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BEFORE YOU ENROL

Introduction

The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnation. For the purposes of this handbook any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names. These education providers work together to create unique opportunities for students and alumni throughout the natural health and wellness industry.

The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen. This definition includes students studying onshore on a range of visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) will be specified when relevant.

Endeavour College of Natural Health is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver courses to international students studying on a student visa.

Endeavour College of Natural Health, formerly the Australian College of Natural Medicine, was established in 1975. From our humble beginnings with just 16 students, today it is the largest Natural Health College in the Southern Hemisphere with six vibrant campuses in Brisbane, Gold Coast, Melbourne, Perth, Sydney and Adelaide (note: Adelaide campus does not deliver courses to international students).

We are committed to the growth and prominence of natural health in Australia and internationally.

This handbook provides an overview of the College for students old and new. You will find this Handbook a necessary tool for approaching your study and joining the College community.
Handbook Disclaimer

This International Student Handbook (ISH) contains information that is current at the date of publication. Changes in legislation, regulations or College circumstances after this date may impact on the accuracy or currency of the information included.

The College takes all care to ensure that the information contained in this handbook is accurate, but reserves the right to vary any information described in this publication without notice.

The ISH has been prepared as a resource for international students studying at the College at its various campuses and online. It is not designed to be definitive or complete on all topics, and should be used (as appropriate) in conjunction with the following resources:

- Student Clinic Handbook
- Guidelines for Infection Control
- Guidelines for Client Recordkeeping
- Policies and Procedures published online

This ISH is for all international students who have joined the College community in their journey of education in natural health through the courses the College is registered to deliver.

Information on courses offered by the College is provided within this ISH and should be read prior to enrolling in a course.

All students need to read, understand and follow the policies and procedures available publicly at www.endeavour.edu.au/policies-and-procedures and http://www.endeavour.edu.au/international-students/welcome/.

Course Intake Notice

The College will provide at least 2 weeks' notice regarding the cancellation of any course or intake and ensure that international students intending to study a course on a student visa are advised of that course viability, under the College’s Course and training Package Viability Policy.

The College has multiple intakes of a course throughout a given year:

- **2015** Higher Education – 2 semester intake periods
  - S1 Semester 1 from 16 February to 19 June
  - S2 Semester 2 from 27 July to 27 November
- **2015** Vocational Education & Training – 3 trimester intake periods
  - T1 Trimester 1 from 27 January to 24 April
  - T2 Trimester 2 from 18 May to 14 August
  - T3 Trimester 3 from 7 September to 4 December

In some instances, it may be necessary to cancel an intake for a course for viability reasons prior to the next teaching period, the CEO reserves the right to decide not to deliver a course nationally or at a particular campus for a particular intake. This does not constitute cancellation of the course overall, but rather, cancellation of that intake.
Campuses

Brisbane

Endeavour College of Natural Health relocated in 2012 to a new Brisbane campus located at 269 Wickham Street, Fortitude Valley; approximately 1km closer to the Valley train station, with easier access to more public transport and amenities.

The new purpose built campus offers multi-functional learning space, including better equipped classrooms, meeting rooms, and dedicated student spaces.

The fully refurbished Teaching Clinics are a modern and professional clinical space with students providing a range of natural medicine treatments to a diverse patient group under professional supervision. The new state of the art Learning Centre (library) is located on level 3 along with the student laboratory and teaching rooms. The campus move brings together the College’s academic and student services into one spacious, well-designed floor on level 2 at the new campus, making it easier for students to get the support they need with their studies.

It is also closer to a greater range of public amenities including a post office, ATM facilities, the Valley swimming pool, as well as cafes and restaurants.

Campus Contact Details
Level 2, 269 Wickham Street, Fortitude Valley, Brisbane, QLD 4006
Phone: +61 7 3257 1883 Fax: +61 7 3257 1889
Email international.students@endeavour.edu.au
Brisbane International Student Coordinator: Alex Reinhardt
Gold Coast

The Gold Coast campus is located in the heart of Southport and on the ‘sunny’ Gold Coast. The campus is close to public transport as well the popular surf beaches and also near several famous shopping and restaurant districts.

The Gold Coast campus is a smaller, satellite campus to the larger Brisbane campus. The facilities include modern air-conditioned classrooms, student clinic and dispensary, library with internet access and photocopying.

Campus Contact Details
105 Scarborough Street, Southport, QLD 4215
Phone: +617 5503 0977 Fax: +617 5503 0988
Email international.students@endeavour.edu.au
Gold Coast International Student Adviser: Sarah Vine
Melbourne

The Melbourne campus is located in the heart of the city, close Melbourne's famous Victoria Markets, shopping and restaurant districts. The campus is located on the corner of Elizabeth St and La Trobe St, across from Central Station. With many university or college campuses located nearby, it is a popular area with students and is easily accessible by train, bus or tram.

The campus facilities include modern, air-conditioned lecture rooms, a library equipped with an extensive range of natural medicine texts and periodicals, internet access, models, charts and videos, as well as a College-based natural medicine clinic and dispensary.

Campus Contact Details
Level 1, 368 Elizabeth Street, Melbourne, VIC 3000
**Phone:** +613 9662 9911  **Fax:** +613 9662 9414
Email [international.students@endeavour.edu.au](mailto:international.students@endeavour.edu.au)
Melbourne International Student Adviser: Nohelia Alvarez
Perth

Perth is well-known for its relaxed outdoor lifestyle and often, perfect sunny weather. The Perth Campus is located just one kilometre from the city centre and is readily accessible by bus or train. It is close to Wellington Square Park, a great place to relax between classes in the beautiful sunshine, with many cafes on nearby Royal Street.

Like all of our campuses, Perth is fitted out with wireless internet access for all students and staff, and provides a friendly environment for all students. Academic staff are experts in their chosen area and successful practicing clinicians and bring cutting edge, industry experience to the classroom.

Campus Contact Details
Level 1, 170 Wellington Street, East Perth, WA 6004
Phone: +618 9225 2900
Fax: +618 9225 2999
Email international.students@endeavour.edu.au
Perth International Student Adviser: Brett Eaton
Sydney

Endeavour College’s Sydney campus is our most recent addition and is located in the heart of the business and international district. The state-of-the-art campus is easily reached by bus and train, with transport stops just steps from the front door.

The bright open learning spaces and excellent central location make Endeavour’s Sydney campus a popular place to study.

Campus Contact Details
Level 2, 815 – 825 George Street, Sydney, NSW 2000
Phone: +612 8204 7700
Fax: +612 8204 7799
Email international.students@endeavour.edu.au
Sydney International Student Adviser: Ting Feng
Public Holidays

The College will be closed on Australia Day, Good Friday, Easter Monday and ANZAC Day. Classes will be held on all other Public Holidays unless arrangements are made between the lecturer and students in class for an agreed alternative date. Please refer to the published College calendars on ePortal and LMS for further information.

Student Services Front Desks

Located on each campus is Student Administration manned by Student Advisers and Student Services staff members. During hours of operation, students are invited to come to the desk with questions regarding:

- enrolments
- timetables
- forms and procedures
- booking a meeting with a Student Adviser
- any general enquiries

Break out areas

Each campus boasts a student break out area; a place to socialize with other students and to form life-long friendships. Enjoy these spaces as a place to relax, study, meet with friends and eat and learn together.

Identification Cards

From the week before your trimester/semester begins (or a week before an Online Study Period begins), students can request to be issued with a Student Identification (ID) Card. Student ID cards can be issued to any enrolled student and indicate whether enrolment status is full or part time.

The student must provide:

- A passport sized photo of themselves (forward facing, no side angles)
- their Acceptance notice for the current teaching period
- A valid photo ID

Student ID cards provide proof of enrolment and is used as identification for purposes such as admission to examinations, library borrowings, access to sensitive areas such as student clinics and some transport concessions.

If students reside 50km or more from a campus and are unable to attend a campus in person to collect a Student ID card, an application will need to be posted in with a passport size named photo, authenticated on the back by a Justice of the Peace.
Student ID cards are issued free of charge to all correctly enrolled students at the commencement of their units of study/course of study. The student has the responsibility at the initial enrolment to provide full and complete information that will be utilized when issuing the Student ID card.

