



Student Handbook 2019 (VET Qualifications)

Level 4/171 La Trobe Street Melbourne VIC 3000

Phone: 1300 159 461

Email: info@hawkinstitute.edu.au

Welcome to Hawk Institute

You will find Hawk Institute right in the centre of Melbourne in Australia. Our priority is our students and the learning experience we provide. Students experience a learning environment where students come from all parts of the world including Australia. Our focus is on industry skill development and we aim to empower students to contribute effectively to business and society in general through the skills and knowledge they gain in our courses.

Every student who comes to Hawk Institute is supported to learn, achieve and succeed.

- Institute's first priority is our students
- Our facilities are modern with lots of natural light, we have a common area, computers and wi-fi access for students
- we are located in the heart of Melbourne's CBD

Joining Hawk Institute

Student orientation

All international students will undertake a comprehensive orientation program prior to the commencement of their course. Our orientation program covers the information listed below and will be conducted prior to course commencement. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa and your enjoyment of your stay in Australia.

The purpose of the orientation session is to fully inform new students of most aspects of life at the Institute and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, Institute staff will be introduced a tour of the Institute and the local area will take place and an opportunity to ask questions will be given.

- Fees and fee refunds
- English skills and study
- Assessment
- Recognition of prior learning credit transfer
- Institute contact details
- Student visa conditions
- Health insurance
- Banking and tax file numbers
- Transport and travel between campuses
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Course progress requirements
- Meeting the Course within a time frame
- Keeping address and contact details up-to-date
- Support services for students
- Legal services for students
- Emergency and health services for students
- Institute facilities and resources

Student orientation self-assessment

After your orientation program, please go through the list below and make sure that you can check off each item as having been done and understood. If there are any items that you cannot check off, then you must contact Institute so that these matters could be properly explained to you.

Have you:

- A copy of the Student Handbook
- Checked your enrolment status and if required, please make relevant amendments of necessary information
- Obtained the names and contact details of key administrative person in the Institute
- Understood the terms "cheating" and "plagiarism" as they pertain to Institute study
- Familiarised yourself with the key support services of the Institute
- Known the type of assessment you will receive in your course
- Understood the nature of the feedback you are likely to receive from teachers
- Understood the different assessment outcomes
- Appreciated the need for balance between academic and social experiences at the Institute
- Understood the number of contact hours you have per week
- Located the toilets in the Institute
- Located the emergency exits in the Institute
- Familiarised yourself with the public transport timetable
- Established a meeting point and time to catch up with friends
- Understood the Institute academic progress requirements
- Understood the Overseas Student Visa Requirements
- Understood work-based training and assessment requirements
- Emergency Exit and assembly Points Information

Student Support and Emergency Contact

Emergency contact:

Ionessa Annin -Chief Executive Officer

M: 0405887234

Ph: 1300 159 461

E: info@hawkinstitute.edu.au

Jaspreet Singh–Training Manager/Compliance Manager

E: admin@hawkinstitute.edu.au

Jasmeet Kaur – Administrative Manager

E: apply@hawkinstitute.edu.au

Srijesh Gajjar – Account Officer

E: accounts@hawkinstitute.edu.au

A Gidda – Marketing Manager

E: amrinder@hawkinstitute.edu.au

Training locations

The main campus is located at Level 4, 171 La Trobe Street, Melbourne, Victoria, 3000.

Student amenities include a kitchen with microwave and refrigerator, breakout room, free wi-fi and internet access, Explore modern computer lab with Internet access. Facilities are conveniently located in Melbourne's CBD and can be easily accessed via public transport. Our central location lends itself to shopping, dining, touring, recreational activities and all the lifestyle options this wonderful city has to offer.

These locations are on a main road about 1 km from the centre of Melbourne. It is easily accessed by train with frequent services to Southern Cross Station which is a gentle 5 minutes' walk from the Institute.

OUR CONTACT DETAILS

Level 4/171 La Trobe Street

Melbourne VIC 3000

Email info@hawkinstitute.edu.au

Phone: 1300 159 461

Opening hours: 8:30am to 5:30pm
classes are running during those times)



(when

COURSES PROVIDED BY HAWK INSTITUTE

BSB40515 Certificate IV in Business Administration

34 weeks of study over 35 weeks

BSB50415 Diploma of Business Administration

53 weeks of study over 60 weeks

BSB60215 Advanced Diploma of Business

80 weeks of study over 90 weeks

Entry Requirement with Qualifications:

Qualification	Entry Requirement
BSB40515 Certificate IV in Business Administration	1. All students must be of the age of 18 years or over at the time of applying for admission
BSB50415 Diploma of Business Administration	2. An English language proficiency level of one of the following: <ul style="list-style-type: none"> • Minimum of IELTS band score of 5.5 or equivalent, • For Assessment Level 1 countries – LLN administered internally by Hawk Institute as an English Requirement at the time of commencement
BSB60215 Advanced Diploma of Business	3. Minimum secondary studies equivalent to an Australian Year 11 <p>If students wish to discuss any of their matter relevant to their entry and study requirements further, they are free to contact the institute.</p> <p>Students must have the ability to undertake the training; which may involve physical activity and mobility, and a level of intellectual capacity of at least Australian year 11 (or equivalent) level academic capacity. Applicants with physical disabilities, intellectual impairments, emotional issues or learning difficulties must discuss their needs with the Academic Manager prior to applying for the course; and seek an assessment of whether they have the capacity/ability to undertake, and successfully complete, the course. Hawk Institute has very limited support available for students with such needs. Whilst external support may be available to assist students with special needs, Hawk Institute cannot guarantee that external support will enable a student with special needs to undertake all aspects of the course.</p>

