

STUDENT HANDBOOK

INTERNATIONAL STUDENTS

MOORABBIN AVIATION SERVICES PTY LTD
(ANAC)
TRADING AS
AUSTRALIAN NATIONAL AIRLINE COLLEGE
(ANAC)

RTO Code 22495
CRICOS Provider Code 02530B

TABLE OF CONTENTS

1. INTRODUCTION.....	5
Handbook Purpose.....	5
Training Provider History.....	5
2. ACRONYMS EXPLAINED.....	5
3. LEGISLATIVE COMPLIANCE.....	6
4. ANAC KEY CONTACTS	6
5. OUR INTERNATIONAL STUDENT COURSES	7
6. ESSENTIAL PERSONNEL.....	7
Chief Flying Instructor	7
Flight Instructors	7
Organisation Chart	7
7. OUR CAMPUS.....	8
8. COURSE MARKETING AND PROMOTIONS.....	8
9. RECRUITING STUDENTS FROM OVERSEAS	8
10. WRITTEN AGREEMENTS WITH STUDENTS	8
11. EDUCATION AGENTS.....	9
12. STUDENT SELECTION AND ENROLMENT	9
Cooling off period.....	10
Aviation Medical.....	10
13. STUDENT MANDATORY ORIENTATION	10
Welfare and Support Services	11
14. STUDENT TRANSFER REQUESTS.....	11
15. COURSE PROGRESS VISA REQUIREMENTS	12
Course Progress Monitoring.....	12
Sick or Accident Leave	13
Approved Leave (other than scheduled holiday leave breaks).....	13
Student Flight Cancellation Conditions	14
Student suspension or enrolment cancellation	14
Student request to withdraw from course.....	15
Completing the course early	15
16. ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES.....	15

17. FEES AND REFUNDS.....	16
Compulsory Fees	16
Refund Policy.....	16
ANAC course cancellation or change of dates	17
Training provider default.....	17
18. RECOGNITION OF PRIOR LEARNING (RPL)	17
19. CREDIT TRANSFER	17
20. USE OF STUDENTS’ PERSONAL INFORMATION	18
21. CONFIDENTIAL RECORDS	18
22. CODE OF BEHAVIOUR	18
Dysfunctional or disruptive behaviour includes:.....	19
Discrimination and harassment	19
Students Rights.....	20
Actions resulting from non-conformance with the Code of Behaviour	20
23. SAFETY AND SECURITY	21
24. COMPLAINTS AND APPEALS.....	21
Making a complaint.....	21
Appealing a complaint decision	22
Appeals against Assessment Decisions	23
25. LANGUAGE, LITERACY AND NUMERACY (LLN).....	23
26. ADDITIONAL SUPPORT SERVICES.....	24
27. FLEXIBLE LEARNING AND ASSESSMENT STRATEGIES.....	24
28. COMPETENCY BASED-TRAINING.....	24
29. ASSESSMENTS.....	25
30. FLIGHT INSTRUCTORS AS ASSESSORS.....	25
31. COURSE GRADUATION	25
32. INCOMPLETE QUALIFICATIONS	26
33. REISSUING QUALIFICATIONS.....	26
34. STUDENT FEEDBACK	26
35. LIVING IN AUSTRALIA.....	26
Distances:	26
General Safety Tips:.....	27
Shopping.....	27

Food.....	27
Business Hours	28
Telephone.....	28
Vehicle Driver Guidelines	28
Working while studying.....	28
Banking & Currency.....	29
Accommodation	29
Schooling	30
Cost of Living	30
36. AUSTRALIAN HEALTH INFORMATION	30
37. ADDITIONAL SUPPORT AND EMERGENCY SERVICES.....	31
38. PERSONAL CONTACT LIST.....	33
39. STUDENT HANDBOOK ACKNOWLEDGEMENT	34

1. INTRODUCTION

Handbook Purpose

This handbook is for all prospective and existing international students enrolling or enrolled with Moorabbin Aviation Services Pty Ltd (MAS) trading as Australian National Airline College (ANAC) for students enrolled in the Australian Diploma/CRICOS courses. This book provides information to assist students to settle into their chosen course and their study life in Australia, and to understand the services we offer. The handbook should be retained by students for future reference.

Training Provider History

ANAC has over 25 years' experience assisting people, including international students, achieve their aviation dreams. Many of our graduates now fly for Airlines throughout the world. We take pride in the quality of courses and services we deliver. In the delivery of Australian nationally accredited courses for overseas students, ANAC operates within the Standards for Registered Training Organisations 2015 and the ESOS legislative framework including the Education for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The Standards for Registered Training Organisations

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both students and industry.
- The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

For more information on these Standards, please refer to:

ASQA government website: <https://www.asqa.gov.au/students>

Australian Government Study in Australia website: <https://www.studyinaustralia.gov.au/>

2. ACRONYMS EXPLAINED

ANAC	Australian National Airline College-the trading name of Moorabbin Aviation Services Pty Ltd
AQF	Australian Qualifications Framework – a quality assured training framework in Australia
ASQA	Australian Skills Quality Authority – regulator of Australian training providers
ATO	Australian Tax Office
CASA	Civil Aviation Safety Authority – Australia’s regulator for civil air operations
CFI	Chief Flying Instructor
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CoE	Confirmation of Enrolment issued through PRISMS
ESOS	Education Services for Overseas Students Act 2000
IELTS	International English Language Testing System
MAS	Moorabbin Aviation Services Pty Ltd
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation – only RTOs can issue AQF certificates
TPS	Tuition Protection Service – student protection against training provider default

USI	Unique Student Identifier – a reference number which gives a student access to their completed training records and transcripts
VET	Vocational Education and Training

3. LEGISLATIVE COMPLIANCE

ANAC must comply with the various legislation within the operations of our college. These include:

ESOS legislative framework

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

Workplace Health and Safety:

<https://www.worksafe.vic.gov.au/laws>

The Equal Opportunity Act 2010:

<https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act>

Racial and Religious Tolerances Act 2001:

<https://www.humanrightscommission.vic.gov.au/home/the-law/racial-and-religious-tolerance-act>

The Charter of Human Rights and Responsibilities Act 2006

<http://www.humanrightscommission.vic.gov.au/the-charter>

Copyright Laws

http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/cth/consol_act/ca1968133/

The Privacy Act 1988 and the Australian Privacy Principles

<https://www.oaic.gov.au/individuals/>

Sex Discrimination Act 1984

<https://www.humanrights.gov.au/our-work/legal/legislation#sda>

Age Discrimination Act 2004

<https://www.humanrights.gov.au/our-work/legal/legislation#Age>

Student Identifiers Act 2014

<https://www.legislation.gov.au/Details/C2014A00036>

Relevant civil aviation safety legislation:

<https://www.casa.gov.au/standard-page/overview-civil-aviation-safety-legislation>

Australian Consumer Law

<http://consumerlaw.gov.au/the-australian-consumer-law/>

4. ANAC KEY CONTACTS

Darron Hurley –Chief Flying Instructor (CFI) and CASA Authorised Testing Officer

Kim Von Der Lippe – Deputy Head of Operations and Base Manager

Email: ANACenquiries@iinet.net.au

Phone: + 61 03 95875159

Further information is available on the ANAC website: <https://flying-school.com/location/> and

The ANAC website: <http://ANAC.vic.edu.au/>

5. OUR INTERNATIONAL STUDENT COURSES

ANAC is registered on the Australian CRICOS register to deliver the following courses to International Students

- AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50415 Diploma of Aviation (Instrument Rating)
- AVI50516 Diploma of Aviation (Flight Instructor)

6. ESSENTIAL PERSONNEL

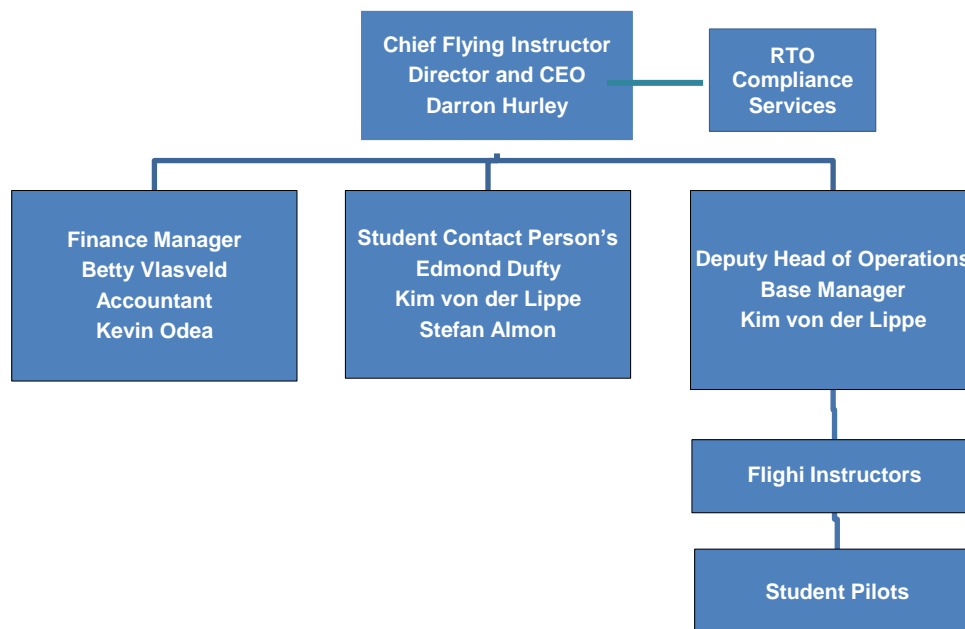
Chief Flying Instructor

The CFI is responsible for the standard of training and safety within ANAC and for the assessments undertaken by students attending ANAC. The CFI is also responsible for all administrative tasks such as handling all payments and coordinating students’ course activities. The CFI has ultimate responsibility for approving student applications, for cancelling enrolments and for managing complaints and appeals.

Flight Instructors

Flight Instructors at ANAC supervise all ground and flight training. In addition, Instructors are responsible for day to day course administration. All have the regulated Training and Assessment Qualifications, a CASA Flight Instructor Rating and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Instructors must, by law, maintain accurate records of student attendance, course participation and student progress.

Organisation Chart



7. OUR CAMPUS

We are located at 125 Second Avenue, Moorabbin Airport VIC 3194 in the south eastern suburbs of Melbourne, where we have the facilities students need to learn how to fly and reach the high professional standard required for the Diploma qualifications. ANAC also operates from Mangalore Airport, a regional airport popular for flying charter businesses and private aircraft.

Emergency procedures and evacuation plans are located on the walls of each room. Students are made aware of these and should be familiar with the emergency and evacuation procedures.

8. COURSE MARKETING AND PROMOTIONS

ANAC ensures that all of its marketing and course promotions are true, accurate and consistent with Australian Consumer Law. All marketing and promotional materials include either the legal entity name of Moorabbin Aviation Services Pty Ltd or the registered trading name Australian National Airline College, as well as the CRICOS training provider registered number. CRICOS course codes are included and students are provided with full course details, course entry requirements, the course duration, and course tuition and non-tuition fees prior to them submitting an enrolment application. Students are also provided information about living and studying in Australia including the estimated living expenses.

9. RECRUITING STUDENTS FROM OVERSEAS

ANAC provides a range of current and comprehensive information for prospective students through this Handbook, the ANAC and ANAC websites, the Course Agreement and various other links to information for international students intending to undertake training with ANAC. Information provided includes:

- The course entry requirements, including English language proficiency and educational qualifications
- The CRICOS course codes and course title
- Qualification and learning outcomes
- Details of the training and assessment methods
- Course duration, and holiday breaks if applicable
- Campus locations, facilities, equipment and learning resources available to students
- Details of arrangements with other providers if these are relevant
- Indicative tuition and non-tuition fees, noting that some fees may change over the duration of the course
- Fees and Refund policy and procedures
- Conditions under which a student may defer, suspend or cancel
- Complaints and appeals procedures
- Information on the ESOS framework
- Accommodation options and indicative costs of living in Australia.
-

10. WRITTEN AGREEMENTS WITH STUDENTS

The obligations and rights of ANAC and of each International student is provided in a written agreement which is signed by a ANAC representative and the student applying to enrol. Written agreements from 1 January 2018 must comply with the requirements of the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The written agreement outlines the course or courses in

which the student is to be enrolled, any prerequisites necessary to enter the course or courses, tuition and non-tuition fees, refund policies, privacy information, and any conditions imposed on the student's enrolment. To manage the length of written agreements, this course handbook is provided through a hyperlink on the ANAC and ANAC websites, can be emailed or can be provided in hardcopy. ANAC will not accept tuition or non-tuition fees until the student has signed or otherwise accepted the written agreement. The agreement may cover multiple courses.

Tuition fees are defined as being fees directly related to the provision of the course. ANAC gives a clear guide to the range of fees that may occur throughout the course so that students are able to budget for the payment of all fees. ANAC must retain records of all written agreements and receipts of payments under the agreement for at least two years after the student ceases to be an accepted student.

The agreement is made with the student once the student signs and returns the signed agreement. This does not affect the right of the student to take action under Australian Consumer Law where applicable.

11. EDUCATION AGENTS

ANAC does not currently have any agreements with Education Agents to engage with students on our behalf. Should we engage Education Agents to act on our behalf, the Agents' details will be listed on the ANAC website and we will ensure the agents we engage will act ethically, honestly and in the best interest of our students.

12. STUDENT SELECTION AND ENROLMENT

We encourage applications from males and females of all cultures and groups provided they meet the specified guidelines for selection. Training enquiries are co-ordinated by the CFI.

Students wishing to enrol in our Diploma courses, must be at least 18 years of age and must have an IELTS score of 5.5 or higher (or equivalent English language qualifications) to qualify for enrolment. Details of acceptable English language test scores can be found at:

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements>

More information for students wishing to study in Australia is provided on the Department of Home Affairs office website: <https://www.homeaffairs.gov.au/trav/stud/more>. This includes financial capacity requirements, health insurance for students, visa conditions, work conditions, workplace rights, and more.

The best way to enrol in any of the courses is to email or call us. All prospective students will be given:

- an Enrolment Application Form
- access to this Student Handbook;
- a course outline including expected outcomes
- a fee schedule showing current tuition fees and other costs associated with our courses;
- refund information; and
- complaints and appeals information.

All students enrolling in our Diploma courses will require a USI which is provided to us in the Enrolment Form. These is easily created through the Australian Government USI website: <https://www.usi.gov.au/>. Students

who have studied in Australia previously may already have a USI and can check this on the same website. To create a USI, the student must provide details of one form of identification (ImmiCard or Non-Australian Passport – with Australia visa). Where the student cannot provide the USI at enrolment, it must be provided before commencing the course.