Student ID cards must be produced on request and remain the property of the College.

Library Services

On Campus

The College provides library facilities at each campus providing extensive information for students, staff and researchers at all College campuses.

A wide range of resources and services are available to students including books, periodicals, models, charts, video and audiocassettes, slides, CD-ROM and internet access. The library collection is divided into areas by subject and includes a reference and lending collection for easy student access. It offers students a variety of services including circulation and reference services, photocopying, research, and audio-visual and computer assistance.

Contact your local campus or email library@endeavour.edu.au for information and assistance. Contact the local campus library for opening hours.

Online

24/7 Access available  www.endeavour.edu.au/library

Through this portal you can:

• Search the collection and note holdings and call number, making resources easier and quicker to find;

• Check your details and email notification to staff if this needs updating;

• Place requests for materials currently on loan;

• Check your record to see what you have on loan, when items are due, any fines owing and any requests you have;

• Renew your items on loan (if they are not yet overdue) to access, select your local campus.
Conditions of Use

Campus libraries are shared zones which accommodate a number of simultaneous activities. Library staff expect all users to behave with respect and courtesy towards other users.

- Quiet talking is allowed as long as it does not disturb other users.
- Mobile phone ringtones must be turned off when using the libraries.
- Consumption of food in libraries is not permitted. Bottled water and drinks in closed containers are permitted. Litter and bringing hot food into the libraries will not be tolerated.
- Personal property must not be left unattended. The Library cannot be held responsible for loss or damage.
- Students using library PCs or the Wi-Fi, when doing assignments or online exams, do so at their own risk.

Anyone behaving in an unacceptable way may be asked to leave the library. Anyone who damages library property or resources will be asked to compensate for the damage and their access to the library may be limited or revoked.

For further information relating to the Library, please refer to the Library Policy available at: www.endeavour.edu.au/policies-and-procedures

Loan Periods, Limits and Renewals

All users must produce a current valid College student ID card to borrow from the library collection. Associate members will be issued a non-photographic ID on presentation of other photographic ID, e.g., a driver’s licence.

For Students:
- A total of 6 items can be borrowed at any one time
- Items in high demand (textbooks) and AV items have a 7 day loan
- Standard loan period is 14 days
- ‘Reference’ / Not for Loan texts and journals are not available for loan
- Books can be renewed once for a period of 7 days
- Fines for late returns accrue at $1 a day in most instances (except for hourly loans which are $1 per hour)
- Accounts are frozen if any item is overdue or fines and charges exceed $30
- External students operate under the same conditions as on-campus students
- Postage / freight charges for external student loans must be prepaid at time of request
Library Opening Hours

Gold Coast, Perth

Monday & Wednesday 8.30am — 6.00pm
Tuesday & Thursday 8.30am — 4.30pm
Friday 10.00am — 3.00pm

Brisbane, Melbourne, Sydney

Monday – Thursday 8.30am — 7.30pm
Friday 8.30am — 5.00pm
Saturday (Bris & Melbourne only) 9.00am — 12.30pm

Hours vary during non-teaching periods, study breaks, exams and semester breaks
POLICIES AND PROCEDURES

Education Services for Overseas Students (ESOS)
Legislative Framework (applies to students studying on a student visa only)

The College must abide by the Education Services for Overseas Students Act 2000 (ESOS Act) and Regulations when delivering courses to international students studying on a student visa.

A link to the ESOS framework is available at: www.aei.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

The Education Services for Overseas Students (ESOS) Regulations 2001 support the implementation of the ESOS Act by setting out in detail requirements including:

- information that must be entered on the register about the provider and each course by location
- student details that providers must include on the Provider Registration and International Students Management System (PRISMS), including information about tuition and non-tuition fees
- information about students that providers must give related to student visa conditions
- penalties and infringement notices
- Student records that a provider must keep.

The National Code 2007 provides nationally consistent standards for the conduct of education providers in Australia that deliver education to students on a student visa. The standards set out specifications and procedures that ensure the College can clearly understand and comply with its obligations under the National Code.

Full versions of all policies listed below are available at www.endeavour.edu.au/policies-and-procedures and www.endeavour.edu.au/international-students/welcome/
International Student Policies

All international students should be familiar with the policies and procedures that apply to them before they enrol. International student policies and procedures apply to all international students and clearly differentiate when certain sections only apply to a student studying on a student visa. Most of these policies relate to each other and should not be read in isolation; they link and refer to other relevant policies and procedures as appropriate.

International students on a student visa must acknowledge that they have read the College’s policies and procedures as set out in this handbook when accepting their letter of offer, however, all international students should ensure they are familiar with the College’s Policies and Procedures. Full versions of the policies that are summarised below are available on the College’s website: www.endeavour.edu.au/policies-and-procedures.

Academic Integrity Policy

The Academic Integrity Policy applies to all students. The College is committed to upholding standards of academic integrity and honesty. Therefore, plagiarism or cheating in any form are unacceptable and will be treated seriously by the College.

Plagiarism (where a student fails to properly cite the materials or ideas used in an assessment), Copyright Infringement, and cheating, are all forms of Misconduct and will result in disciplinary action as per the provisions in the Student Misconduct Policy available at www.endeavour.edu.au/policies-and-procedures.

The policy and procedure on academic integrity are further outlined in the Academic Integrity Policy available at www.endeavour.edu.au/policies-and-procedures.

As outlined in the Student Charter and Code of Conduct, students and staff are responsible for understanding and following correct procedures and policies on maintaining academic integrity. If you have any questions regarding assessment, please ask your lecturer.
Attendance Policy - International

All International Students

Information applicable to all International students

The College encourages 100% attendance for all classes. Attendance rolls for international students studying on a student visa are kept on record and made available for inspection by regulatory bodies. Any subject-specific attendance requirements are clearly stated in the Subject Outlines (SO).

The Attendance Policy - International is divided into 2 clearly differentiated sections. Part A outlines the information regarding attendance that applies to all international students. Part B outlines information relevant only to international students enrolled in VET courses and studying on a student visa.

All VET International Students

Information applicable to students studying on a Student Visa and enrolled in VET courses only

If at any time it becomes impossible for a VET student studying on an Australian student visa to achieve an attendance rate of 80% for the entire course, they will be issued an intention to report letter which sets out that the College intends to report the student’s unsatisfactory attendance to the Department of Immigration and Border Protection (DIBP) through PRISMS. This is a requirement of the National Code 2007 for VET students and a condition of the student visa for VET students.

The student has 20 working days to appeal against the College’s intent to report for unsatisfactory attendance. Consistent with the Complaints and Appeals Policy – International, students can appeal the College’s decision to report them for unsatisfactory attendance if there is evidence to support that the student has attended at least 80% of all scheduled course contact hours.

The College is required to report unsatisfactory attendance under the National Code 2007. The College is only permitted to decide not to report a student for breaching the 80% attendance requirement if the student’s records clearly show the student is making satisfactory course progress and the student is attending at least 75% of all scheduled course contact hours.

Outside of the above reasons there is no discretion for the College not to report a student, even if the student has a genuine reason for all absences (such as an illness) and supporting documentation (such as a medical certificate). In these cases however, the College may choose to provide documentation to DIBP in order to support the student’s continuation of study.
Complaints and Appeals Policy – International

Information applicable to all International students

This policy sets out how international students can make a complaint or appeal a decision. The College is committed to providing high quality educational programs and excellent graduates who will practice as leaders in their field. The College recognises that effective communication is essential to resolving any concerns and this policy is fundamental in the resolution of complaints/grievances and in the reconciliation of claimants with the College.

In certain circumstances students may apply for course credit for subjects studied previously at other institutions. The process for applying for course credit is set out in the Credit Transfer Procedure - HE and Credit transfer Procedure – VET.

The College considers it important to be made aware of all student complaints and appeals. The College aims to respond to complaints and appeals in a fair and equitable manner and to resolve the complaint to the satisfaction of all parties.

Course Duration and Progress Policy and Procedure – International

Both the College and students have responsibilities for ensuring that the educational experience is positive and achieves the required outcomes.