Training Pathway

BSB40515 Certificate IV in Business Administration	BSB50415 Diploma of Business Administration	BSB60215 Advanced Diploma of Business
After the completion of this course student has pathways to further study Diploma level (in the same field)	After the completion of this course student has pathways to further study Advanced Diploma Level (in the same field)	After the completion of this course student has pathways to further study degree courses

Fee & Charges with Course Duration:

Qualification	Course Length (Including Holidays)	Tuition Fee	Material Fee	Application Fee	Total Course Cost
BSB40515 Certificate IV in Business Administration	35 Weeks	5,800	450	250	6,500
BSB50415 Diploma of Business Administration	60 Weeks	8,800	950	250	10,000
BSB60215 Advanced Diploma of Business	90 Weeks	10,600	1,150	250	12,000

BSB40515 Certificate IV in Business Administration

General

This qualification is suited to a range of individuals who use well developed administrative skills and a broad knowledge base in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse information from a variety of sources. They may provide leadership and guidance to others.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Office Administrator
- Executive Personal Assistant
- Accounts Supervisor
- Project Assistant

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Course Duration: 35 Weeks Including Holidays

Course Outline:

Unit Code & Title	Core/Elective
BSBITU404 Produce complex desktop published documents	Elective
BSBITU402 Develop and use complex spreadsheets	Elective
BSBWRT401 Write complex documents	Elective
BSBCMM401 Make a presentation	Elective
BSBADM405 Organise meetings	Elective
BSBMKG413 Promote product and services	Elective
BSBPRO301 Recommend products and services	Elective
BSBPRO401 Develop product knowledge	Elective
BSBITU401 Design and develop complex text documents	Elective
BSBRE401 Establish Network	Elective

BSB50415 Diploma of Business Administration

General

This qualification would apply to individuals with various job titles including administration managers, general office managers and office managers. Individuals in these roles may possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification.

Vocational or Educational Outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- General Officer Manager
- Administrative Manager
- Office Manager

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Course Duration: 60 Weeks Including Holidays (Full Time)

Course Outline:

Unit Code & Title	Core/Elective
BSBFIM502 Manage payroll	Elective
BSBPMG522 Undertake Project Work	Elective
BSBADM506 Manage business document design and development	Elective
BSBADM502 Manage meetings	Elective
BSBADM504 Plan and implement administrative systems	Elective
BSBWOR501 Manage personal work priorities and professional development	Elective
BSBCUS501 Manage quality customer service	Elective
BSBSUS501 Develop workplace policy and procedures for sustainability	Elective

BSB60215 Advanced Diploma of Business

General

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. ^[1]_[SEP] The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Pathways into the qualification

Candidates may enter the qualification through a number of entry points including substantial vocational experience, in management but without a formal qualification. ^[1]_[SEP]

Vocational or Educational outcomes

Students can go into a range of employment or further study options, including studies at higher education level. Job Roles may include but not limited to:

- Senior Administrator
- Senior Executive

Job Outlook

Please refer to the Australian Government Job Outlook site for job prospects for each of the occupations listed above.

Course Duration: 90 Weeks Including Holidays

Course Outline:

Unit Title	Core/Elective
BSBADV602 Develop an advertising campaign	Elective
BSBINM601 Manage knowledge and information	Elective
BSBINN601 Lead and manage organisational change	Elective
BSBMKG608 Develop organisational marketing objectives	Elective
BSBMKG609 Develop a marketing plan	Elective
BSBMGT615 Contribute to organisation development	Elective
BSBMKG603 Manage the marketing process	Elective
BSBMGT616 Develop and implement strategic plans	Elective

Living in Australia and Resources

Australia

Australia is an ethnic melting pot. It's a country known for world-famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945 more than six million people from across the world have come to Australia to live.

There are Approx 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA, but has a population of only 25 million people (most of whom live within 50 kilometres of the coast). Australia's coastline stretches over 25,000 kilometres and has over 10,000 beaches. Inland, there are vast areas of semi-arid and desert areas. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Victoria

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

Melbourne

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

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne often voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

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

The population is approximately 4.8 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city. The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

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

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

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

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring	September - November 12-22 degrees C
Summer	December to February 28-32 degrees C
Autumn	March to May 12-20 degrees C
Winter	June to August 10-15 degrees C

Melbourne does not have a specific wet season; it can rain at any time of the year.

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

International sporting events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

Approx 170 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia, you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

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

Clean, Safe, Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

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

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at news agencies.

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

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

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

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

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Budgeting

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

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars. However, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at <https://www.studyinaustralia.gov.au/english/live-in-australia/banking>.

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

Currency

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

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclables set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Accommodation

The following types of accommodation are available for International students:

1. Full Board (Home stay) A\$235.00 - A\$325.00 per week
2. Student house A\$80.00 - A\$215.00 per week
3. Half - Board A\$ 85.00 - A\$ 100.00 per week (plus expenses).
4. Leasing a House/Flat A\$200.00 - A\$440.00 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

<http://www.student-accommodation.com.au/>

<http://www.youthcentral.vic.gov.au/advice-for-life/housing>

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

A Good Choice for Study

There are more than 500,000 overseas students studying in Australia. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Australia welcomes over students

Overseas students are welcomed in Australia because they:

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to the Australia's research capability
- Develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and remote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$20,290 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about A\$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$7100 per year for Spouse and additional 3040 for child.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.80	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$1.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$15.00	T-shirt \$20.00
Eggs 1 dozen \$5.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$3.00	Newspaper \$2.00
Fruit Juice 2 litres \$4.00	Cinema ticket \$20.00

Information for Students

Mode of Delivery and Assessment

Mode of delivery and assessment is Classroom based Face-to-Face which involves the following.

Classroom-based training with simulated workplace environment

The course delivery method is face-to-face classroom.