The CFI will make the final decision about student enrolment applications based on the information the student provides, so it is important that all requested documentation is provided.

When the application has been accepted, the student is sent a Letter of Offer and a Course Agreement. Only when the applicant has agreed to the course offer by signing the Course Agreement is the course deposit then required to secure the position in the course.

Cooling off period

Students are entitled to a 7 business day non-statutory cooling off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the Course Agreement has been signed and the course deposit has been made. It will end in 7 business days (Saturdays, Public holidays, bank holidays and Sundays are not included in the cooling-off period). If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the CFI within the cooling-off period either in person or via email.

Students need to meet all ongoing tuition and non-tuition fees, including any fees payable on the first day of their course or their enrolment may be suspended or cancelled. No qualification results or certificate will be issued until all course fees have been paid.

Aviation Medical

To train as a pilot, students must pass an Aviation Medical examination and hold a Class 1 Aviation Medical certificate. These are general medicals which include an ECG (for the heart), an audio test and an eye test (note: wearing glasses/contact lenses does NOT prevent a student from passing the medical). The medical examination can be undertaken in Australia, but it is advisable to do this before coming to Australia if there is an approved examiner close by. Before booking for an Aviation Medical, the student needs an Aviation Reference Number (ARN) which is issued by CASA. The form No 1162 can be downloaded from the CASA website on <https://www.casa.gov.au/files/form1162pdf>. This is downloaded, completed, and scanned to CASA at clarc@casa.gov.au.

There is a list of Aviation Medical Examiners for overseas areas on the CASA website:

<https://www.casa.gov.au/licences-and-certification/aviation-medicine/search-medical-examiner-or-eye-examiner>

13. STUDENT MANDATORY ORIENTATION

Each new student is given a full orientation to help familiarise them with our expectations, rules and facilities, and this orientation also introduces the social and cultural norms which International students need to be aware of while in Australia. Topics covered in this handbook will be further explained. Students are also taken on a tour of the campus, their training airport and facilities, and introduced to some of the staff who will assist them during their studies with ANAC.

The orientation is presented in an age and culturally appropriate delivery format and is provided to all students with different entry points and dates.

At the Orientation, students should confirm their personal contact details including their Australian residential address, email and phone numbers, and their emergency contact person/s.

Welfare and Support Services

The orientation session will provide information about the role of our Student Support Officers, general welfare and support services available to all students. Orientation information is provided at no cost and includes:

- support available to assist International students adjust to study and life in Australia;
- English language and study assistance programs;
- relevant legal services;
- emergency and local health services;
- personal security and safety awareness relevant to life in Australia (e.g. smoking laws, beach safety);
- how or where to seek assistance for and report any incident that impact on their wellbeing
- how and where to report a critical incident and what constitutes a critical incident (Critical Incident Policy)
- complaints and appeals processes;
- learning pathways and career opportunities;
- recognition of prior learning where students have previously completed some flight training;
- requirements for course attendance and progress;
- the support services available to assist International students with general or personal circumstances that may adversely affect their education in Australia; and
- services that the International students can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Other services that ANAC may refer overseas student to, and for which the student may incur additional costs include:

- English language and academic support services;
- Additional tutoring support
- Professional welfare counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support and advisory services
- Health and disability services.

After the Orientation session and during the course, Student Support Officers will be able to give students further information on services and support available to them. Students should seek assistance and report any incident that they believe may in any way impact on their wellbeing.

14. STUDENT TRANSFER REQUESTS

ANAC applies the rules of Transfer in accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Student Visa conditions. This standard sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course. The

principal course is the main course of study to be undertaken by an International student where the student visa has been issued for multiple courses and is usually the final course of study.

For a student to transfer from a ANAC course before completing six months of their principal course, they must provide a written request and obtain a release from the CFI of ANAC before enrolling with a new training provider. ANAC will notify the student if the request to transfer is accepted or refused. The procedures are set out in the ANAC Transfer Policy and the student's course agreement.

Under the Standard, transfer requests should be granted where:

- There are compassionate or compelling circumstances
- There are reasons as to why the course is no longer suitable for the student (e.g. medical)
- There is evidence that the current course do not meet the student's expectations
- ANAC is not able to deliver the course the student enrolled into
- There is evidence that the student was misled by ANAC or an approved ANAC education agent
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student from their course.

Students have the right to access the complaints and appeals process prior to ANAC finalising the refusal through PRISMS. The full policy and procedures for Student Transfer Requests and Release, including when a transfer will be granted or refused, can be obtained from the Base Manager.

More information is provided at: <https://www.homeaffairs.gov.au/trav/stud/more/changing-courses>

15. COURSE PROGRESS VISA REQUIREMENTS

International students are required to maintain satisfactory course progress and attend all scheduled classes, tutorials, ground briefings, flight-training sessions, assessments and flight tests. ANAC will outline and inform each student of their flight attendance and course progress requirements at the beginning of their course and as required throughout the course for each study period. Students should ensure they are aware of the course progress points.

ANAC supports overseas students to complete their course within the required duration of their Confirmation of Enrolment (CoE) and to fulfil their visa requirements for course attendance and course progress. Where a student is failing to maintain satisfactory course progress in accordance with the course schedule completion points, and/or fails assessment tasks or flight tests which impact on the student's course progress, ANAC will implement an Intervention Strategy identifying further support for the student and the expected student performance levels required for them to meet their course progress requirements. The Intervention strategy aims to assist the student to meet course requirements within the expected CoE end date and will be specific to each student's individual needs. ANAC may also decide if it is appropriate to extend the student's CoE when implementing an intervention strategy. The student may need to apply for a new Student VISA (subclass 500) to complete their study.

Course Progress Monitoring

The CFI will regularly monitor each student's course progress. Attendance, especially at flight exams, briefings and flight tests, will be closely monitored as these will impact on the student's progress. Monitoring occurs by ANAC:

- ensuring each student is aware of the requirements for them to achieve a satisfactory course progress
- ensuring there are processes in place for recording and monitoring course progress

- ensuring students attend exams, briefings and flight training and flight tests as scheduled
- identifying absences which may result in additional fees (particularly in the case of cancelled ground briefings, cancelled flight training and non-attendance at external exams and flight tests)
- identifying and offering support to students at risk of not meeting course academic progress within course timeframes
- designing an intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
- only extending the duration of an International student's enrolment in certain circumstances and advise the student of potential impacts on their student visa
- determining the point at which the student has failed to meet satisfactory course progress.

Where the CFI has assessed the overseas student is not keeping up with their course schedule during the period of an intervention strategy being implemented, and the student is not likely to meet the approved CoE end date,, ANAC must give the overseas student a written notice as soon as practicable which:

- advises the student that ANAC intends to report them for unsatisfactory course progress
- informs the student of the reasons for the intention to report, and
- advises the student of their right to access ANAC internal complaints and appeals process within 20 working days and their rights for an external appeal.

After the student has had the appropriate opportunity to access the complaints and appeals processes and these processes have been completed, ANAC then may report the student through PRISMS for unsatisfactory course progress.

ANAC must not extend the duration of the student's enrolment if the student is unable to complete their course within the expected duration, unless:

- the student requests an extension of their CoE end date and an intervention strategy has been agreed with, or
- the student has compassionate or compelling circumstances, as assessed by ANAC on the basis of demonstrable evidence
- an approved deferral or suspension of the overseas student's enrolment has occurred.