The policy is divided into 3 clearly differentiated sections. Part A applies to all international students and outlines general information regarding course progress and duration. Parts B & C apply to specific groups of international students (Part B - studying in Australia on a student visa; Part C – studying in Australia on any other visa) and outline specific information relevant only to those students.

The College recognises that there may be times when a student is at risk of academic failure through circumstances which may be beyond their control. Students can be at risk of academic failure for a variety of reasons.

Unsatisfactory Course Progress

An international student is deemed to have made unsatisfactory course progress if:

- The student does fails more than 50% of subjects undertaken in any one semester/trimester
- The student fails a single subject or its equivalent twice.

As per the Student Charter and Code of Conduct, students can expect to receive ready access to support services and intervention strategies for ensuring academic, professional and personal success.

Information below from Part B of the policy and is applicable to International students studying on a Student Visa only:
International students studying in Australia on a student visa must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). This policy sets out the requirements for satisfactory course progress and the circumstances in which the College may extend the duration of a student’s enrolment as set out in Standards 9 and 10 of the National Code 2007.

**Course progress within duration shown on CoE**

International students studying in Australia on a **student visa** must always be in a position to complete their studies in the duration specified in their Confirmation of Enrolment (CoE). The requirements for satisfactory course progress are highly monitored in line with ESOS requirements. The circumstances in which the College may extend the duration of a student’s enrolment are highly regulated and set out below as required by Standards 9 and 10 of the *National Code 2007*.

If a student is studying on a **student visa**, it is a condition of that visa that satisfactory course progress is maintained, *any proposed variation to a course structure must be authorised.*

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**NOTE: there are specific requirements to be met for course attendance and progression, please ensure you understand the course structure’s workload for each study period and consider your work life balance with your study options.**

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**Study Options**

The College must ensure that students studying on a **student visa**:

- Undertake no more than 25% of a total course in the online mode of study and are not enrolled exclusively in the online mode of study in any one semester.

**Consequences for Failing to Achieve Satisfactory Course Progress:**

Students studying on a student visa who are assessed as failing to achieve satisfactory course progress as set out on page 2 of this policy will be issued an Intention to Report letter which sets out that the College intends to report the student’s unsatisfactory progress to the Department of Immigration and Border Protection (DIBP). This is a requirement of the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

The student has 20 working days (approximately 28 days) to appeal against the College’s intent to report, consistent with the Complaints and Appeals Policy – International.

The College must notify DIBP through PRISMS if a student has not achieved satisfactory course progress as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known if the student:

- does not access the College’s complaints and appeals process within 28 days;
• withdraws from the process after the initial 28 days have passed; or
• Completes the complaints and appeals process but the process finds to support the decision of the College.

If the student is reported through PRISMS for unsatisfactory course progress the College will issue the student with a letter to inform the student that they have been reported to DIBP for unsatisfactory course progress. DIBP will then attempt to contact the student using the last address provided to the College registered on PRISMS.

If DIBP is unable to contact the student it may result in automatic cancellation of the student’s visa. For this reason it is vital that students provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within 2 working days of notification of the change.

**Intervention Strategy: additional requirements for student visa holders**

The College’s Intervention Strategy sets out various strategies that may be employed to assist students to progress through a course consistent with the timeframe set out in their CoE.

The College may extend the duration of a student’s CoE as part of a documented intervention strategy to allow the student time to repeat necessary subjects or to vary the student’s enrolment load. Any such changes must be recorded in PRISMS and documented on the student’s file.

If a student fails a clinic assessment, they will be withdrawn prior to census date from any other subjects for which that subject is a prerequisite and an intervention strategy will be implemented to ensure the student’s enrolment remains compliant with National Code 2007 requirements.

**Credit Transfer**

For students who are studying on an Australian student visa:

- if the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student’s CoE; or
- If course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be reported recorded through PRISMS.

**Information applicable to International students who hold a temporary visa other than a student visa**

The Student Services Team is able to provide advice and direction to students in relation to their academic progress. If a student is showing signs of not coping with the requirements of the course (for example absenteeism, continually arriving late or leaving early), then the lecturer may refer them to Student Services who can provide advice and direction about
accessing a professional counselling service, including the College’s Student Assistance Program (SAP). Student Advisers can meet with a student individually to draft a Student Progression Plan (SPP), however it is a student’s responsibility to ensure they are on track with their course progression, completing subjects in the correct sequence and taking the proper steps to alter enrolments if they receive a fail grade.

**Educational Pathways Policies**

Policy information applicable to all International students

- Educational Pathways Policy – HE & Educational Pathways Policy - VET
- Credit Transfer Procedure – HE & Credit Transfer Procedure - VET
- Recognition of Prior Learning (RPL) Assessment Kit – Higher Education
- Recognition of Prior Learning (RPL) Assessment Kit – VET

Credit transfer and recognition of prior learning (RPL) at the College are known as advanced standing through Educational Pathways and the relevant policies and procedures apply to all students.

**Credit Transfer Assessment Procedure**

Students can apply for credit transfer if they have previously studied the same or similar subjects at another institution in Australia or overseas. The process for applying for course credit is set out in the Credit Transfer Procedure - HE and Credit Transfer Procedure – VET.

Assessment of advanced standing is an academic responsibility. The Office of the Director of Education is responsible for allocating applications for credit transfer to specific Pathway Assessors for assessment purposes. Application evaluation is to be undertaken in a timely manner as to meet the required twenty day turnaround for applications. On completion, the Assessor is to document the outcome in the *Educational Pathways Assessor Report Form*, which when completed and signed off, is placed in the students file.

All credit transfer applications will be signed off by the Office of the Director of Education.

**RPL**

Students can apply for RPL if they have previously acquired knowledge or skills through non-formal or informal learning which meet all of the requirements for a subject or unit of study within the course. The process for applying for RPL is set out in the Recognition of Prior Learning (RPL) Assessment Kit – Higher Education and Recognition of Prior Learning (RPL) Assessment Kit – VET.

RPL is the assessment of skills or knowledge required for entry to, or advanced standing towards, a qualification, where there are no formal qualifications as proof. RPL will be available only where it is suitable and appropriate to a specific award course and only where a student’s previous non-formal or informal learning has taken place within the last three years, and is assessed as having met the skills and knowledge required for satisfactory completion of a unit/s of study, and or unit of competency within the relevant course.
Students are to make RPL applications immediately after enrolling and prior to the commencement of the semester or trimester in order to allow 20 business days for application turnaround. This process is individualised to reflect specific student needs/experiences.

If evidence is supplied by the student in a previous name, students must supply certified copies of documentary evidence of change of name. Where evidence is in a language other than English, the applicant must provide a translation by an accredited translator.

**Information applicable to International students studying on a Student Visa only (from Course Duration and Progress Policy – International):**

If advanced standing is granted to an International student studying on a Student Visa it may result in the shortening of a student’s CoE as set out in the Course Duration and Progress Policy – International.

If a student is studying on a student visa:

- If the awarding of course credit results in shortening of the course duration before the student visa is granted, the actual net course duration (as reduced by course credit) must be shown in the student's CoE.
- If course credit is granted after the student visa is granted and results in shortening of the course, the change of duration must be reported recorded through PRISMS.

**English Language Proficiency Policy**

**Information applicable to all International students**

All courses at the College are delivered in the English language. It is essential that a student has language, literacy and numeracy (LLN) skills sufficient to successfully complete assessments at the relevant education level.

All international students must demonstrate that their current level of English language proficiency meets College’s minimum entry requirements. If a prospective international student wishes to increase their English proficiency or does not meet the minimum English language requirements, the campus International Student Support Officer can provide advice regarding the College’s partnerships with English language schools in the relevant State.

To meet the College’s English language proficiency requirements, international applicants must demonstrate one of the following:

- Successful completion of Year 12 in Australia
- Evidence of achievement of IELTS or equivalent score as set out in this policy

Students must provide certified copies of documentation that show evidence the appropriate level of IELTS or equivalent testing has been achieved or evidence of successful completion of previous qualifications as proof of English language ability. This information is kept on student files.
Students for whom English is a second language must have an English language proficiency test score appropriate to the qualification they are studying (see below). These levels have been set to ensure the student will have the ability to successfully engage in study. Students may be required to undertake an assessment of English language proficiency at their own cost and achieve a result at least equivalent to:

**Higher Education Courses**

- Bachelor of Health Science (Nutritional Medicine) and Bachelor of Complementary Medicine:
  - IELTS 6.5 (overall score)
  - Pearson (PTE) Academic Score of 58 (overall score)
  - Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 550
  - Internet based (iBT) TOEFL score of 80.