Hawk Institute plans to deliver face-to-face teaching to students that will ensure full access to training resources and fully equipped classrooms. The teaching will include lecture sessions to develop the knowledge and theoretical understanding. Students are provided with reference/study material to support the training.

Assessment in simulated environment

During the assessment sessions, enough time is allocated to students to perform the required tasks, practice their skills, reinforce their knowledge.

Delivery and Assessment Locations:

- Classroom based delivery and assessment - Level 7, 140 Queen St , Melbourne , Vic - 3000

All the assessments are conducted once the training component of the unit is completed. Students will be granted competencies (Competent / Not Yet Competent) based on the outcome of the assessments

Trainers may provide additional learning material where gaps are identified in either the participant's underpinning knowledge or the training resources.

Self-study and research.

To gain the maximum knowledge, students are encouraged to allocate self-study time per unit of competency to complete activities and the associated review questions to enhance their understanding of the unit.

Each unit is allocated extra hours towards self study and research.

The students are expected to complete these Activities during the delivery of the unit. Students are expected to handover the Learning Activity Sheet to their trainer/assessor prior to undertaking the Final Assessments.

The students will not be granted competencies based on these learning activities. These only form the formative assessments.

However, the submission of the Learning Activity is compulsory by each student.

Course assessment

A number of approaches to course assessment are used by the Institute staff. Assessment approaches may include: observation of performance in class; case studies; projects; assignments; presentations; role plays; written tests and exams; work experience or work placement.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students who are dissatisfied with their assessment outcome may apply for appeal for the outcome by contacting their trainer or assessor.

Students are entitled to a maximum of three assessment attempts for each assessment.

If after three assessment attempts, student's competence is "Not Yet Competent", they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) The student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Submission of Assessments:

- All assessments should be submitted using the appropriate “Assessment Cover Sheet”. Students should retain a backup copy of their work until the feedback is provided.
- All assessments must be presented in word-processed format. All assessments will be marked on content, in relation to the performance criteria. The assessments outline may specify a presentation component or style of format.
- All assessments are to be submitted to your trainers in scheduled class time. Assessments will not be accepted by any of the Administration staff at any time; they will only be accepted by the relevant trainer concerned.

Types of Assessment

Case Studies:

A case study is a written or verbal presentation of a situation that either did or could happen in a related area. Students are then required to solve problems or make decisions.

Presentations:

Students may be required to make a presentation to the class, either as an individual or as part of a group. This usually involves research of the topic, design of the presentation and selection of appropriate presentation aids such as videos, poster, overhead transparencies, etc. A written submission may be required to support the presentation.

Written Tests:

Students may be required to complete a written test. This may consist of short answer questions, multiple choice, open-ended essay, sentence completion, structured essay, true-false questions, or matching pair’s questions.

In Class Activities/Exercises:

Students may be assessed by way of an in-class exercise and/or experiential activity during a class

Assessment Guidelines:

Refer to Assessment task guidelines

Irregularity for the purposes of student examination or other legitimate assessment processes:

The unauthorised use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.

The Assessment Policy:

During all parts of the assessment process the academic standards and integrity of the Institute will be maintained and safeguarded, and the principles of natural justice will be followed in all proceedings.

Assessments will be planned, conducted and validated by appropriately qualified staff.

Teachers shall inform students of the requirements for assessments and will ensure that they have every opportunity, consistent with the policy and procedures, to complete all assessments for a module/competency.

Assessment:

Assessment of all the courses are competency based and to achieve the qualification, the student must be competent in all the units to be included in the qualification.

Conducting Assessments:

All the assessments/re-assessments need to be conducted as per “assessment of competencies policy” which provided the detailed information about the system to be used for conducting assessments.

Outcome:

Assessment satisfactory completed = S

Assessment not satisfactory completed = NS

Assessment not submitted/Assessed = NA

Final result:

If all assessments of the unit is satisfactorily completed = C (Competent)

If any assessment of the unit is not satisfactory completed = NYC (Not Yet Competent)

Complaint and Appeal:

Student have a right to appeals against assessment/re-assessment/CT/RPL outcome, the essential nature of an appeal is that it is a request by a student to reconsider a decision made by the institute. The detailed information about complaint and appeal is mentioned in “complaint and appeal policy”

Plagiarism and Cheating:

Academic integrity is an essential component of teaching and learning. All cases of cheating and plagiarism are unacceptable and must be reported to the Training Manager. Please refer Plagiarism and Cheating policy for further details

Re-assessment:

Students who receive a ‘NYC’ may re-submit the assessment twice at free of charge. Please refer to Re-assessment Policy for further details.

Student Academic records:

Students wishing to access their own records anytime, must put the request in writing to the administration Manager using the “Letter Request Form” available at reception. This request will be process within 14working days.

Definitions

Assessment

The process of collecting evidence and making judgements about whether competency has been achieved or learning outcomes satisfactorily completed.

Irregularity for the purposes of student examination or other legitimate assessment processes

The unauthorised use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.

Misconduct for the purposes of student examination or other legitimate assessment processes

An action by a student which is in breach of any legitimate directions issued by the examination supervisor or printed on the examination material or notices. This includes taking into an examination any material with the intention of using said material to obtain an unfair advantage.

Moderation

The process of establishing comparability of standards of student performance in order to ensure that assessment is valid, reliable and fair.

Plagiarism

The act of copying and inclusion of another's work, including information downloaded from the Internet.

Validation

The act of reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards.

Use of computing equipment

Backup Discs/Memory sticks

It is strongly recommended that students purchase a memory stick in order to save important files.

Access to Computers

- Computers are available if a student wishes to do any work outside of class time. Students will need to check with the Course Co-ordinator regarding their availability and the supervision requirement.

Use of Computers

- Food and drinks are not permitted in computer rooms at any time.
- Students are not permitted to load or copy any software, including games, onto Institute computers.
- Disciplinary action will be taken for any breach of these rules.