More details about Course Monitoring can be found in the Course Progress Monitoring Policy and Procedures which your Flight Instructor can provide to you.

Sick or Accident Leave

Students who feel they are unable to undertake any aspect of their course as a result of their feeling ill, or through an accident which impacts their ability to participate in their course are required to submit a medical certificate from a registered medical provider. Students will need to complete all missed assessments, flight checks and required flight hours before they can progress or complete course units of competency. ANAC may choose to defer or suspend the student's enrolment based on the advice received from the medical practitioner.

Approved Leave (other than scheduled holiday leave breaks)

Students must apply in writing for Approved Leave, and submit supporting documentation such as a medical certificate from a registered medical practitioner or other evidence identifying the situation as either compassionate or compelling circumstances. Where Approved Leave is likely to impact on the student

completing the course by the expected course end date, a Course Variation to the dates of the Confirmation of Enrolment will be created and this may lead to the student needing to obtain another VISA approval for the extended course duration.

Student Flight Cancellation Conditions

Where a student does not attend or is late for their scheduled dual or solo flight, and has not advised ANAC at least 24 hours prior to the scheduled flight, a fee is charged in accordance with the below conditions. (*Refer to the Fees Table for charges*)

- On the first occasion that a student does not advise ANAC, at least 24 hours prior to a scheduled flight time, of his/her inability to attend the scheduled flight either on time or at all, a warning letter will be given, advising the student of the Student Flight Cancellation Conditions, and that any future breaches of these Conditions will incur the cancellation fee.
- On the second and subsequent occasions that a student does not advise ANAC at least 24 hours prior to a scheduled flight time of his/her inability to attend the scheduled flight either on time or at all, the flight cancellation/late arrival fee will be charged against the student's account, and an invoice provided to the student for the due amount.
- Notification by a student that he/she needs to cancel a flight or will be late for their flight needs to be provided at least 24 hours prior to the scheduled flight time by one of the following methods:
 - i. By email to masenquiries@iinet.net.au
 - ii. By text or phone call to their Instructor
 - iii. By phone to the MAS front desk on 95875159. The student is to make a note of the person they advised and the time and date of their scheduled flight.
- Failure to participate in all scheduled flights as required will impact on a student's course progress and may therefore result in a breach of their visa conditions.
- Where a student believes he/she had a valid reason for failure to attend or late arrival at a scheduled flight, or for not providing notice within 24 hours of the scheduled flight, the student may apply in writing to have the cancellation fee waived or the warning letter withdrawn (as appropriate). The determination as to whether a reason is deemed valid shall be solely at the discretion of ANAC and no correspondence shall be entered into.
- An appeal against the cancellation/late arrival fee can be made in writing within 7 days of the cancellation or late arrival, and needs to outline the reason/s why the student was not able to provide the required 24 hour notice. The application should be emailed to info@flying-school.com or sent via WhatsApp to +6281558971457. In most cases, ANAC will generally only consider waiving the cancellation fee or withdrawing the warning letter on medical grounds (i.e. illness) or an accident, and for this to be considered the student must provide a medical certificate with their application.

Student suspension or enrolment cancellation

A student's enrolment can be deferred, suspended or cancelled. This may be initiated by the student for compassionate and compelling circumstances, or by ANAC for a student's breach of visa conditions, failure to pay fees, serious breaches of discipline in accordance with the ANAC disciplinary procedures, or other condition listed in our policies.

If a student or ANAC defers or suspends a student for compassionate or compelling reasons a variation to the CoE will be provided, reflecting the students intended date of return to studies, and if necessary a new CoE end date.. Fees paid are not refunded to students whose enrolment is cancelled due to student misbehaviour or breach of the code of conduct.

ANAC will not let a suspension or cancellation take effect until the student has been given a chance to complete the internal appeals process, unless their health or wellbeing or the wellbeing of others is likely to be at risk.

In the event of a student being suspended or cancelled from their course, the student must seek advice from the Department of Home Affairs on the impact this will have on their Visa. ANAC is required to report the change of enrolment through PRISMS.

Student request to withdraw from course

International students who wish to withdraw, must put in a written request to the CFI. Fees will be refunded in accordance with the Refund Policy. The Department of Home Affairs will be notified of the student's withdrawal. The student should contact the Department of Home Affairs to clarify their visa status.

Completing the course early

Visa Condition 8202 sets out the steps a student must take if they finish a course early. More information can be found at: <https://www.homeaffairs.gov.au/trav/stud/more/completing-course-early>

16. ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

The ANAC CFI is responsible for all matters relating to student access, equity and equal opportunity matters. The CFI acts as the access and equity officer for ANAC, so if a student is experiencing any harassment or discrimination, refer the matter to the CFI in person or in writing.

ANAC Access, Equity and Equal Opportunity policy is to:

- ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, race or religion
- deliver training services in a non-discriminatory, open and respectful manner
- ensure staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs
- ensure provision of facilities appropriate to students' levels of mobility, physical and intellectual capacity.
- provide training in a manner that includes and reflects the diverse client population
- actively encourages the participation of clients from traditionally disadvantaged groups and specifically offer assistance to those most disadvantaged
- provide culturally inclusive language, literacy and numeracy advice and assistance so students can meet their learning objectives

ANAC requires all staff and students to comply with access and equity requirements at all times. All students are to be aware of their personal responsibilities to treat their Flight Instructors, other ANAC staff, and other students with respect, dignity and in a non-discriminatory manner at all times.

17. FEES AND REFUNDS

Compulsory Fees

Compulsory fees include the tuition fees for each qualification, non-tuition fees and charges which are essential for a student to undertake and complete their course, and flight cancellation fees. Fee details are stated in the Fee Schedule provided to all prospective students prior to enrolment and are detailed in the Course Agreement.

Fee payment schedules may be negotiated on an individual basis with the CFI. Non-payment of mandatory fees may result in cancellation of enrolment, reporting of the student to the Department of Home Affairs and non-awarding of a qualification or statement of units completed.

Refund Policy

The full Fees and Refund Policy is provided to each student in the Course Agreement and a copy is provided on the ANAC website. A copy is also available by contacting the Base Manager.

The CFI is the person responsible for approval of fee refund applications. The request for refund is made in writing to the Base Manager using Fee Refund Application which is available from the website or upon request from the Base Manager.

All refunds are returned to the bank account nominated by the student requesting the refund (full details must be provided to the CFI in writing including bank name, bank address, account name, account number and swift code). Refunds will include an accompanying letter/email explaining how the refund was calculated.

Students are entitled to a 7 day non-statutory cooling off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been made. It will end in 7 business days and/or Saturdays. Public holidays, bank holidays and Sundays are not included in the cooling-off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the CFI within the cooling-off period either in person or via email.

If the cooling-off period falls within 7 days before course commencement, students are not entitled to any refund except in unforeseen or exceptional circumstances, which will be determined by the CFI.

Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can also apply for fee refund. Refer to the full Refund Policy for more information.

In the case that a deferment or extension has been granted by the CFI, then fees will be adjusted accordingly and fees paid may either be put towards a future date, or in the case of extension, additional fees may be payable by the student to cover the prolonged course.

In the case where the CFI approves an international student to transfer to another provider, refund policies apply.

Fee Refund Applications are considered on a case-by-case basis and refunds are processed within seven days of the receipt of the Refund request.

ANAC course cancellation or change of dates

If a ANAC course is cancelled or does not commence on the designated day and this impacts on the student's ability to continue in the course, a full refund of all course fees not used will be made within 14 days of ANAC making the change to the course.