- **All other Bachelor degrees:**
  - IELTS 7.0 (overall score)
  - Pearson (PTE) Academic Score of 66 (overall score)
  - Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 587
  - Internet based (iBT) TOEFL score of 95.

**VET Courses**

- English language ability equivalent to IELTS 6.0 (overall score), no less than 5.5 in each band.
  - IELTS 6.0 (overall score), no less than 5.5 in each band
  - Pearson (PTE) Academic Score of 50 (overall score)
  - Paper based (PBT) TOEFL (Test of English as a Foreign Language) score of 537
  - Internet based (iBT) TOEFL score of 75.

English test results must be no more than 2 years old. After provision of scores above, if it is identified that a students’ English language skills are not proficient, the student may be required to undertake a further test at the students’ cost. For further information on the minimum standards required, please refer to the *English Proficiency Policy* available at [www.endeavour.edu.au/policies-and-procedures](http://www.endeavour.edu.au/policies-and-procedures).

Students who identify with English as a second language (ESL) (including International students) are eligible to register for the *Access and Equity Program*, which includes the provision of ‘reasonable adjustments’ to assist a student with ESL to equally participate in College life and curriculum requirements. We strongly recommend all ESL students access this support system within the College.
Fee Policy – International

Information applicable to all International students

All International students studying at the College and enrolled within a unit, subject or course are expected to pay the all fees for the current study period in full prior to the start of the relevant study period. Tuition fees do not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance, however all relevant fees for these goods and services must also be paid prior to study commencement.

All international students are expected to pay for the initial semester/trimester at least 6 weeks before the course commences or upon enrolment if enrolling less than 6 weeks out from the course start date. Payments for subsequent semesters/trimesters must be made at least 2 weeks before the start of each semester/trimester. Students may not pay for more than one semester/trimester of study in advance.

Failure to meet the payment deadline may result in late payment fees being applied to the students account, suspension from the course until all fees are paid or cancellation of the student’s enrolment. Failure to make payment may result in withdrawal from the enrolled program. Further information regarding this is set out in the Fee Policy – International.

Course fees for International students studying on an Australian Student Visa are protected by the Tuition Protection Service under the ESOS Act. A fair and reasonable Refund Policy is provided to students prior to enrolment and is available on the website and in relevant student handbooks.

Privacy Policy

Information applicable to all International students

The College recognises the right to privacy of students. As an organisation, the College is committed to complying with the Information Privacy Principles as defined in the Commonwealth of Australia Privacy Act 1988. In complying with the Commonwealth Privacy Act 1988 the College shall meet the minimum standards for the collection, use and disclosure of personal information. Academic records of students are ultimately the property of the College.

All information collected by the College is for the purpose of providing a high quality service for all the College staff, students and clients. Only personal information necessary to adhere to legislative requirements or provide services or activities is collected.

The Privacy Amendment (Private Sector) Act 2000 prevents the College from providing any student details to any person other than the student except as other legislation applies that overrides this. All matters in relation to enrolment, results, fees or any other issue can only be discussed with the student. Information regarding International students studying on a Student Visa may be shared with the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) and DIBP under National Code 2007 requirements.
Transfer between Education Provider Policy – International

This policy outlines the way in which transfer requests from international students studying on a student visa are assessed. It also sets out the circumstances in which the College will accept enrolments from international students currently studying in Australia (onshore enrolments).

The Transfer between Education Provider Policy – International covers three types of request for transfer by international students studying on a student visa which occur before the student completes the first six months of their principal course of study:

• Transfer from College
• Transfer between Campuses
• Transfer from another education provider

Student Transfer Requests – Transfer from the College

Students who wish to transfer to another provider must provide a valid letter of offer from the provider they wish to transfer to and fill out an application to transfer form. Students must also attend a transfer interview if requested.

The outcome of a request to transfer will be communicated to students in writing within 7 days of completing the application process.

Student Transfer Requests – Transfer between College Campuses

Students wishing to transfer between the College’s campuses must seek approval to transfer.

Student Transfer Requests – Transfer to the College

The College must not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing 6 months of his or her principal course of study (the principal course is generally the final course or highest qualification of study where a student has been issued a visa for multiple courses 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 defaulted in the delivery of the course in which the student was enrolled
• the original registered provider has provided a written letter of release
• 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.

Proof of any of the above circumstances must be kept on the incoming students file. If the student has already completed 6 months of their principal course of study no release letter is required to enrol at the College.

**Letter of Release**
The College must grant a letter of release where the Student has provided an offer letter from another education provider confirming that a valid enrolment has been made.

The letter of release sets out whether or not the student has maintained satisfactory attendance, course progress and paid all fees. This section must be completed for every student that is issued a letter of release.

The College shall process all applications for Release Letters at no cost. In addition, an appointment shall be scheduled to counsel students looking to transfer. The student should contact the Department of Immigration and Border Protection (DIBP) to confirm if a new student visa is needed and/or discuss how this change to enrolment will impact their student visa.

**Release letter assessment application timeframe**
The College shall assess Release Letter applications and reply to the student within 10 working days.

Refer to Related Procedures for the process of applying for a Release Letter, or a transfer to another College campus.

**Refund Policy - International**

**Information applicable to all International students**

**Refund amounts**
The enrolment fee of AUD$250 is not refundable under any circumstances. If an Australian student visa is refused, the College will retain 5% of the total course fees paid up to a maximum amount of $500.

A fee charged for withdrawing from a subject is referred to as a *Cancellation Fee*.

If a student’s enrolment is cancelled, refunds will be only be provided as set out in the table below.
Refund Schedule

Withdrawals or Cancellation’s from a course, subject or unit.

<table>
<thead>
<tr>
<th>Reason for / timing of Cancellation</th>
<th>Refund Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation more than 1 month prior to course commencement date</td>
<td>Full refund of tuition fees provided.</td>
</tr>
<tr>
<td>Cancellation less than 1 month prior to commencement date</td>
<td>Full refund of tuition fees less $200 AUD per subject cancellation fee (retained by the College)</td>
</tr>
<tr>
<td>Cancellation after start of semester/trimester, up to Friday of week 4</td>
<td>Full refund of tuition fees less $300 AUD per subject cancellation fee (retained by the College)</td>
</tr>
<tr>
<td>Cancellation after Friday of week 4 of a semester/trimester</td>
<td>No refund of tuition fees provided</td>
</tr>
<tr>
<td>In the event of cancellation of students enrolment due to misbehaviour or breach of visa conditions</td>
<td>No refund of tuition fees provided.</td>
</tr>
<tr>
<td>In the event of provider default*</td>
<td>Full refund of all unused tuition fees</td>
</tr>
</tbody>
</table>

‘Tuition fees’ refers to the cost of tuition only and does not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance.

*Provider default can include the College being unable to provide the course, the course not being provided in full to the student, or any sanctions being imposed upon the College relating to provision of the course.

Should students wish to appeal any decision made concerning refunds, this policy and the availability of the Complaints and Appeals Procedures - International do not remove the rights of a student to take action under Australia’s consumer protection laws.

Special Circumstances Policy – VET and Higher Education

Information applicable to all International students

The Special Circumstances Policy applies to cases whereby a student, for reasons beyond their control, is seeking to withdraw without penalty due to an inability to continue with their studies; that is:

- circumstances under which a student may seek remission of debt or refund of fees under special consideration; or
- Other circumstances where the application of a College policy requires consideration of special circumstances.

The guidelines for applying for consideration of special circumstances are as follows: medical reasons, family/personal reasons, employment-related reasons, and course-related reasons. Sufficient documentation must accompany each application as stipulated in the policy. These processes and further information for these applications are clearly stated in the Special Circumstances Policy available at www.endeavour.edu.au/policies-and-procedures
You can request an application form through your Student Services team or from ePortal. This application goes to the Director of Student Services for consideration.