Use of the internet and the World Wide Web

- Students may only browse the internet and use email or chat lines only for the purpose of their course related research.
- Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited and students should be aware that site visits may be logged.

Breaches of Copyright

- Unauthorized use of software images or files is a breach of copyright and is regarded as a serious matter by the Institute.
- It is against Institute policy for students to copy or reproduce any licensed software on the Institute computing equipment.
- Students who abuse the use of computer software images or files will be held legally accountable.

Non-compliance with Institute policy on computer usage (may result in any of the following):

- Suspension of computing privileges
- A disciplinary review which may include suspension or expulsion from the Institute
- Legal action

Course delivery

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time, students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer Procedure. To apply for credit transfer, students must complete the credit transfer application form and attach copies of verified documents to support the application. For more details, refer to Credit Transfer Policy.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies.

For more details refer to RPL Policy.

Qualifications to be issued

Qualifications gained at Hawk Institute are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and are recognised nationally.

Students who successfully complete all units of competency and meet the minimum requirements of the course as stipulated by the training package will be awarded a certificate on completion. If the requirements of the qualification are not met, students will be issued with a statement of attainment for units successfully completed. Certificates are issued within 30 days of successful course completion.

Completion of courses does not guarantee an employment outcome.

At Hawk Institute a replacement Certificate or Statement of Attainment will cost \$50.

If you have any questions about the issuance of your certificate you should submit your request to Student Administration through the Student Requests & Feedback Form.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs in Australia must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide Institute with your USI, or
- Provide Institute with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

You are required to fill Valid Form of identification if institute is applying USI on your behalf.

The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

Change of address

Upon arriving in Australia, students are required to advise Hawk Institute of their residential address and telephone number, as well as any subsequent changes to their residential address. This is extremely important as the Institute is obliged to contact students at their last known address; as the Institute may send warning notices to help you prevent any breaches of your visa conditions. Students are required to update their contact details within 7 days of a change. It is your responsibility and in your own interests to ensure that your contact and address details are always up-to-date at the Institute and to ensure you receive important information about your course. Additional information on student visa issues is available on the Department of Home Affairs web site at www.homeaffairs.gov.au .

Access and equity

The Institute Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Student Support and Welfare Services

Student Support Services

The training manager, student contact officer, teaching staff and administrative staff of the Institute are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the training manager or the student contact officer who may refer them to external support services, if required. The Institute will not charge for support services it provides for referring students to external support services. However, students will have to pay any fees charged by external support services that they use.

These services include but are not limited to:

Academic Study Skills Support

A free service is available to students. Students who wish to take advantage of this service should see their Course Co-ordinator. In particular, help is available with time management, assignment preparation, referencing and bibliographies, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual teachers and Course Co-ordinator with all aspects of their studies to ensure successful completion of the course.

English language and literacy support

Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

Student social activities

Students are given the opportunity to participate in a range of social activities organised by Institute.

Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

Accommodation assistance

Help is provided to students to select from the various housing options available to international students in Melbourne.

Facilities

Hawk Institute provides students with the range of facilities to enhance and support their learning experiences.

- Computer and Internet access
- Student Common Room
- Spacious air-conditioned classroom with modern technological capabilities
- Library access
- Current research based learning materials and learner friendly resources

Services

Hawk Institute will support students throughout the duration of their course. Students are encouraged to ask to help so that they can assimilate and adjust to their new learning environment and life in Australia. Some of the services we provide include assistance with:

- Application and enrolment
- Seeking Work
- Student accommodation
- Airport reception
- Language and literacy support
- Transition and cultural support
- Personal Counseling
- Mentoring
- Career advice
- Referral to local community, health, financial, legal, migration or other services
- Sport and recreational clubs

Internal Support Services (at no cost to students)

<i>Area of Support</i>	<i>Contact Person</i>
<i>Study assistance / Assessment Submission Extensions</i>	<i>Trainers / Training Manager / Academic Manager</i>
<i>Course and Career Guidance</i>	<i>Trainers / Training Manager / Academic Manager</i>
<i>Fees Payments & Arrangements</i>	<i>Admin Manager / Academic Manager</i>
<i>Complaints and Appeals (see separate policy & procedure)</i>	<i>Any staff member with whom the student feels comfortable</i>

External Support Services – to which the RTO may refer students to (a cost to the student may be levied by the support organisation in some instances):