ANAC refund dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

Training provider default

Training provider default occurs when the provider closes or can no longer deliver a course that the student has enrolled in due to a sanction imposed on the training provider. This is not the same as a provider deciding not to run a course or change course start dates). Should our students be affected by training provider default, assistance can be gained from the Australian Government TPS. More information is available at:

<https://tps.gov.au/Home/NotLoggedIn>

18. RECOGNITION OF PRIOR LEARNING (RPL)

ANAC recognises the qualifications that are issued by other Australian Flight Schools and Australian Registered Training Organisations, provided they are original (or verified) copies. Recognition may also be granted to students who hold verified CASA or RA-AUS aviation licences.

To apply for recognition of prior learning, the student completes a Recognition of Prior Learning Application, and provides either the original or certified copies of qualifications, statement of attainment or licences and flight log book to the Base Manager prior to commencing training so these can be evaluated and the student's training plan adapted if applicable. ANAC will issue an amended ECoE for the reduced course duration if applicable.

Where an applicant is applying for RPL without enrolling in a full qualification course, costs for the RPL service will be charged. Fees are summarised in the Fee Schedule.

All assessments of RPL applications are reviewed by the CFI who is qualified to conduct the assessment. The assessment of RPL by the CFI is based upon confirmation that the student has the competence for which they are seeking recognition, which may involve the student undertaking flight checks relevant to the RPL application. ANAC reserves the right to conduct or request an English language test as part of any recognition process.

Participants may request a review of the RPL decision through our Complaints and Appeals Policy and Procedure.

19. CREDIT TRANSFER

When a student has completed a unit of study at another Registered Training Organisation, which is identical to a Unit of Competency in the ANAC course, the student may be eligible for direct Credit Transfer. This means no recognition assessment is required and no fee applies for a credit transfer.

To apply for Credit Transfer, the student should complete a Credit Transfer form and attach certified copies of the evidence (e.g. Statement of Attainment or Certificate) and submit these to the CFI for approval.

20. USE OF STUDENTS' PERSONAL INFORMATION

Students' personal information will only be used for purposes relating to their enrolled course(s). ANAC may ask a student for permission to use their photo or testimonial for marketing purposes. In this case, the student will be asked to give their written permission. Information is also entered into the Australian Government PRISMS (Provider Registration and International Student Management System).

Under the Australian Government Data Provision Requirements 2012, ANAC is required to collect personal information about its students and to disclose that personal information to the Australian National Centre for Vocational Education Research Ltd (NCVER). Personal information disclosed to NCVER may be used or disclosed for

- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, and for workforce planning.

ASQA may also collect personal student information from ANAC for specific purposes, such as an audit of the training provider, investigation relating to the RTO, or where the RTO closes down and ASQA assists in placing affected students with another provider.

Students are asked to consent to the collection, use and disclosure of their personal information in accordance with the Privacy Notice above. On the enrolment form there is a place to sign to say that we can provide information to Government Departments pertaining to the enrolment information, attendance and performance. We do this as required by the Government.

21. CONFIDENTIAL RECORDS

Moorabbin Aviation Services Pty Ltd is committed to protecting the privacy of student's personal records and takes steps to protect students' personal information from interference, loss, unauthorised access, use, modification or disclosure or other misuse.

Students have the right to see and review their personal and training files at any time but may need to arrange this with the Base Manager or CFI with a minimum of 2 days' notice.

All hard copy records are kept in secure locked locations. Digital records are held in secure data bases accessible only to authorised users. When data is no longer required to be kept it is destroyed in a secure manner or deleted in accordance with ANAC Records Management Policy.

22. CODE OF BEHAVIOUR

To ensure all students gain the maximum benefit from their time with us, we reserve the right to remove any person(s) who display dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the course.

Students are responsible to know and observe all ANAC rules, as well as Victorian State and Australian Commonwealth laws. Students are expected to be of good behaviour and respect the rights of others at all times.

Students who violate the ANAC Code of Behaviour on or off Campus will be subject to ANAC Disciplinary Procedures which may result in the student being suspended from partaking in their course for a period of time, or for serious or repeated behaviours will result in the student's enrolment being cancelled and being reported to the Department of Home Affairs.

Dysfunctional or disruptive behaviour includes:

- Failing to obey a Flight Instructors instructions or commands during on ground and in-flight training
- Uninvited interruptions or disruptive behaviour whilst the instructor is delivering course content
- Being disrespectful to other participants by words or actions
- Harassment including the use of offensive language
- Any act that contributes to the sexual harassment, discrimination or assault of another person
- Aggressive actions or comments, threats of violence, bullying
- Acting in an unsafe manner that places one's self or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Failing to adhere to the Zero alcohol and illegal drug requirements
- Refusal to comply with ANAC policies and procedures
- Possession of or use of items considered by ANAC to be potentially dangerous or threatening
- Stealing, defacing, damaging or misusing ANAC property or facilities
- Forging, misusing or altering ANAC documents including forms, records or identification documents
- Copyright infringements
- Abuse of authorised computer access
- Academic dishonesty including copying another student's work, disclosing exam questions to another student, plagiarism

Discrimination and harassment

It doesn't matter how old a person is or whether they were born in Australia or overseas - Australian legislation protect each person's rights. It is against the law for someone to treat another person unfairly (discriminate) or to harass (hassle or pick on a person) because of their actual or assumed:

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

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

Discrimination in education can include:

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

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

If any of these things occur, the student should speak with one of the Instructors or the Base Manager immediately and tell them about it. In the event that the student does not want to speak with the Instructor, then they should refer to the Base Manager or the CFI.

Students Rights

All students are entitled to:

- courses that lead to their stated learning outcomes and learning pathways
- high quality instruction and assessment that recognises and appreciates each student's individual needs and learning styles
- compliant training and/or assessment under the guidelines of CASA and ASQA
- be treated with respect by others, to be treated fairly and without discrimination
- be free from all forms of intimidation
- study in an ordered, cooperative and supportive environment without interference
- have any disputes settled in a fair and rational manner
- express and share ideas and to ask questions

Actions resulting from non-conformance with the Code of Behaviour

A student undertaking any part of their study intoxicated or affected by drugs may result in the student's immediate suspension or termination from the course.

A student caught selling or passing on illegal drugs or undertaking any other illegal activity will be immediately reported to the police.

For other forms of non-conformance:

- The Student Support Officer, the Base Manager or the CFI will contact the student to discuss the issue or behaviour and to determine how the situation might be rectified. This will be documented, signed by all parties and included on the student's personal file.
- Should the behaviour continue or the issue be unresolved, the student will undertake a further personal interview with the CFI to discuss the matter and further actions to be taken by ANAC, and to make the student aware of the complaints procedure. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. Depending upon the seriousness of the behaviour, either a final warning in writing will be given to the student, or the student will be withdrawn from the course and will be notified in writing that their enrolment has been terminated.

- If the student believes that the termination of their enrolment is unjustified, then the student has 20 days in which to file a written complaint/appeal. Please refer to the Complaints and Appeals Policy and Procedure.
- If the student is terminated, the Department of Home Affairs will be notified of the enrolment termination. This may impact the student's VISA.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

23. SAFETY AND SECURITY

The Australian Government has developed a Family Safety Pack, translated into 46 languages, for men and women coming to Australia. This can be viewed at: <https://www.dss.gov.au/family-safety-pack>

Workplace Health and Safety is strongly enforced Australia-wide. It means that no-one is to be placed at risk through any actions or request of a staff member, or of another student. Our Instructors have been specially trained in the safety standards required whilst on the ground at our Campus facilities and when undertaking flight training.