**Student Charter and Code of Conduct**

**Information applicable to all International students**

Student life at the College should be a rich and positive experience centred on engagement within academic and vocational areas of development. The Student Charter and Code of Conduct aims to foster the College’s values and encourage active engagement between the College and the student body within the contexts of professional practice, teaching and learning, research and the life of the College community.

All students when enrolling at the College agree to abide by the Student Charter and Code of Conduct. Serious breaches of the behaviours and responsibilities set out in this document can result in action being taken under the Student Misconduct Policy.

**Student Misconduct Policy**

**Information applicable to all International students**

This policy applies to academic and non-academic student misconduct and should be read in conjunction with the Student Charter and Code of Conduct, which describes the College’s expectations of a student’s behaviour. A breach of the charter may result in an allegation of student misconduct. All allegations of student misconduct will be investigated in a manner that is fair, consistent and transparent, providing all parties with an opportunity to be heard.

**Student Records Policy**

**Information applicable to all International students**

**Access to Personal records**

Under the Commonwealth Privacy Act 1988 an individual has the right to access their personal information unless prohibited by law. If requested, the College will provide to individuals access to and correction of their personal information held by the College at no charge.

There are certain circumstances where the College is not required to provide access to records. These circumstances can include:

- Where personal information other than health information would pose a serious threat to the life or health of an individual
- Where health information would pose a serious threat to the life or health of an individual
- Where providing access would have an unreasonable impact upon the privacy of other individuals
- Access for frivolous or vexatious use
- Where the information relates to existing or anticipated legal proceedings between the College and the individual, and the information would not be accessible by the process of discovery in those proceedings
- Where providing access would reveal the intentions of the College in relation to negotiations with the individual in such a way as to prejudice those negotiations
- Where providing access would be unlawful.

**Requesting a copy of your file**
You may request to access and if necessary correct your personal information held by the College at no charge. If you wish to receive a copy of your personal information held by the College you need to lodge a written request to the Director, Student Services. You must include in your written request:
- Your Student ID number
- What personal information you wish to receive a copy of
- The academic period/s to which your request relates

There is a nominal fee of $40.00 to cover administrative costs for this service.

For further information on accessing your Student Records, please refer to the *Student Records Policy* available at www.endeavour.edu.au/policies-and-procedures.

**Requesting academic documentation**
Students can request a copy of their academic documentation to be provided to them at any stage during their time at the College. Upon graduation and conferral of an award, students are entitled to one free copy of their complete Academic Transcript and their Award.

Previous students and current students requesting their academic documentation must complete the *Reissue of Academic Documentation* request by accessing the form on ePortal or through Student Services. The fee for the re-issue is $25.00 and documentation will be mailed or made available for collection (on Brisbane Campus only) within 7-10 working days. Please note, as Transcripts or Awards are legal documents, these cannot be emailed to a student.
ENROLMENT AND STUDENT SUPPORT

Enrolment

If accepted into a course, the student is enrolled into a particular timetable session(s) for each subject, where possible as requested by the applicant. When the requested session is full, the applicant will be asked to make another available choice.

Students must satisfy all pre-requisite and co-requisite requirements for subjects in which they are enrolling.

Once students are admitted into a scheduled subject they will be expected to attend at that time for the entire semester/trimester (see Study section), unless other arrangements are made via an application to Student Services to change class before Week 2 of an on-campus class.

Term of Enrolment

In order to undertake a course, a student must correctly enrol in that course. The student’s progression through to graduation will then be dependent upon successful completion of relevant subjects and correctly re-enrolling.

In order to qualify for graduation and receipt of the Award, a student must successfully complete all subjects as listed in the relevant Course Structure. Please refer to the Course Duration and Progress Policy – International for further information.

Concurrent Enrolment

A student may not enrol concurrently in more than one course of study leading to a qualification, whether at the College or at any other institution.

Timetables

The Timetable Unit is a division of Student Services and includes a National Timetable Manager to ensure the College’s commitment to the development and maintenance of student-centric timetables, based upon best practice and enhancing the student learning experience.

The College timetable incorporates the collaborative efforts of the academic and administrative elements in developing an equitable timetable that supports positive student
learning outcomes, encourages innovative teaching and maximises the efficient allocation of space and resources. All class timetables are developed nationally on an annual basis, catering to the needs of all modalities equitably. The College honours all academic enrolments through to completion of the specified Award. Where possible, all subjects will be offered on campus in person, or alternate methods of delivery will be offered where circumstances require.

Orientation

All new students are invited to attend an Orientation program before commencing their studies with the College. Generally, Orientation is conducted for a group of students before they start their courses of study. Orientation may be held on an individual basis at other times, if the need arises. All new students are encouraged to attend Orientation sessions prior to commencement of classes to assist with preparation for tertiary level study.

In addition to the general Orientation sessions conducted for all students, International students are provided with an extra session specifically relating to their enrolment at the College.

The Orientation Sessions include but are not limited to the following:

• Allowing new students to socialise together
• Introducing the College’s Values and Student Charter and Code of Conduct
• Welcoming new students to the campus, including a comprehensive campus tour
• Introducing the relevant policies and procedures
• Acquainting students with their Student Services, Library and Academic Staff
• Providing fire and emergency information and exits
• Explaining access to LMS and ePortal systems and library services offered
• Outlining extra services provided by Student Services
• Support services available to students including:
  o Help transitioning to life in Australia
  o Legal services
  o Emergency and health services
  o Complaints and appeals processes
  o Student visa conditions relating to course progress and attendance

Student Services

Student life at the College should be a rich and positive experience centred on engagement within academic and vocational areas of development. The Student Charter and Code of Conduct underpins the vision and operations of the Student Services Department.
The Vision of Student Services

Student Services is committed to cultivating a supportive holistic student environment centred on engagement and uncompromising customer service for the entire lifecycle of the student. We aim to create a positive and consistent student experience across all campuses and all modes of delivery from orientation to graduation.

Student Services will walk with a student throughout their lifecycle at the College, from orientation through to their graduation. The teams are actively involved in promoting and providing services and strategies to help with the academic success and participation in campus life throughout this journey. These are outlined in detail below. Your Student Advisers can help with:

- Transition to studying in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Student visa conditions relating to course progress and attendance
- Providing access to Online Enabling Courses such as Math’s, Study Skills, Human Biology and Chemistry to assist in getting students ready for their studies in certain academic fields;
- Study Skills on-campus sessions
- Recommending private tutor services
- Assistance with your study plan
- Recognition of Prior Learning or Credit Application process
- Academic guidance and arranging consultations with Academic Staff
- Applications to “sit-in” to classes completed previously by students wanting to update their knowledge (please note: this cannot include clinic classes).

How to contact your local International Student Services Contacts

Email international.students@endeavour.edu.au

Brisbane: Alex Reinhardt
Gold Coast: Sarah Vine
Melbourne: Nohelia Alvarez
Perth: Brett Eaton
Sydney: Ting Feng

Endeavour College of Natural Health - Main Telephone Numbers
Brisbane: +61 7 3257 1883
Gold Coast: +61 7 5503 0977
Melbourne: +61 3 9662 9911
Perth: +61 8 9225 2900
Sydney: +61 2 8204 7700
National Student Services Operational Hours
Monday - Thursday  8.00am – 6.00pm
Friday  8.00am – 4.00pm

Access and Equity program

The College of is committed to creating a flexible and caring learning environment for all students to participate fairly in their study. The College aims to provide a holistic and innovative approach to supporting students identifying with specific needs to equally participate in their journey through the College.

The Access and Equity Program exists to enable the equal participation of every student, focusing on increasing social inclusion and advocating for individual student’s rights. The three branches of the Program incorporating students with disabilities and medical conditions; students identifying as English as a Second Language learners; and students requesting any special adjustments, enable all students to participate fully and equally in College life. For further information, please refer to the Access and Equity Handbook available at: www.endeavour.edu.au/access-and-equity-program.

A Student Adviser operates as an Access and Equity Officer on each campus, and becomes the point of contact and support for liaison between a student and the College. They are available for a meeting to discuss the program and your individual needs.