Service	Organisation	Contact details
<i>Medical Urgent</i>	<i>All Medical Emergencies</i>	<i>Phone 000 and ask for ambulance</i>
<i>Medical Non-urgent Melbourne</i>	<i>St Vincent's Hospital Emergency Department</i>	<i>Patient enquiries Phone 03 9288 4360 Medical Advice Phone 1300 60 60 24. Address 59 Victoria Parade Fitzroy Victoria 3065</i>
<i>Dental Emergency</i>	<i>The Royal Dental Hospital of Melbourne and DHSV</i>	<i>The Royal Dental Hospital of Melbourne, 720 Swanston Street, Carlton (opposite Melbourne university)</i>
<i>Mental health care</i>		<i>Phone 1300 558 862 24-hr direct referrals</i>
<i>Trauma</i>	<i>Trauma advice and referral</i>	<i>Phone 1800 700 001</i>
<i>Drug & Alcohol</i>	<i>'DirectLine' drug and alcohol referral</i>	<i>1800 888 236 2 4hr/7day</i>
<i>Finance advice</i>	<i>Money Help</i>	<i>Phone 1800 007 007 http://www.moneyhelp.org.au</i>
<i>Legal Services</i>	<i>Victorian Legal Aid</i>	<i>www.legalaid.vic.gov.au Phone 1300 792 387</i>
<i>Family assistance</i>	<i>Lifeline</i>	<i>Phone 13 11 14 https://www.lifeline.org.au</i>
<i>Migration Services</i>	<i>Australia Migration Services</i>	<i>http://www.amsmigration.com.au +61 (3) 9092-1688</i>
<i>Dyslexia</i>	<i>Australian Dyslexia Association</i>	<i>www. http://dyslexiaassociation.org.au dyslexia.association@gmail.com</i>
<i>Impaired Vision</i>	<i>Vision Australia</i>	<i>www.visionaustralia.org Phone 1300 84 74 66</i>
<i>Impaired Hearing</i>	<i>Deaf Australia</i>	<i>https://deafaustralia.org.au Phone: 1800 422 015 / TTY: 1800 422 016 E-mail: info@deafaustralia.org.au</i>
<i>Family Matters</i>	<i>Australian Institute of Family Studies</i>	<i>www.aifs.gov.au Source of reference material, rather than a support service</i>
<i>Indigenous Health</i>	<i>Victorian Aboriginal Health Service</i>	<i>Phone 03 9419 3000</i>
<i>Academic support</i>	<i>Psychology Melbourne</i>	<i>Phone 1800 883 035 http://www.psychologymelbourne.com.au</i>
<i>Reading and Writing Hotline</i>	<i>Literacy On-line</i>	<i>Phone 1300 655 506 http://www.literacyline.edu.au/index.html</i>
<i>Work Issues, wages, employment</i>	<i>Fair Work Australia</i>	<i>Phone 1300 799 675 www.fwa.gov.au/index.cfm</i>

Evacuation Procedure

From time to time evacuation procedures may occur.

- Please cooperate with your teacher in evacuating the building, as directed, by going to and staying in the assembly area until advised otherwise.
- You may not re-enter the building until advised by your teacher, Course Coordinator or the Institute CEO

Dispute resolution procedure

The Institute has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the Institute. The Institute will make no charge to the student for its dispute resolution process or referral to the independent mediator. If you have a complaint or appeal you should take the following steps:

- Contact the Institute to obtain a copy of the complaints and appeals procedure and the application form.
- Complete the application form and lodge it with the Institute.
- Follow up with the Institute.

Relevant legislation:

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Occupational Health & Safety	http://www.business.channel.vic.gov.au/
Equal opportunity	http://www.eoc.vic.gov.au/ https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act
RTO & CRICOS registration	https://www.asqa.gov.au/
Educational services for overseas students	http://aei.dest.gov.au/aei/esos/default.htm
Department of Human Affairs	https://www.homeaffairs.gov.au/
Education and Training reform Act	http://www.dms.dpc.vic.gov.au/

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Please make good use of the web sites indicated or contact the CEO or Training Manager if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Student Code of Conduct

Students' Responsibilities

All students, throughout their training and involvement with Hawk Institute, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Hawk Institute in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Hawk Institute if any difficulties arise as part of their involvement in the program.
- Notify Hawk Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed time frames, where relevant.

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Hawk Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Hawk Institute on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practical

Complaints and Appeals Policy

1. Nature of complaints and appeals

- Hawk Institute responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Hawk Institute and including education agents.
 - Any student or client of Hawk Institute
- Complaints may be made in relation to any of Hawk Institute services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Hawk Institute to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Hawk Institute

2. Principles of resolution

- Hawk Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Hawk Institute ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

- Hawk Institute will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit a complaint or appeal to Hawk Institute, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Hawk Institute head office at, 7/140 Queen Street Melbourne Vic 3000 attention to the Chief Executive Officer. When making a complaint or appeal, provide as much information as possible to enable Hawk Institute to investigate and determine an appropriate solution. This should include:
 - *The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.*
 - *Any evidence you have to support your complaint or appeal.*
 - *Details about the steps you have already taken to resolve the issue.*
 - *Suggestions about how the matter might be resolved.*

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- Some or all members of the management team of Hawk Institute will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- *In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.*
- The enrolment status of student will be handled as follows:
 - For international students, Hawk Institute will maintain a student's enrolment throughout the internal appeals processes without notifying DHA via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Hawk Institute maintains the student's enrolment as follows:
 - If the appeal is against Hawk Institute decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Hawk Institute decision to report.

- If the appeal is against Hawk Institute decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Hawk Institute will notify DHA via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

6. Independent Parties

- Hawk Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Hawk Institute
 - *For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.*
 - *Hawk Institute will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.*
 - *The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Hawk Institute*

7. External complaint avenues

- Complaints can also be made via the following avenues:
 - National Training Complaints Hotline: *The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction*

to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 9am to 5pm nationally.
- **Email:** ntch@education.gov.au
- **Australian Skills Quality Authority (ASQA):** Complainants may also complain to Hawk Institute registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about Hawk Institute in relation to:
 - the quality of our training and assessment
 - our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:
 - **International students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- **The Overseas Student Ombudsman (OSO)** International students may complain to the OSO if their complaint is in relation to Hawk Institute:
 - refusing admission to a course
 - course fees and refunds
 - course or provider transfers
 - course progress or attendance
 - cancellation of enrolment
 - accommodation or work arranged by your provider
 - incorrect advice given by an education agent.
 - if you believe we have failed to take action or are taking too long to take some action.

This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Hawk Institute

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:
<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

8. Records of complaints and appeals

Hawk Institute will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

9. Publication

This policy and procedure will be published in the Student Handbook and on Hawk Institute website.

Fees Payment and Refunds

It is important that you read and understand the Institute's Fees Payment policy and the Fees Refund policy before you sign this agreement.

