolment Acceptance Agreement Only)

- Students will be provided with a 5-business day cooling-off period from the date the student has read/acknowledged the PEIA's Letter of Offer and signed/accepted the Student Enrolment Acceptance Agreement – and provided PEIA receives the written application to cancel/withdraw their Enrolment Application with more than 30 days' notice before the Course Start Date.
- Students may cancel their enrolment application form within this cool-off period by placing a formal notice of cancellation in writing to PEIA (a letter or email is acceptable) via email to: admissions@peia.edu.au
- Students written requests to cancel their enrolment application forms must be received by PEIA No less than 30 days before the course start date.
- Applications to cancel an enrolment application form received by PEIA within 30 days or less of the course start date will be subject to PEIA's Refund and Cancellation Policy and Procedures – as provided in your Letter of Offer and on the PEIA website at: www.peia.edu.au or on request from the PEIA Reception Staff at: reception@peia.edu.au

7.11 Outstanding Fees

- 7.11.1 In the case of a cancellation by the student or PEIA, any outstanding fees to PEIA become due within 7 (seven) days.
- 7.11.2 Any costs incurred by PEIA to recuperate outstanding fees will be charged to the student
- 7.11.3 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 7.11.4 PEIA will not release any testamurs/awards to students until outstanding course fees have been paid in full.

7.12 Special Circumstances

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- 7.12.1 Special Circumstances may apply to an international student if PEIA is satisfied that the circumstances comply the guidelines outlined below in 5.42. The student must submit a written application for special circumstances together with a *Course Variation Application Form (CVAF)*, an *Application for Refund Form* and supporting evidence.
- 7.12.2 Refunds under special circumstances are at the discretion of PEIA and the following guidelines are applied in determining special circumstances.
- 7.12.3 Special circumstances include:
 - 7.12.3.1 Circumstances beyond the student's control, which is reasonably considered as not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible and
 - 7.12.3.2 Were unusual for the student; and
 - 7.12.3.3 Made it impractical for the student to complete the requirements of the unit(s); and
 - 7.12.3.4 Where the circumstances occurred or existed before the Census Date for new domestic students, worsened or changed such that their full effect was not apparent to the student until after that date.
- 7.12.4 Circumstances which make it impractical for a student to complete the requirements of the unit/s and may include (but are not limited to):
 - 7.12.4.1 Medical circumstances that have changed to such an extent that the student is unable to continue studying, or new medical circumstances arose;
 - 7.12.4.2 Family or personal circumstances such as death, significant medical issues, unforeseen Financial difficulties, or other circumstances that are unreasonable to expect a person to continue their studies;
 - 7.12.4.3 Employment related circumstances where the employment status or arrangements have changed so that the student is unable to continue their studies and this change is beyond their control (Employment related circumstances do not apply to students studying on a student visa);
 - 7.12.4.4 Unit related circumstances where PEIA has changed the unit offered, and student is disadvantaged by either not being able to complete the unit, or not being given credit towards other unit(s); or
 - 7.12.4.5 Extenuating circumstances of reasonable significance that interfere with the student's ability to meet a unit's requirements. This will be assessed on a case-by-case basis and may include. For example, career's responsibilities, legal commitments, military service, accidents or Natural disasters.
- 7.12.5 Special circumstances do not include:
 - 7.12.5.1 Lack of knowledge or understanding of this policy or government legislation;
 - 7.12.5.2 Failure to follow correct procedures; or
 - 7.12.5.3 Academic ability that was less than expected.
- 7.12.6 Students should ensure that their supporting documentation complies with PEIA's requirements and may include any of the following forms of evidence:
 - 7.12.6.1 An original document or certified copy by a Justice of the Peace or equivalent;
 - 7.12.6.2 An original medical certificate that details the condition, where medical circumstances apply;
 - 7.12.6.3 A Statutory declaration, where relevant;
 - 7.12.6.4 A detailed account of the circumstances or events that are relevant to the application, including specific dates, and demonstrates how it meets the Special Circumstances section of this policy;
 - 7.12.6.5 An honest representation of the circumstances; or

7.12.6.6 Other documentation requested by PEIA.

7.12.7 Supporting documents will need to be in English or translated and certified as an official translation from an official authority.

7.13 Payment of Refunds for International Students

7.13.1 Refunds will be made within 28 days of submission of a completed Course Variation Application Form (CVAF) and Application for Refund Form. Incomplete forms or applications without sufficient Supporting documentation may cause delays in processing refunds.

7.13.2 Approved refunds will be paid:

7.13.2.1 To the student; or

7.13.2.2 A person nominated by the student.

7.13.3 Approved refunds will be paid in Australian dollars to the applicant's bank account unless otherwise requested by the student in writing.

7.13.4 If a currency other than Australian dollars is requested, the student will be expected to cover the exchange rate fees as charged by the bank of either party. This amount will be deducted from any

refund. 7.13.5 The exchange rate will be as per the rate offered on the day of transfer by PEIA's bank.