How to Contact your Access and Equity Officer

Brisbane
Aaron Maerz  (07) 3253 9535  aaron.maerz@endeavour.edu.au

Melbourne
David Rutherford  (03) 9655 9516  David.Rutherford@endeavour.edu.au

Sydney
Janet Yuen  (02) 8204 7794  Janet.Yuen@endeavour.edu.au

Adelaide
Juliana Niemeier  (08) 7201 4103  juliana.niemeier@endeavour.edu.au

Perth
Brett Eaton  (08) 9225 2904  Brett.Eaton@endeavour.edu.au

Gold Coast
Anja Vaisanen  (07) 5634 8487  Anja.Vaisanen@Endeavour.edu.au
LMS Walk-To-Class

The College provides each newly enrolled student contacted individually by a Student Adviser to have a simple orientation to the College e-Learning environment. Through this gentle walkthrough, students will be shown how to access their learning materials, how to troubleshoot problems and where to go for further information. This will be done for all students commencing their study as a way to build contact with their local Student Services team.

Endeavour Checkpoints

Endeavour ‘Checkpoints’ are a Student Services initiative designed to create a truly inclusive student centric environment centred on engagement as part of our ongoing retention strategy. Checkpoints appear everywhere there is a significant point marked within the lifecycle of the student. These important events provide Student Services with the opportunity to ‘Check in,’ and ask, ‘How are things going?’ and ‘Can we help?’ This involves a series of innovative and connected events that will develop and foster a positive college community that supports the growth and prosperity of complementary health. When you see the Checkpoint logo, come and join us! For more information on Checkpoint events contact Student Services.
STUDYING ON CAMPUS

Course Calendar
Courses generally start early in the year with Trimesters beginning in January, May and August and Semesters start in late February and early August. Check each course for starting dates and times.

The Student Calendar is released every year in October for the following year of study and contains all details of the study periods, public holidays, and other key dates for the year. Students can access this on the College’s website or via the LMS.

Staff Consultation

“Accept and act on the advice and feedback given regarding academic performance”

The College will provide all students with access to academic consultation to assist in gaining maximum results academically, personally and professionally. As per the Student Charter and Code of Conduct, it is the responsibility of the student to seek academic assistance.

Students may consult all academics, including contract academics, regarding, but not limited to:

- Clarification of subject requirements
- Clarification of assessment task requirements
- Assistance in catching up on content from any classes they may have missed
- Advice on strategies to complete assessment tasks
- Extension of assessment due dates
- Feedback on performance
- Professional information/advice.

Additionally students may consult permanent academic staff on any of the above as well as:

- progression rules, completion requirements and enrolment
- Program choices and career direction.
Making an Appointment with an Academic

In the first instance, students should attempt to access teaching staff during class hours. Where possible, academics will assist with student issues at this time. Outside of class hours, all permanent teaching staff, including Program Leaders, will have prescribed times set aside for appointments with students.

Students will be advised at the commencement of every semester/trimester, for each subject, of the process for teacher consultation and making appointments. For contract academics, this process may include consultation in class time and via email/telephone appointment only.

Student Services staff will assist students in booking appointments for academic advice. Appointments may also be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student. The availability of individual teachers will also be posted on ePortal.

Clinic Practicums

“Display professional conduct at all times while undertaking study, clinical practicum and other educational exchanges”

Students in their final semesters of study complete their clinical practice in College-based professional natural medicine clinics. All courses at the College incorporate theoretical and practical aspects of natural health care to ensure the highest calibre of graduates.

Four year Bachelor degree students complete approximately 600 hours of clinical practice throughout their degree course, whilst three year Bachelor degree students in each state will complete an average of 300 hours. This is equivalent to 10 working weeks. Working as student practitioners, students gain practical experience in communication, case taking, health assessment, clinic and client management and occupational health and safety.

College clinics also build the students’ understanding of State legislation in relation to infection control, risk and hazard identification, risk management and first aid techniques. Students are also trained in the business side of running a practice, gaining experience in reception, record keeping and follow up with clients.
The clinics are open to the public and treat more than 1000 clients each week. They are staffed by senior students who treat clients under the supervision of qualified practitioners who have their own practices. This valuable, on-site clinical experience gives students the chance to develop their clinical skills whilst having the support of their experienced supervisors.

Before students enter the Student Clinics they are required to familiarise themselves with the Clinic Handbook, which outlines the conduct and responsibilities of students in the Clinic, and the requirements and operations of a Clinic Practice.

Further to starting the practical Clinic subjects, students must have a valid Working with Children Check and Senior First Aid (with Current CPR).

**Working with Children Check**

The Working with Children (WWC) Check is an investigation into whether a person has a criminal history, which will affect their suitability to work with children (i.e. persons under 18 years of age).

In order to participate in clinic practice, it is the responsibility of each student to ensure that they are able to successfully complete the child protection screening required in their State.

It is recommended by the College to attain the WWC upon enrolment.

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Period of Currency</th>
<th>Name of Check</th>
<th>Responsible Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>5 years</td>
<td>WWC Check</td>
<td>Office of the Children’s Guardian</td>
</tr>
<tr>
<td>QLD</td>
<td>3 years</td>
<td>Blue Card/Positive Notice</td>
<td>Commission for Children and Young People and Child Guardian</td>
</tr>
<tr>
<td>VIC</td>
<td>5 years</td>
<td>WWC Check</td>
<td>Department of Justice</td>
</tr>
<tr>
<td>WA</td>
<td>Point in time (must renew annually)</td>
<td>National Police Certificate*</td>
<td>Western Australia Police</td>
</tr>
<tr>
<td>NT</td>
<td>2 years</td>
<td>Ochre Card/WWC Clearance</td>
<td>Northern Territory Government</td>
</tr>
</tbody>
</table>

**ePortal**

The ePortal is essentially a “Virtual Front Desk” for the College, where students can access important information including:

- Important campus notices and updates from the College
- Enrolment history
- Final grades
• Calendars and timetables
• Policies and procedures
• Forms
• College email account
• Financial accounts.

Students can also use the ePortal as a way to enrol into further subjects for both on-campus and online studies (under the Enrolment tab). Please note ePortal enrolments are not available in the week prior to a semester/trimester starting, and all enrolments after this time should be in person through Student Services.

EPortal can be accessed directly at www.endeavour.edu.au/ePortal or via the link on the College’s webpage. For help with any ePortal issues, students can email studenthelp@endeavour.edu.au.

**Online Learning**

Our mission at Endeavour Online Learning is to provide an alternative, flexible learning option to students who cannot, or choose not, to learn on campus due to distance, work commitments or other life situations that prevent them from studying on campus. Many students are also choosing to complement their current on campus studies with online learning. Studying online provides a new way to deliver education in more flexible and innovative ways.

*Please note, if you are studying in Australia on a Student Visa, you are able to study only up to 25% of your course in online mode, and only limited subjects per semester/trimester. Please speak to your local Student Services team about your enrolment options online.*

**Endeavour Learning Management System (LMS)**

Endeavour LMS is the online learning platform for all students at Endeavour College of Natural Health. The LMS is not simply for Online Learning Students, but is available for accessing resources for all subjects. Students can choose from a variety of subjects offered online, as well as accessing learning materials and assessments for on-campus subjects. The available online subjects are listed on the Course Structures, and a schedule of subjects can be accessed on ePortal or through Student Services.

The LMS also hosts a library of information and extensive Study Skills guides for students both starting out and well into their courses.
Contacting the College’s Education Technologies Department

The Endeavour LMS is managed by the Endeavour Educational Technologies department - the EdTech team. They can be contacted on 1300 051 429 or by email to online@endeavour.edu.au.

Hours of Operation

Monday – Friday 9.00am – 5.00pm AEST

Calls outside of these hours and on Public Holidays will be directed to the answering service and will be responded to on the next working day.

Online Subjects

Students complete self-directed learning through PDF learning guides and narrated PowerPoint presentations online, assignments are submitted electronically, and some subjects may have a final examination which could be undertaken online or on-campus. Textbooks and other hard copy learning materials are also recommended to accompany online components of study. Subjects must be completed within 16 weeks from official subject start date.

Note: International students on a student visa may not enrol exclusively in online subjects in any single semester/trimester and may not complete more than 25% of their course online.