I. Payment of Tuition Fees

- a. *The initial tuition fee, enrolment fee, material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at Institute.*
- b. *Student must pay the full tuition fees for each month by due date or as specified in the written agreement unless any other payment plan/arrangement is agreed with the institute.*
- c. *Students, who wish to apply for payment extension/arrangement, have to do so in writing before the due date along with evidence and supporting documents (if applicable).*
- d. *A late fee of \$50 Per week will be applicable to students who do not pay the tuition fee by due date or as specified in the invoice.*
- e. *Tuition fees are payable to Institute by a bank draft or bank transfer (or other approved payment options) in Australian dollars made payable to Institute.*
- f. *The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment and tuition fees.*
- g. *If the student tuition fee is outstanding after the due date or any date mentioned in the payment plan, a Final Notice and/or email will be issued within two weeks of the original payment due date.*
- h. *If a student fails to make the payment of the outstanding fees even after a final notice and/or email, their enrolment will be suspended. The suspension of Enrolment will cause following restrictions to apply:*
 - i. *Loss of access to the institute library service, classroom, computer system including internet and others*
 - ii. *Loss of access to enrolment records, results and academic certificates*
 - iii. *Inability to attend any classes which may result in students having to repeat missed work and units.*
- i. *If Student with suspended enrolment make no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled.*
- j. *An additional fees is applicable when:*
 - i. *students have to undergo reassessment (reassessment fee)*
 - ii. *students have to repeat a subject (unit fee)*
- k. *Students who enrol in additional courses will be required to pay a separate Tuition fee as specified for the course*
- l. *The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course a tuition fee for the transferred course will apply.*
- m. *If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.*
- n. *The Institute reserves the right to engage any third party to recover any outstanding fees payable to the Institute. The cost to the Institute of engaging a third party to recover such outstanding fees will be charged to the student.*

Other Fee & Charges

Fee type	Amount*
Unit Repeat fee	A\$300
RPL Fee	Subject to qualifications and units
Airport meeting	A\$100
Accommodation Placement fee (optional)	A\$100
Homestay fee (optional)	Depends on specific arrangements
Reassessment Fee	Subject to reassessment policy
Late payment fee	\$50 Per Week
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$60

* Fees are subject to change without notice. Please contact student administration for updated fees and charges.

II. Refund

All students' refunds are conditional on the following:

Course Withdrawal

- i. Where written notice of withdrawal is received by the Institute before the start date of the course, the Institute will refund the fees, as per the table below, less any administration fees.

Written notice of withdrawal received	Refund of fees paid (withdrawing Course)*	Refund of material fees
28 days or more before the Course Start Date	80%	100%
15 to 27 days before the Course start date	50%	100%
Within 14 days before the Course start date, as well as from the day Course started	No refund	100%

*Less administration fees

- ii. Where the student defaults, including withdrawing from a course, after the course start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- iii. Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
- iv. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification and relevant forms duly signed by the student being received by the Institute.
- v. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, bank transfers have been received)

Visa Refusal

In the event where student's initial visa is not granted.

- In the event that the student's visa has been refused, the refund amount shall be calculated as follows under section 9 of the refund specifications:
- The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500

The total course fee also includes any non-tuition fee paid.

In the event where a student enrolls in a Package Program and the first course has commenced and the student visa is refused before the commencement of second course.

The refund amount will be calculated for the student for the commenced course as follows

- The refund amount = *weekly tuition fee x the number of weeks in the default period*
- where
- a. *The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.*
- b. *The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7*
- If the student has paid any tuition fee for the second course, the refund will be calculated as
- The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500

d. Institute Default

i. In the unlikely event that the Institute is unable to start or deliver the course at the agreed location and the starting day (known as Institute default), the student can choose to accept either:

- i. A refund of course fees, which will be issued to the student within 14 days.*
- ii. Or be placed in an alternative course with the Institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.*
- ii. If the student chooses to receive a refund of course fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the Institute). The refund will be paid within 14 days after cessation of the course.*
- iii. If the Institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.*

e. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

III. Refund Process

- a. *The student must apply for refund by completing a Refund Application Form along with evidence and supporting documents. Such documents may include, but are not limited to:*
 - i. a completed Course Withdrawal Form provided by the Institute*
 - ii. a letter from Department of Home Affairs (DHA) advising of a rejection of the student visa application or a refusal to extend a student visa*
 - iii. proof of extenuating circumstances of a compassionate nature*
- b. *Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full supporting document by the Institute.*

IV. Payment of Refunds

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks are to be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.
- c. All refunds will be paid to the person who enters into the contract with the RTO (the Student or their financial sponsor) unless they provide written direction to the RTO to pay the refund to a third party. Under no circumstance will the refund be paid to an education agent.

V. Student Rights to Appeal

- a. Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- b. The Institute's appeal process does not restrict the student's right to pursue other legal avenues.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Cooling-off Period

- The cooling off period is 7 days from the date you signed this Agreement. To exercise this right, you must notify our office in writing that you wish to cancel within 7 days of signing this Agreement. This can be by email to info.hawkinstitute@gmail.com or by post.

Supplementary Material

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Education Services for Overseas Students Act 2000](#)

OVERSEAS STUDENT VISA REQUIREMENTS (MONITORING OVERSEAS STUDENT PROGRESS AND COURSE DURATION) POLICY AND RISK INTERVENTION PROCEDURE FOR VET COURSES STUDENTS

1.0 INTRODUCTION

- a) In line with the National Code of Practice for Providers of Education and Training to Overseas Students - National Code 2018, Standard 8, Hawk Institute has specifically design this policy and procedure to ensure that Hawk Institute will:
 - Monitor the course progress of each overseas student to ensure the overseas student is in a position to complete their VET course within the expected duration that is specified on the overseas student's CoE:
 - This is the responsibility of Training Manager that monitor the course progress of each student at the end of study period. Study period for each course are defined below.