It is the CFI's responsibility to keep a safe learning and working environment and he must not allow any work to be done that is unsafe.

Should a student be asked to do anything they feel is not safe, they should:

- Stop
- Advise their Instructor of their concerns and do not proceed
- Stop anyone else from doing anything unsafe, and
- Report the concern to the Student Support Officer, Base Manager or CFI.

If a student acts unsafely, then the student may be required to undergo additional training to demonstrate appropriate safety requirements and their ability to comply with safety requirements.

Students should take responsibility for their personal items at all times, and ensure they are in locked and secure locations when not in their personal care.

CASA also requires a number of safety and security rules to be adhered to. These will be explained to all students who are then expected to follow these rules at all times.

24. COMPLAINTS AND APPEALS

Making a complaint

Moorabbin Aviation Services maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. Our complaints process is:

- well publicised and explained;
- accessible so anyone can lodge complaints and appeals by phone, electronically or in writing;

- fair and aims to protect the complainants rights;
- free so the complainant can lodge a complaint without charge;
- handled in a manner that protects an individual's privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

Generally most complaints can be resolved informally through discussion and negotiation between an ANAC representative, the student and any other parties involved. When the complaint is not resolved at this level, the complainant provides a written complaint. ANAC CFI or delegate will begin assessing the complaint within 10 working days and finalise an outcome as soon as possible. The complainant is given every opportunity to present his/her case at minimal or no cost, and can be assisted by a support person if they desire.

If ANAC identifies that it cannot resolve or finalise a complaint or appeal within 60 days, the complainant will be notified in writing by the CFI as to the reason for the delay, and an expected timeframe for resolution of the complaint/appeal.

A copy of the all documentation, in particular the complaint and its outcome, is placed in the student's file or relevant secure complaints file. A copy of the documentation is forwarded to the complainant.

If the complaint relates to a decision to cancel a student's enrolment, ANAC will wait for the internal processes to be completed before proceeding with the cancellation. If the students is not successful in the internal appeals process the student may decide to access external appeals processes. If the student chooses to access our complaints and appeals processes, ANAC will in most cases maintain the student's enrolment while the complaints and appeals process is ongoing. ANAC will not report the student through PRISMS until the appeals process is complete and the decision or recommendation supports ANAC decision to cancel the student.

Where the resolution requires a documented change to policies and procedures, the CFI notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in Procedure on Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Moorabbin Aviation Services will take prompt and appropriate action to rectify the situation.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to an Instructor or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

Refer to the full Complaints and Appeals Policy and Procedure provided with the Course Agreement and through the ANAC website.

Appealing a complaint decision

If the complainant is not happy with the outcome of a complaint then the internal Appeals process is available as well as opportunities for external complaints and appeals.

The appeal is to be lodged within a 20 working day period, is lodged in writing and is discussed directly with the CFI. The Appellant may request a support person to be present at the discussions. The purpose of an appeal process is to consider whether ANAC has followed its policies and procedures.

Refer to the full Complaints and Appeals Policy and Procedure for full instructions for submitting an Appeal.

Where an appeal has not resulted in a satisfactory outcome, the Appellant can also contact ASQA through the ASQA complaints hotline:

<https://www.asqa.gov.au/complaints>,

The Australian Government National Training Complaints Hotline on 133873

<https://ministers.education.gov.au/Birmingham/new-national-training-complaints-hotline-13-38-73>

or

The Commonwealth Ombudsman for International Students:

<http://www.ombudsman.gov.au/about/overseas-students/international-students>

All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to prevent the recurrence of this a problem again

Appeals against Assessment Decisions

ANAC maintains a supportive and fair environment, which allows training participants to appeal the results of their assessments and recognition decisions.

Step 1: The student is to discuss the matter with the Instructor and explain the reason why they believe the assessment outcome is unfair. If the discussions do not resolve the issue, then go to Step 2.

Step 2: Lodge a written appeal to the CFI by completing a Complaints and Appeals form. This form can be obtained from the Base Manager.

Step 3: The Base Manager will forward the appeal to the CFI who will commence investigation into the matter within 10 working days.

The CFI will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further internal appeal mechanism exists beyond this point in the process.

25. LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their prior education, literacy and numeracy requirements or any other special learning needs. International students are to provide evidence of IELTS 5.5 or equivalent for entry to their aviation course. In the event of a student's LLN becoming an issue, the Instructor

will contact the student to discuss their requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement or during the course if the issue only arises after course commencement.

The CFI may ask the student to organise a formal LLN test and possible English remedial course to improve English speaking or writing ability. Additional numeracy tutoring may be advised. This will be at the student's own expense.

26. ADDITIONAL SUPPORT SERVICES

The staff of Moorabbin Aviation Services Pty Ltd are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems, health services and access to academic, welfare, legal or financial counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at the student's own expense.

27. FLEXIBLE LEARNING AND ASSESSMENT STRATEGIES

We customise our training to meet each student's specific needs. Students are required to complete all assessment tasks but it is common that some students will satisfactorily complete some assessments at their first attempt, while other students may need extra time or practice to pass their assessments on a second or third attempt. Students are provided with formal feedback on all assessments they undertake.

Some of the theory exams set by external regulators have a defined pass mark. Students are aware of this before undertaking the assessment and they also have opportunities to undertake practice exams and determine if they are ready for the exam. Appropriate follow-up action, including additional in-house tutoring, will be implemented where students do not reach their examination pass mark.

Some flight tests are conducted by ANAC Flight Instructors, whilst the Licence Flight Tests are conducted by a CASA ATO (Approved Testing Officer). Students must demonstrate satisfactory competence in all aspects of their flight tests.

All of ANAC courses are conducted face-to-face, with students also expected to undertake all assigned theory personal study/homework. Students learn at their own individual pace and will be responsible for ensuring they have their flight training bookings logged for times they can attend. Attendance at these bookings is mandatory.

International Students are expected to complete their course within the prescribed time period on their CoE. Extensions will only be given in exceptional circumstances.

28. COMPETENCY BASED-TRAINING

Competency involves the specification of skills and knowledge and their development and application to a particular standard of performance required in the workplace. In the aviation industry in Australia there are two sets of standards that ANAC adheres to when delivering its flight training. The CASA MOS standards and

the AVI Training Package qualification knowledge and performance requirements. Competencies for each course are listed in the course information in brochures and the website. Also the competency details for each qualification are listed on <http://training.gov.au/>.

Competency based training involves the student in learning, practising and demonstrating the practical application of their skills and knowledge in workplace tasks. Students perform tasks individually and with others.

29. ASSESSMENTS

Assessment is carried out by the comparing the students' skills and knowledge against the requirements of the CASA competencies and the Aviation Training Package qualification competencies.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Students who prepare well and undertaken all the course work and flight training assigned to them, generally find they can pass the exams and flight tests as they progress through their course. Flight Instructors are constantly checking the students' competencies, and which competencies require further practice, and can be flexible in the assessment method they use at different times in the course. All assessments are clearly recorded in our student management systems. All flight training is recorded in the Students Log Book. Students are not submitted for CASA final exams and flight tests until their Flight Instructor is confident they have reached the appropriate level of competence.