Combining online and on campus studies

Online subjects can be combined with enrolments in other subjects on campus; however, when enrolled for online delivery in a particular subject, on campus lectures cannot be attended for that subject; however study materials for your on campus subject will be accessed using the Endeavour LMS.

Likewise, when studying a subject on campus, there is no entitlement to access the online Learning materials.
Examinations - HE
(Applicable to Higher Education Students Only)

Final Examinations
To receive at least a pass grade for a subject, students must submit all assessment, including the final examination. Final examinations are not returned to students. Results are published on ePortal and can be accessed by students on the release date listed on the Student Calendar. Feedback on final examinations may be requested in writing to Student Services.

Central Examinations
A central examination means any examination administered by the College. These examinations are held in examination periods and are timetabled using the following guidelines:

- examinations are held between 9am and 6pm on weekdays;
- Students will not normally be required to undertake examinations on more than three days in succession, nor to take more than four examinations in three successive days. However, if students are studying subjects outside the recommended course structure, this cannot be guaranteed; and
- Examinations are to be held on the campuses where teaching in the subject concerned is normally conducted. Where a subject is offered on two or more campuses, students must attend examinations at the campus at which they attend class.

Attendance at Examinations
Attendance at examinations is compulsory. Students must be available to undertake examinations throughout the period designated for centrally organized examinations as specified in the Semester Timetable and Student Unit Guides or Subject Outlines. The examination timetable is published mid-semester so that students have time to make alternate arrangements if necessary (e.g. for work, travel, other commitments). Incorrectly reading or misunderstanding the examination timetable will not be accepted as a reason for failure to attend an examination.

A student, who fails to attend an examination, receives no mark for the examination unless he or she has applied for a deferred assessment and has been granted a deferred examination.
**Conduct During Examinations**

- Students must sit their examination on the scheduled time and date. EXAMINATION TIMES ARE NOT NEGOTIABLE.
- Students must assemble adjacent to their examination room at least 30 minutes prior to the scheduled commencement time.
- Students must have a current College Student ID card in order to enter the examination room.
- A student may not enter an examination room unless permitted to do so by an invigilator.
- A student may not enter an examination room 30 minutes after the commencement of the writing time for the examination.
- Students must remain seated, in silence, until commencement of the examination.
- No student may leave the examination room within the first 30 minutes of the examination.
- All belongings not necessary to the undertaking of the examination paper must be suitably concealed as directed by the invigilator.
- A student shall not utilise or access anything whatsoever which conveys or is capable of conveying information concerning, or otherwise has reference to, any subject of study, or is such that it may cause suspicion that it is capable of conveying information concerning, or having reference to a subject of study. It is immaterial that the subject matter of the material is not one to which the examination relates.
- A student shall not during an examination session communicate by word or otherwise with any other person except an invigilator, or assist any other person to communicate with another person, or willingly receive a communication from any person other than an invigilator.
- A student shall not cheat, attempt to cheat or assist any student to cheat in an examination. Any student found cheating or assisting another student to cheat may be penalized via a failed grade and/or suspension from the College.
- A student suspected by an invigilator of cheating, attempting to cheat or assisting another student to cheat must surrender any book, paper or other material suspected of being for the purpose of cheating to the supervisor if requested.
- At any time, an invigilator may direct a student to move from their seat to another seat specified by the invigilator, and the student must comply without delay and in silence with that direction.
- A student must not remove from the examination room any examination paper, rough notes, paper provided for use during the examination, or other material the property of the College. All such material must be surrendered to the invigilator at the conclusion of the examination.
• If, in the opinion of the examination invigilator, a student’s behaviour is such as to disturb or distract any other student, the invigilator may require the person to leave the examination room quietly, after removing their unfinished exam paper.

• Food and drink are not permitted in the examination room (with the exception of water).

**Failure to Attend Examinations**

• If, due to extenuating and unforeseen circumstances a student is unable to attend their scheduled examination, the student is required to contact their International Student Adviser immediately. (*A Deferred Assessment Application will be required with accompanying supporting evidence as per the Special Circumstances Policy*).

• Examinations worth less than 15% of the grade for the subject CANNOT be deferred under any circumstances.

**Online Learning Subjects – Closed Book Examinations**

Students who are studying online may be required to complete a final closed-book paper-based examination for a subject. Please refer to the subject outline for your online subject, available on the LMS for dates / information. Final Examinations occur in Week 16 or 17 (from the commencement of the online subject). This information is published on the Student Calendar for Online (HE) Study which is available on ePortal. Assessments for subjects are also listed in the individual Student Unit Guides or Subject Outlines within each subject.

Closed-book paper-based exams require appropriate supervision (invigilation) and the student can undertake such examinations externally or on-campus. Please discuss this option and the relevant processes involved with the Student Services team if this applies to you.

**Assessment**

“Actively engage as diligent learners and participate in all teaching and learning activities including submission of all assessments in a timely manner”

Assessment is the process of gathering and analysing information in order to guide and make judgments about student’s learning in relation to curriculum goals. Assessment tasks are designed to indicate progress towards the desired learning outcomes of a particular subject and course; the assessment grade is a measure of the extent to which the learning outcomes of a subject have been achieved. Assessment items are an integral part of the learning process and when well-designed, can enhance the overall learning experience and contribute to student achievement.
Assessment Design Principles
The College subscribes to a number of guidelines and principles, including the following principles:

- Assessment is an integral part of course design
- Assessment is linked to Graduate Outcomes
- Assessment is linked to Adult-Learning Principles
- Assessment inspires learning
- Assessment changes throughout the course
- Assessment is rigorous
- Assessment is consistent

For more information, please refer to the Assessment Policy available at www.endeavour.edu.au/policies-and-procedures.

Grading Systems
Higher Education
The majority of subjects have a pass level of 50%. The College follows a standard 7 point grading system that is common in Australia for assigning a subject grade. This system is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Grade</th>
<th>Percentage range</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>7</td>
<td>91 – 100%</td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>6</td>
<td>80 – 90%</td>
</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>5</td>
<td>65 – 79%</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>4</td>
<td>50 – 64%</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>0</td>
<td>49% or less</td>
</tr>
</tbody>
</table>

Some practical and clinical subjects have a pass level of 70% (as specified on the Subject Outlines) the grading system for these subjects is specified below:

<table>
<thead>
<tr>
<th>Grade</th>
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</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>5</td>
<td>70 – 79%</td>
</tr>
<tr>
<td>F</td>
<td>Fail</td>
<td>0</td>
<td>69% or less</td>
</tr>
</tbody>
</table>
VET
VET students are graded either Competent (C) which is a passing grade or Not Yet Competent (NYC). A student cannot be awarded competency until all skills and knowledge within the unit of competency are met.

Plagiarism Detection Software – Turnitin®
The College uses the automatic plagiarism detection package, Turnitin®. This is online web-based text-matching software that works by comparing electronically submitted papers to billions of pages of content located on the Internet and proprietary databases as well as the work of other students whose papers have also been submitted into the system. This software is currently used by many universities in Australia and internationally. Use of this software will provide a valuable addition to existing methods for supporting the College’s policy on academic honesty.

When student papers are submitted into Turnitin®, sections of the papers that match other sources are highlighted and identified. The student paper with the highlighted matched text forms an Originality Report and is made available to the lecturer concerned. Turnitin® cannot make a judgment regarding whether plagiarism has occurred. It is the responsibility of the lecturer in charge of a subject to determine the quality of the Originality Report and to assess whether parts identified by Turnitin® as non-original may be reasonably considered as plagiarism.

More information is available online at College websites and also at www.turnitin.com/static/index.html

Deferred Assessment
If a student is unable to complete assessment (quizzes, mid-semester or final exams), they are required to apply through Student Services for a Deferred Assessment no later than three working days after the date of the missed assessment item. Approval for Deferred Assessments is granted on compassionate, medical and professional grounds.

Supporting evidence in the form of a Statutory Declaration together with medical certificate or other substantiating documentation must accompany the application form. Please note that the medical certificate or letter must state that you are unfit to sit an exam on the relevant date. Dates set for deferred assessment are not negotiable.

Please note that assessment items worth less than 15% of the grade for the subject CANNOT be deferred under any circumstances. For further information, please contact your local Student Services team.