7.13.5 Refunds will be made within 4 weeks after receipt of a written application, in accordance with the *ESOS Act* Section 47D (4).

7.13.6 Students will receive a Statement of Refund explaining how the refund was calculated, and where a cancellation fee has been applied.

7.14 Appeals

7.14.1 Students may seek a review of any decision related to a refund application by submitting an appeal to the Student Services Office within 28 working days of receiving the notice.

7.14.2 If students are not satisfied with the reviewed decision, then they can make an appeal to the Board of Directors or seek an external review, as set out in the *Complaints and Appeals Policy*.

7.14.3 If, after 28 working days from submission of appeal to a refund decision, the student has not been notified of an outcome, or if the student wishes to appeal the decision, the student may do so by following the procedures set out in the *Complaints and Appeals Policy*. Students have access to both internal and external appeals.

7.14.4 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's Consumer Protection Laws, nor does it prevent the student from pursuing other legal remedies.

8. Procedure

8.1 Application for a Refund – Student Defaults

- 8.1.1 All requests for refunds must be made using the following forms:
 - 8.1.1.1 Application for Withdrawal; and
 - 8.1.1.2 Application for Refund.
- 8.1.2 Students applying for a refund must attach relevant documentation as indicated in the application form information. Both forms must be signed by the student and accompanying documentation submitted to PEIA either in person to the Campus (15C 342 Albany Hwy, Victoria Park, WA, 6100) or by email to: studentservices@peia.edu.au
- 8.1.3 Students must apply for a withdrawal and refund within 14 working days of an event that initiates a request for, and that qualifies the student to, a refund.
- 8.1.4 Contact details must be provided, including at least one telephone number and one valid email address.
- 8.1.5 If a student does not submit both the *Course Variation Application Form* and the *Application for Refund Form*, they will not be entitled to any refund.

8.2 Assessment of Refunds

- 8.2.1 The date on which the written application is received is the date used for the calculation of any refund.
- 8.2.2 If a student is applying for Special Circumstances, the student must submit:
 - 8.2.2.1 A Course Variation Application Form (CVAF);
 - 8.2.2.2 An Application for Refund Form; and
 - 8.2.2.3 A written statement addressing their Special Circumstances; and
 - 8.2.2.4 Supporting evidence.
- 8.2.3 The student will be assessed by the Finance Officer to ensure they meet the circumstances where a refund will be paid, as outlined within the *Student Refund and Cancellation Policy and Procedure*.

8.3 Decision

- 8.3.1 Students will be notified of the refund application decision within 14 working days of receipt of the application.

8.4 Payment of Refunds

- 8.4.1 Refunds will be made within 28 working days of the submission of the refund application.
- 8.4.2 Approved refunds will be paid:
 - 8.4.2.1 If the tuition fee was paid by credit card within the last 12 months, then under Australian Banking regulations the refund will be credited to the nominated bank account
Via electronic Funds Transfer (EFT). Such transfers may take up to seven working days to complete: or
 - 8.4.2.2 Directly to the person, who entered into the contract with PEIA, unless that person gives written direction to pay someone else.
- 8.4.3 Refunds will be paid In Australian dollars to the applicant's bank account.
- 8.4.4 Students will receive a Statement of Refunds explaining how the refund was calculated, and where a cancellation fee has been applied.
- 8.4.5 The Supervisor, Student Services will record the transaction and notification to the student within the student management system.

8.5 Notifying the TPS Director

- 8.5.1 If a refund has been paid to the student, the Finance Officer will record the discharge of PEIA's

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obligations within PRISMS, as per the Tuition Protection Service Act 2012.

8.6 Application for a Refund – Provider Defaults

8.6.1 All requests for refunds must be made using the following forms:

8.6.1.1 Application for Refund.

8.6.1.2 Course Variation Application Form (CVAF);

8.6.2 Both forms must be signed by the student and accompanying documentation submitted to PEIA either in person to the PEIA's Campus – 15C 342 Albany Hwy, Victoria Park, WA 6100 or via email to studentservices@peia.edu.au.

8.7 Assessment of Refunds

8.7.1 The date on which the written application is received is the date used for the calculation of any refund.

8.7.2 The student will be assessed by the Finance Officer to ensure they meet the circumstances where a refund will be paid, as outlined within the *Refund and Cancellation Policy and Procedure*.

8.8 Decision

8.8.1 Students will be notified of the refund application decision within 14 working days of receipt of the application.

8.9 Payment of Refunds

8.9.1 Refunds will be made within 14 working days.

8.9.2 Refunds will be paid:

8.9.2.1 If the tuition fee was paid by credit card within the last 12 months, then under Australian banking regulations the refund will be credited to the nominated bank account via electronic Funds Transfer (EFT). Such transfers may take up to seven working days to complete; or

8.9.2.2 Directly to the person who entered into the contract with PEIA, unless that person gives written direction to pay someone else.

8.9.2.3 Refunds will be paid In Australian dollars to the applicant's bank account.

8.9.3 Students will receive a Statement of Refunds explaining how the refund was calculated, and where a cancellation fee has been applied.