It is in the student's long term interests to ensure that all of the skills necessary for the job as a pilot have been achieved. It is our aim is to help every student to learn those skills in the right way for their future career prospects.

30. FLIGHT INSTRUCTORS AS ASSESSORS

Flight Instructors have achieved their professional Instructor level qualifications and have significant flying experience. They are able to objectively assess and judge students' performance through practical skills observed, written exams, oral questions and discussions. Following each assessment the Flight Instructor provides comprehensive feedback to the student. Any deficiencies are followed up and checked in the next training session.

31. COURSE GRADUATION

Once a student has successfully completed all of the units of competency required, the Diploma qualification certificate will be issued within 30 days of the student's full completion of all relevant exams and flight tests. Successful completion may include the addition to any CASA licence tests or ratings issued separately by CASA under CASA rules and regulations.

This is an important document and should be stored carefully. Students may have to present this when applying for courses at any other Registered Training Organisation. It may also be required by an employer.

32. INCOMPLETE QUALIFICATIONS

Students who leave the course after completing a CASA licence phase but without completing the full Diploma course may still be entitled to be issued with a Statement of Attainment.

33. REISSUING QUALIFICATIONS

Students who need additional copies of their qualification, must apply to the CFI in writing with proof of identity provided. Charges apply as per the Fees Schedule.

Other people or companies will NOT be able to get a copy of a student's qualification or academic record if they cannot clearly establish that:

- The student has authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

34. STUDENT FEEDBACK

Moorabbin Aviation Services Pty Ltd actively wants student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. Annual student surveys are conducted under the requirements of ASQA. ASQA or NCVET may also from time to time contact students to survey or enquire about the student's learning experiences at ANAC.

We monitor compliance with the Standards for Registered Training Organisations (2015) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and our policies and procedures through the use of evaluations at the completion of courses.

35. LIVING IN AUSTRALIA

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good. Australian society values equality of opportunity for individuals, regardless of their race, religion or ethnic background. The Australian Government website, Study in Australia, is a good place to start with gaining an understanding of life in Australia as a visiting student. <https://www.studyinaustralia.gov.au/>

Distances:

Below are some examples of approximate driving times, not including stops. Australia is a big country, so it is recommended that students intending to take road trips should carefully check distances and times on a GPS. Some examples of driving times are below, with more available on the Travel Safely in Australia website:

https://infrastructure.gov.au/roads/safety/publications/2006/travelsafe_map.aspx

Melbourne to Sydney: 11 hours

Sydney to Brisbane 11 hours

Sydney to Cairns: 30 hours

Sydney to Adelaide: 18 hours

Melbourne to Adelaide: 9 hours

General Safety Tips:

Australia is known as a relatively safe and friendly country; however visitors to Australia should still use common sense during their stay. By following common sense and best practices safety and good health can be achieved. Some Safety tips for students include:

- In case of any emergency to self or others, the Australian emergency phone number is 000
- Checking that accommodation has appropriate fire safety including working fire alarms
- Lock and secure living areas before leaving or sleeping
- Lock all vehicles, car or bike, when leaving them unattended
- Keep all valuables in a safe secure location and do not leave them easily visible in cars or other locations
- Stay in a group when out after dark and watch out for friends and mates
- Use a hat and sunscreen when outdoors, especially in summer, to avoid sunburn or heat-stroke
- Only swim between the red and yellow flags on patrolled beaches or in pools where there is a lifeguard or others watching out for swimmers' safety..
- Do no swim at unpatrolled beaches.
- If driving in Australia, be sure to know the road rules for each State as they do differ from State to State
- Do not drive under the influence of drugs or alcohol and do not go as a passenger with a driver under influence
- Drink plenty of water on very hot days
- If travelling in bush areas, be aware of any fire warnings.

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before taking a journey on a bus, train, tram and ferry. Some taxi drivers late at night may also request up-front payment before travel. Melbourne has an extensive network of trains, trams and buses. Travellers will require a MYKI card to travel on public transport in Victoria, except in the very central CBD where trams are free. <https://www.ptv.vic.gov.au/tickets/myki/buy-a-myki/>

There are taxi and a sky bus services at Melbourne airport. The sky bus carries travellers to the city centre at Southern Cross Railway Station. Taxis are also located near to railway stations and international hotels. A taxi is available for hire when the 'TAXI' sign on top of the taxi is lit.

Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9.00pm depending on the location. On Saturday, many stores in larger shopping complexes are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open. . Some supermarkets are open longer hours. Check with the stores for other special opening times.

Food

Australia is a multicultural society and most food from around the world are readily available. There are many speciality stores where specific ingredients can be purchased. The main supermarkets are Coles, Woolworths and IGA and some smaller 7-eleven stores. Shopping is also available online at Coles and Woolworths supermarkets. Food markets are also located in the major cities. Many fast food outlets provide home delivery.

Business Hours

Most commercial business hours in Australia are 9.00am till 5.00pm from Monday to Friday only. ANAC however operates seven-days a week from early morning and sometimes till well after 5.00pm depending upon weather conditions for flying, student flying requirements and Instructor availability.

Telephone

Australia's telephone system operates as local, regional or State) calls. Interstate calls (calls from one State or Territory to another) and overseas calls are generally at a higher cost than local calls.. There are many varied phone service providers. Students are advised to do their own research into which provider meets their own phone call and data download requirements.

Overseas calls are generally charged per minute and the amount varies according to the country being called, To make an overseas call, follow these steps:

Dial + or 0011. Followed by

- dial the country code
- dial the area code of the city/town (remove the first 0 if the area code starts with 0)
- dial the number

For example: To call a number in Tokyo, dial 0011-81-3-1234 5678 9(example number)

Mobile phones:

Mobile phones and SIM cards can be purchased from many stores including Optus, Telstra, JB Hi-Fi, large supermarkets, and other mobile stores, as well as through online shopping.

Vehicle Driver Guidelines

An international driver's licence is valid in Australia. Students can convert their current Driver's Licence by taking a test. It is important to understand the Australian road rules and traffic signs before beginning to drive. For more information about driving in Australia visit www.vicroads.vic.gov.au

Vehicles are driven on the left-hand side of the road.

Seat belts must be worn at all times by all people in the vehicle.

Speed limits are enforced and heavy fines are imposed for drivers exceeding the speed limits.

Driving with blood alcohol content of 0.05% or above is against the law.

Provisional drivers ("P" plates must displayed at all times on the front of the car & the rear when driving) hold a probationary licence. They must not drive unless they have 0.0% blood alcohol level. Other conditions apply.

Students who have a driver's licence and plan to use a car, motorbike or scooter, may wish to join the roadside assistance group RACV in Victoria. They provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle for a potential purchaser.

Working while studying

Students like to work as an opportunity to practise their English, gain workplace experience and make friends. International Students are able to work up to 40 hours per fortnight (14 days commencing on a Monday and ending at the end of the second following Sunday) during their course provided it does not interfere with their course timetable or course progress. If the course includes a recognised vacation period, students may work more than 40 hours per fortnight during this period.

All workers in Australia have rights and protections at work. The Fair Work Ombudsman's website provides a range of information to assist workers, including information specific to Visa holders:

<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Banking & Currency

For information about banking and banking accounts in Australia, refer to the Study in Australia Banking web page:

<https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

and the Mozo website for International Student Banking 101

<https://mozo.com.au/students/planning-on-studying-in-australia-international-student-banking-101>

A number of banks offer transaction accounts specific to students.