Course Code	Course Name	Course Length	Study Weeks	Holiday Weeks	Total Study Period	Study Period Number	Study Period Duration
BSB60215	Advanced Diploma of Business	90 Weeks	80 Weeks	10 Weeks	4	1	20 Weeks
						2	20 Weeks
						3	20 Weeks
						4	20 Weeks
BSB50415	Diploma of Business Administration	60 Weeks	48 Weeks	12 Weeks	2	1	24 Weeks
						2	24 Weeks
BSB40515	Certificate IV in Business Administration	35 Weeks	30 Weeks	5 Weeks	2	1	15 Weeks
						2	15 Weeks

- When monitoring their students, the Training Manager will take into account each student's current course progress in completing their course of studies within the enrolment period of their CoE.
- If the Training Manager believes that a particular student is unlikely to complete their course of studies within the enrolment period of their CoE due to unsatisfactory course progress, the Training Manager will evoke Hawk Institute intervention strategy with the particular student; which they will document and place on the student's academic file; utilising the re-assessment and catch-up days in the timetable for this purpose.
- The Training Manager will continue to monitor the student's course progress and if they believe, following the intervention, that the International student continues to be at risk of not making satisfactory course progress, the Training Manager will inform the student in writing of its intention to report the student and that they are able to access Hawk Institute appeal process within 20 working days.
- After the appeals process (if actioned) is finalised and upholds Hawk Institute decision to report, Hawk Institute will notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress.
- Where the student's is reported to the Department of Education via PRISMS, Hawk Institute will maintain a copy of this report on the student's file.

Note - The expected duration of study specified in the overseas student's CoE (issued by Hawk Institute) will not exceed the CRICOS registered duration for each particular course.

- b) Hawk Institute will clearly outline and inform overseas students before they commence a course of the requirements to achieve satisfactory course progress

2.0 POLICY AND PROCEDURE

- a) Hawk Institute Training Manager will monitor and assess the course progress of each of their International students.
- b) The Training Manager will, on an on-going basis, evaluate each International student's performance and progress course throughout the student's period of study (CoE). On this basis, where necessary, the Training Manager will evoke its intervention strategy that has been specifically designed to assist students in completing their studies within the expected duration on the overseas student's CoE.
- c) A Risk Intervention Meeting will explore alternative strategies so that the student is in a better position to achieve satisfactory course progress.
- d) The intervention strategy may also include reducing the enrolment load of a student who is having difficulty in making satisfactory course progress. This may lead to an extension to the duration of a student's course and the granting of a new CoE to reflect the extended period. Hawk Institute will record this variation and the reasons for it on the student file.

2.1 If the student attends the Intervention meeting:

- a) The outcomes of this intervention process will be recorded and placed on the student's file with a copy provided to the student.
Following the Risk Intervention meeting, the Training Manager will continue to monitor the implementation of the strategy, and during this monitoring process if the Training Manager believes that the student has not in good faith implemented the agreed strategy/s the Training Manager will deemed that the student has failed to meet satisfactory course progress.
- b) If the agreed intervention strategy is breached by the student and at that time the Training Manager also assesses them as not being able to complete their study within their period of enrolment, training Manager will advise the Administrative Department that the student has breached their intervention strategy and that they should inform the student in writing of Hawk

Institute intention to report them to DHA (Department of Home Affairs) for unsatisfactory course progress.

2.2 If the student does not attend the meeting:

- a) Training Manager will advise the Admin Department so that a letter can be sent to the student advising them that a) they failed to attend the scheduled meeting,
- b) they are unlikely to achieve Hawk Institute course progress requirement of completing all units of competency within their enrolment period, and
- c) that the student should contact Hawk Institute to reschedule the meeting within 14 days.
- d) training Manager at the end of the 14 day period will advise the Administrative Department that the student has not established any contact and should inform the student in writing of Hawk Institute intention to report them to DHA (Department of Home Affairs) for unsatisfactory course progress.

2.3 Hawk Institute final written notice (of its intention to report the student for unsatisfactory progress) will inform the student that they can access Hawk Institute Appeals process and that they have 20 working days in which to do so. A student may appeal on the following grounds:

- a) Hawk Institute failure to record or assess a student's evidence (S- Satisfactory) accurately,
- b) Compassionate or compelling circumstances, or
- c) Hawk Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

2.4 Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- a) If the appeal shows that there was an Hawk Institute error in recording or assessing a student's grade (S - Satisfactory or C - Competent) accurately and as a direct result the student actually made satisfactory course progress, Hawk Institute will not report the student, and there will be no further requirement for intervention.
- b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through Hawk Institute Student Supports Services, and Hawk Institute will not report the student.

2.5 Where:

- a) a student has chosen not to access Hawk Institute appeals process within the 20 working day period, or
- b) a student withdraws from the process, or the process is completed and results in a decision supporting Hawk Institute (i.e. the student's appeal was unsuccessful)

If any of the above situation arisen then Hawk Institute Administrative Department will notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory course progress. A copy of this notification will be placed on the student's file.

3.0 REFERENCES

- a) ESOS National Code, Standard 8: Overseas student visa requirements

4.0 DEFINITIONS

- a) **Hawk Institute Course Progress Standard:** All International students are required to achieve competence in all Units of Competency for a course of study within the period of enrolment (CoE).

5.0 APPEALS



Hawk Institute
RTO ID: 41451 CRICOS Code: 03
ABN 19608522087
Email: info@hawkinstitute.edu.au

Students can appeal any decision made by Hawk Institute in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure (as outlined in Standard 6 of Standards for Registered Training Organisations (RTO) 2015)

Visa requirements

The Department of Home Affairs publishes a full list of mandatory and discretionary student visa requirements at <https://www.homeaffairs.gov.au/trav/stud>.