8.9.4 The Supervisor, Student Services will record the transaction and notification to the student within the Student Management System.

8.10 Notifying the TPS Director

If a refund has been paid to the student, the Finance Officer will record the discharge of PEIA's obligations within PRISMS, as per the Tuition Protection Service Act 2012.

8.11 Appeals

8.11.1 Students may seek a review of any decision related to a refund application by submitting an appeal to the Student Services Office within 28 working days of receiving the notice. It must be accompanied by supporting documentation.

8.11.2 The CEO will consider appeals against the outcome of an application for deferment, withdrawal or refund. Students will be notified of the decision within 28 working days of receiving the application. If students are not satisfied with the reviewed decision, then they can make an appeal to the Senior Management Team or seek an external review, as set out in the *Complaints and Appeals Policy*.

8.11.3 If, after 28 working days from submission of appeal to a refund decision the student has not been notified of an outcome, or if the student wishes to appeal the decision, the student may do so by following the procedures set out in the Complaints and Appeals Policy. Students have access to both internal and external appeals.

Overseas Student 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 most prescription drugs. At PEIA our preferred providers for OSHC are BUPA and NIB.

How do I get OSHC?

You can elect for PEIA to include OSHC as part of your Application for Enrolment. Alternatively, you may elect to organise your own Overseas Student Health Cover. Please note that 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.

Further information on OSHC can be found at: <https://oshcaustralia.com.au/en>

If you come to Australia on a Visa other than a student Visa and undertake a **short course of study of three months duration or less**, you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

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.

Unique Student Identifier (USI)

Recent changes to legislation in Australia will require every student studying at a registered training organisation, like PEIA, to have a Unique Student Identifier, or USI. This change will only apply to students studying from the 1st of January 2015.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: **RH34RT45E4**. A USI account will contain all your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enroll to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You will need to have at least one valid form of ID from the list below:

- Medicare Card (this includes a current family Medicare card where your name is included)
- Driver's License
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate

What Happens When PEIA Verifies your USI

Each time PEIA verifies your USI, you will receive a notification. This includes when PEIA accesses the USI system to locate your USI. Students need to be aware that when this search is being done to locate your USI, the following will occur:

- You will receive a notice regarding the use of this function to confirm your USI;
- The RTO name included on the notice will appear as follows:
 - Legal Name – Western Business Group Pty Ltd;
 - Trading Name – Prisma Education Institute Australia

For more information, including direction on how you can give PEIA permission to access your USI for enrolment purposes, credit transfers and entitlement assessments, please speak to a member of our Student Services Staff or go to our website for further information.

Please note - If you are having difficulty creating a USI using the online self-service option, you can submit a Help Request via the USI website. The USI Office can then assist you to process your application.

Accessing your visa information

For International Students: Your visa information is held electronically, and you can access it at any time using the **Visa Entitlement Verification Online (VEVO)** system.

Note: Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. For information on how to access VEVO see:

[http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

Your Responsibilities under the Student Visa

Your permission to study in Australia is closely linked to the Australian Government Student Visa Program. It is essential for you to comply with the regulations of your student visa at all times. Below is an excerpt of DHA regulations relating to your work rights as published at:

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your Study Visa Conditions are:

You **cannot** work more than 48 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course)

Note: No work limits apply during recognised periods of vacation offered by your education provider. You **cannot** undertake work until you have commenced your course in Australia.

*A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

You must satisfy the requirements of course enrolment, course progress and course attendance. You must maintain a minimum of 20 scheduled course contact hours per week.

You **must** remain enrolled in a registered course (unless you are an PEIA/Defense Student or Secondary Exchange Student in which case you must maintain full-time enrolment in your course of study or training).

Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

See: <http://cricos.education.gov.au>

You **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

You **must** maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application. Additional fees may be payable (*source: Department of Home Affairs DHA*).

For more information on schooling options, please refer to:

Perth:

Study West: www.studywest.des.wa.gov.au/studyinwa/Schooling/Pages/default.aspx

For the private schools in Western Australia information can be obtained directly from:

Catholic Education Office of Western Australia: www.ceo.wa.edu.au

Anglican Schools of Western Australia: www.asc.wa.edu.au

Private Schools Directory: <http://www.privateschoolsdirectory.com.au/perth-schools.php>

Association of Independent Schools Western Australia: www.ais.wa.edu.au

For more information, contact PEIA at: studentsrvices@peia.edu.au

If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

- Your parent or legal custodian or
- A relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or
- Accommodation, support and general welfare arrangements that have been approved by your education provider.

Note: You **must** not change those arrangements without the written approval of your education provider. If your welfare arrangements are approved by your education provider, you must not travel to Australia until your welfare arrangements are due to commence.

You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.

You **must** notify your education provider of any change in your residential address within 7 days of the change.

You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

Source: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>. January 2018

The Australian Government, via the Department of Home Affairs (DHA), may request Confirmation of Enrolment and details of your performance from PEIA during your studies. PEIA will provide the DHA with a true and accurate record of your participation (attendance) and course progress when requested.