Banking Hours: Most banks are open during the week from 9:00am to 4:00pm. ATMs are available 24 hours per day at most branches. Students can set up a bank account before or after arriving in Australia.

To open an account International Students will need to have their Electronic Confirmation of Enrolment (ECoE), passport, Letter of Offer and other forms of identification. Students may also need an Australian Tax File Number. See more information below.

Australian Tax File Number (TFN)

Students enrolled to study in Australia in a course that lasts six months or more are generally regarded as Australian residents for tax purposes. Students also need an Australian Tax File Number (TFN) if they are going to be undertaking work in Australia. Information about getting a TFN is on the Australian Tax Office Studying in Australia web page:

<https://www.ato.gov.au/Individuals/International-tax-for-individuals/Coming-to-Australia/Studying-in-Australia/>

Advice about living on a student budget is available from the Australian Government's MoneySmart website.

<https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying/living-on-a-student-budget>

Credit Cards and ATM: Always keep credit or debit card personal identification number (PIN) secure and NEVER keep it with the card.

Money Exchange: To exchange money students must have their passport. Money can be exchanged at banks, major hotels, airports, and the offices of American Express or Thomas Cook.

The basic unit of Australian currency is the dollar (AUD). There are 100 cents in one dollar (\$1). Australian dollar notes come in denominations of \$5, \$10, \$20, \$50 and \$100. Coins are issued in denominations of 5c, 10c, 20c, 50c, \$1 and \$2. When paying in cash, prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, for an item priced \$1.97 payment would be \$1.95, but \$2.00 for an item priced \$1.99. When paying by card the exact price is usually charged.

Accommodation

ANAC does not arrange student accommodation. There are a number of accommodation options for students studying with ANAC. These include: Urbanest: www.urbanest.com.au

Student Housing Australia: www.sha.com.au

Youth Hostels Australia: www.yha.com.au

Students Homestay Networking: <https://www.homestaynetwork.org/>
Student.com for Melbourne: <https://www.student.com/au/melbourne>
Scape Melbourne: <https://www.scape.com/en-au/student-accommodation/melbourne>
Tenants Victoria – Student Housing: <https://www.tuv.org.au/advice/housing/student-housing/>

Homestay is a very good option for students new to Australia. The Study in Australia government website provides some further useful information: <https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation>

Many students like to share an apartment or house. To find out more about renting a studio or larger apartment, search the Real Estate advertisements for rentals: www.domain.com.au and www.realestate.com.au,

Schooling

Students who have school age dependents are required to send them to school. In Australia, there are choices between public schools, private schools and religious schools. School fees will apply in most cases, so check with the school of choice for their fees. Please check the phone listings for school options and/or ask ANAC staff for local school information.

Cost of Living

The Department of Human Affairs calculates the general cost of living for a student to be approximately \$20,290 AUD per adult person (as at 1/2/18) not including course fees or travel costs. Students may require more than this depending upon their choice of accommodation and recreational expenses.

The following information is offered as a guide only:

Rent one bedroom apartment outside city centre: \$1215 per month

McDonalds Meal combo: \$10

Coca Cola 330ml: \$3.10

Movie Ticket: \$15

Regular cup of coffee: \$4.20

The Study in Australia website <https://www.studyinaustralia.gov.au/> has helpful information about cost of living: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs/living-costs-in-australia>

36. AUSTRALIAN HEALTH INFORMATION

All International students are required to pay for and maintain adequate Overseas Student Health Cover (OSHC) during their stay in Australia. Information is available from The Department of Health website: <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

Please read (or have explained) the insurance policy carefully so as to avoid any confusion and/or difficulty.

Let us know if we can be of assistance regarding OSHC. Students must notify their OSHC provider of any changes of address or if husband, wife or children are joining them in Australia for the duration of their stay. This will require a change to family cover. When visiting any medical service in Australia, the student must show their OSHC membership card every time.

OSHC helps pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. Registered doctors are usually located in a medical centre, which is separate to the hospital. When a student is visiting a doctor and this means that their study timetable cannot be complied with, it is essential that the student requests and obtains a medical certificate.

After-hours medical care: Doctors are usually open during business hours in Australia. Outside of normal business hours, some Medical centres are open 24 hours per day where doctors are on duty at all times in these centres. Unless the illness seems serious or urgent, firstly visit a local doctor. However, if it is considered serious or urgent then it is best to attend an emergency ward of a hospital.

Specialists: Patients must see a doctor first to get a referral to a specialist. Check with the OSHC provider to see which specialist services are covered. Most doctors require payment at the time of the visit and provide a receipt which is sent or emailed to the OSHC provider for refund of the covered part of the costs.

Public Hospitals (operated by the government): check the OSHC insurance policy on how much and for what services it covers payment.

Private Hospitals (operated on a commercial basis): Check the OCHC insurance policy on how much and for what services are covered if a doctor or specialist suggests treatment in a private hospital. Most private hospitals charge more than the public hospitals.

37. ADDITIONAL SUPPORT AND EMERGENCY SERVICES

The following listing of various support services is provided as a guide to the types and locations of some services students may find helpful during their stay in Victoria Australia. It is suggested that students add other services and contacts they find useful or may need to contact in the future in the table on the following page.

Service Provider	Phone
If a life is in danger under any situation	000
Poisons Information Hotline 24/7 hotline	13 11 26
Victoria Legal Aid	03 9767 7111
Crisis accommodation	1800 627 727
Lifeline crises support and suicide prevention	13 11 14
Suicide Helpline	1300 651 251
Translating & Interpreting Service - Telephone (24 hrs)	131 450
Reading Writing Hotline	1300 655 506
Financial Counselling Victoria	1800 639 523
National Debt Hotline	1800 007 007
Victoria's Responsible Gambling Foundation Helpline	1800 858 858
Alcohol & Drug Information Service Directline	1800 888 236
Family Drug Support	1300 368 186
Alcoholics Anonymous (AA)	1300 222 222
Grow (Mental Health Support)	1800 604 066
Family Relationships Advice Line	1800 050 321
Domestic Violence Line (24 hrs)	1800 656 463

1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732
Women’s Legal Service Victoria –	03 8622 0600 1800 133 302
Family Planning Victoria	1800 013 952
Relationships Australia	1300 364 277
Australian Red Cross	03 9725 9516
St Vincent de Paul Welfare Enquiries	1800 305 330
MensLine Australia (24hrs)	1300 789 978
Victorian Ombudsman	1800 806 314
Commonwealth Ombudsman for International Students	1300 362 072
Tuition Protection Service (TPS)	1300 980 434
Salvation Army	03 8872 6400
State Emergency Services (SES)	132 500
Energy & Water Ombudsman Victoria	1800 500 509
Moorabbin Police Station	03 9556 6565
Moorabbin Hospital	03 9928 8111
Aust-Chine Chinese Medical Centre Moorabbin	03 9557 9807
Consumer Affairs Victoria	1300 558 181
Victims of Crime Support Agency	1800 819 817

Service Provider	Phone

38. PERSONAL CONTACT LIST

Contact	Phone

Please turn to the next page for the Handbook Acknowledgement

39. STUDENT HANDBOOK ACKNOWLEDGEMENT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

I have been given orientation as described within this Handbook and including the topics covered in this Handbook.

Student Name: _____
Please print full name clearly

Signature: _____

Orientation Date: _____

ANAC Staff member who delivered the Orientation: _____
Please print full name clearly

Staff member Signature: _____