Change of address

Upon arriving in Australia, you are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. The Institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interest to ensure that you always update your address details at the Institute to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the DHA web site at : <https://www.homeaffairs.gov.au/>

Student initiated deferral or suspension of enrolment

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

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

Student cancellation of enrolment

Cancellation of enrolment may result to refund of tuition fees in the Written Agreement between the Institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Institute Training Manager. The student refund application form, available from the Institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Institute will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131 881.

Institute initiated suspension or cancellation of enrolment

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record by the student. If the Institute is intending to initiate a suspension or cancellation of enrolment, a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the final warning letter to complain or appeal against the Institute suspension or cancellation. The Institute will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office or phone the DHA helpline 131 881.

Institute deferral of commencement

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

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

Department of Home Affairs

According to the Department of Home Affairs (DHA) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on DHA Internet site on <https://www.homeaffairs.gov.au/>.

Monitoring student academic progress:

The Student Support Department makes sure that services are available to help students meet course requirements and maintain satisfactory course progress (Refer to course progress Policy). The Student Support Department also ensures students are aware of the course progress requirements, and how intervention strategies are applied to students who are identified as being at risk (where applicable).

Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, Institute or university that they enrol in whilst in Australia.

Student transfer

Under the ESOS Framework, the Institute cannot enrol students seeking to transfer from another Institute before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the Institute for a release from PRISMS (Provider registration and International Student management system). The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study, please contact the Institute administration for a copy of the transfer procedure and the application form.

Students do not need a release if:

- they have completed more than 6 months of their principal course
- they are a government sponsored student, and their sponsor supports a transfer
- their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

Use of personal information

Information is collected during your enrolment in order to meet the Institute obligations under the ESOS Act and the National Code 2018 to ensure student compliance with the conditions of their visas and their obligations under Australian Immigration laws generally. The authority to collect this information is contained in the Education Services

for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Please apply in writing to the Administration Manager if you wish to view your own records.

Overseas Student Transfers [National code 2018]

1.0 Purpose

- 1.1 The purpose of this procedure is to address standard 7 of the revised National Code 2018 Overseas student transfers

Responsibility

- 1.2 The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Requirements

- 1.3 The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code 2018.
- 1.4 No fee can be charged to the student by the Institute for issuing release from system.
- 1.5 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of the National Code 2018.
- 1.6 If a letter is refused by a registered provider a student may appeal the provider's decision.

Method

Release from System

- 1.7 Students must apply for a release on the appropriate form
- 1.8 Applications for a letter of release will be considered by the Training Manager and responded to within 14 days of being received by the Institute.
- 1.9 A release from System will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.
- 1.10 A release will normally be granted in the following situations:
 - The Institute is unable to continue to provide the course; or
 - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the Institute and can demonstrate clearly how this will be alleviated through a transfer; or
 - The current course of study is clearly not consistent with documented course requested for on their application.
- 1.11 A release will normally not be granted in the following situations:
 - The requirements of the written agreement have not been met by the student; or
 - The student does not satisfy any of the situations which normally lead to release being granted; or
 - The proposed transfer will risk the student's progression through a package of courses; or
 - The student has unsatisfactory attendance progress and has been or is about to be reported to DHA; or

- The student cannot be granted release until registered provider confirming that a valid enrolment offer has been made.
- 1.12 If a release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the Institute complaints and appeals procedure.
- 1.13 A copy of the student's release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the Institute must be placed in the student's file.

Enrolling a transferring student

- 1.14 The Institute will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has provided release from system;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 1.15 In the event that the Institute knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
- 1.16 The Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.

Student Security and Safety Policy

Introduction

Hawk Institute places high priority on student security and safety and therefore does its utmost to enhance its support services for clients in order that they achieve better living experiences while studying in Australia. Our goal is to provide an environment which ensures that student welfare is not compromised in any way, and also assist in circumstances which are not within the classroom or outside the premises of Institute.

Policy

This policy addresses the security and safety measures taken by Institute to ensure that the goals set out above are met.

Management Staff

Management staffs are located at Institute Head Office to monitor and ensure that student security and safety measures are enforced.

- 1.1 The CEO visits and checks Delivery Site on a regular basis
- 1.2 Key personnel are located at Level 4, 171 La Trobe Street, Melbourne, Victoria- 3000 to monitor students
Personnel involved are: The Chief Executive Officer, Training Manager and Student Services Manager.

Travelling to and From Institute & Facilities

- 2.21 The main Delivery Site is on Level 4, 171 La Trobe Street, Melbourne, Victoria- 3000: within the inner-city road network.
- 2.3 All facilities of Institute are located in well-lit and high-density areas.
- 2.4 All facilities are next to all modes of public transport: train, trams and buses.

These areas are considered as low risk and therefore safe for public access.

- 2.5 All facilities are compact and have very close street access providing a controlled environment.

Although Institute Delivery Site is well located and easily accessible by Public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after 1800 hours.

3.0 OCCUPATIONAL HEALTH AND SAFETY

- 3.1 While Institute will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at the Institute.
- 3.2 Accidents, incidents or hazards occurring within Institute premises must be reported to personnel or trainers concerned immediately. Students must also fill out the Incident Report form available at all Course delivery sites.

4. EMERGENCIES AND EVACUATION

This is a written set of instructions to help Institute staff/students deal with incidents or situations that could pose a threat to life, health or property.

This Emergency Management Plan covers the following emergency situations:

1. Fire
2. Flood
3. Power failure
4. Chemical Spill / Leak
5. Medical Emergencies
6. Violence
7. Bomb Threats

This Emergency Management Plan is based on a practical assessment of potential hazards associated with Institute workplace (taking into account the size and complexity of the work site) and the number and type of occupants and the possible consequences of an incident occurring as a result of those hazards. The detail information is on Emergency Management Plan.

5. First Aid

First Aid Kit – located at campus