Extensions of Assignments
If a student is unable to complete their assignments by their due date because of extenuating circumstances, they are entitled to apply for an extension. Requests for extension of time must be made in advance of the due date, by completing the Extension Application form and applying directly to their lecturer or tutor.
Extensions are only granted on the basis of professional, medical or compassionate grounds and should include documentation to support these grounds and must be submitted with the correct form with a witnessed Statutory Declaration together with medical certificate or other substantiating documentation as an accompaniment.

**Student Representative Council (SRC)**

The Student Representative Council (SRC) provides students with an opportunity to be involved in an ongoing partnership with staff and the broader college community. As a new initiative, founded strongly in promoting the values of the College and the Student Charter, eight students, representing each modality, VET and International are included within the membership to help identify and facilitate the interests of all students.

The SRC provides, opportunities and ensures open channels of communication exist between students and administrative and academic departments across each of the campuses. The aim of the Council is continuous improvement through engagement with the national student body. All SRC members are considered to be exemplars in their programs of the College’s values, the Student Charter and demonstrate outstanding student citizenship.

The objectives of the SRC are outlined below:

- To identify and facilitate the interests of the campus students at the College.
- To provide a recognized means of communication between the student body and the administrative and academic departments.
- To provide and promote the participation and considerations of the student body in matters of importance to campus life.
- To contribute to continuous improvement through engagement with the national student body.
GRADUATION AND BEYOND

Graduation

At the completion of each student’s journey comes the culmination of their time at the College: Graduation. In a celebration of the academic success and personal triumphs of each Graduand and to honour their hard work during the completion of their Award, the College invites each eligible person who is about to receive an academic degree to participate in their local graduation ceremony, held annually.

NOTE: CoE’s or student visas unfortunately cannot be extended past the end of the study period to allow for participation at Graduation ceremonies.

Intention to Graduate

All undergraduate students who have fulfilled all academic and administrative course requirements must notify the Office of Student Records of their intention to graduate prior to the advertised graduation program cut-off date. On receipt of the student’s notification, a Completion Letter and Academic Record will provided to confirm eligibility to graduate. Students must request to graduate via ePortal prior to the cut-off date published on ePortal and the annual College Calendar.

Failure to notify the Office of Student Records of intention to graduate by the cut-off date and/or failure to pay in full any outstanding fees or charges owing to the College will result in the student’s exclusion from the graduation program. For further information on this procedure, please consult the Graduation Policy available at www.endeavour.edu.au/policies-and-procedures.

Eligibility to Graduate

The below criteria must be met for a student to be confirmed as eligible to graduate:

1. All academic and administrative course requirements have been fulfilled;
2. All practical and clinical course requirements have been met, and a minimum of a Pass grade (higher education) or Competent grade (VET) has been achieved for all required subjects and/or competencies;
3. No financial debt is owed to the College;
4. There is no current suspension, exclusion or expulsion penalty on the student’s record;
5. There are no outstanding claims against the student; and
6. The student has not already graduated from the award or course.

Graduation Ceremonies

Official graduation ceremonies are held by the College annually in each state where there is a College campus and a graduating cohort. Only students who have notified the Office of Student Records of their intention to graduate and who meet all eligibility requirements may take part in a graduation ceremony. Ceremonies are hosted at venues and in a format deemed suitable by the College. Students attending their respective ceremony are expected to comply with graduation protocols. The College reserves the right to refuse a student’s participation in the ceremony program or refuse entry to the ceremony event.

Academic Dress Conventions

Wearing academic dress is compulsory for all graduands and members of faculty participating in graduation ceremonies. There are established conventions of academic dress which the College abides by and these guidelines provide clarity around the College’s status as a dual sector educational institution in the context of graduations. The academic dress conventions and ceremonial observances detailed in this document are observed at all graduations ceremonies hosted by the College.

Academic Regalia

Academic dress for the College’s graduation ceremonies is hired from an external gowning provider and information regarding the arrangements for the hire of gowns is communicated to students who are eligible to graduate via ePortal.

Alumni of the College

“To be provided with the opportunity to continue to be involved in Alumni and College events after graduation”

College graduates enjoy more than just great career prospects and good memories. As a College alumnus, you are part of a network of approximately 25,000 alumni living and working across the world.

As a College Alumni you will receive industry news and updates, invitations to industry events, information about career opportunities and stories of other graduate successes, receive Alumni newsletters, information about professional development and further study. When you finish studying at the College, you automatically become a valued member of the alumni community.
The College’s alumni community is diverse and inspiring. Not only is our community filled with successful practitioners and lifelong learners, College alumni are leaders in Natural Medicine research, education, and product innovation. The College is proud of its alumni community and encourages you to remain in touch and share your achievements with us in the coming years.

Objectives of the Alumni Program

The objectives are to:

• Encourage students to reconnect and socialize in ways that use networking to further their career and professional goals.

• Present topical speakers and experts to keep alumni up to date with industry trends and current thinking.

• Provide a general support mechanism to those graduates who choose to go into their own clinics or business who may be feeling isolated or need peer support.

• Work with professional associations to create programs that attract Continuing Professional Education points to support recognition of annual technical training.

Alumni Webinar Series

Our Alumni are an important part of the College family and we are committed to offering continued support to our graduated students. We want to keep our Alumni updated and informed once they begin their careers in natural health and have organized a variety of events to help our Alumni on their journeys. Please consult the College’s website for further information on registration and dates.

Wellspring Magazine

WellSpring Magazine is provided for all Alumni and the Community in Health, Fitness and Beauty. Published quarterly by the College, readers can meet the women and men who share a passion for pushing the boundaries in their fields of expertise, working in natural health, fitness and beauty industries.

The inspiration behind the name of the magazine stems from the seemingly endless source of ideas, knowledge and experiences alive within the Australian health and wellbeing sector.

WellSpring is an important way to keep Alumni and the community informed about developments from within the College network and from a broader range of stakeholders.

The magazine can be read online, and is emailed to the Alumni community after publishing. Free copies are readily available across the country at each campus.
Professional Associations

**Note:** Many Australian professional bodies offer recognition to international students under an international or affiliate membership. Gaining professional body recognition in the student’s country of origin is the responsibility of the student and is not guaranteed by the College.

The College makes every effort to ensure that its courses are accredited or approved by all relevant major Professional Associations and encourages its students and graduates to make an informed decision about membership benefits before applying for Professional Association membership.

The College provides an equal opportunity for all Professional Associations which accredit or approve its courses to provide information about their Association to College students and graduates. This information is made available to students and graduates by way of the campus libraries, trade shows, and other College-authorized events.

College administrative and academic staff do not promote or recommend any relevant Professional Association over another, to students or graduates through administration or in the classroom or clinic.

**Higher Education Courses**

**Acupuncture**
Graduates of the Bachelor of Health Science (Acupuncture) may apply for membership with the following associations:
- Australian Acupuncture and Chinese Medicine Association Ltd (AACMA)
- Australian Natural Therapists Association (ANTA)
- Australian Traditional-Medicine Society (ATMS)
- Federation of Chinese Medicine and Acupuncture Societies of Australia Ltd (FCMA)

Graduates must also apply for registration with (CMBA) Chinese Medicine Board of Australia if they wish to practise in Australia.

**Homeopathy**
Graduates of the Bachelor of Health Science (Homeopathy) may apply for membership with the following associations:
- Australian Association of Professional Homeopaths Inc. (AAPH)
- Australian Traditional Medicine Society (ATMS)
- Australian Homoeopathic Association (AHA)
- Graduates are recognised by Australian Register of Homoeopaths (AROH).

**Musculoskeletal Therapy (MST)**
Graduates of the Bachelor of Health Science (MST) may apply for membership with the following associations:
- Australian Natural Therapists Association (ANTA)
- Australian Traditional-Medicine Society (ATMS)
• Australian Association of Massage Therapists (AAMT)

**Naturopathy**
Graduates of the Bachelor of Health Science (Naturopathy) may apply for membership with the following associations:
• Australian Natural Therapists Association (ANTA)
• Australian Traditional Medicine Society (ATMS)
• Australian Naturopathic Practitioners Association (ANPA)
• Australian Register of Naturopaths and Herbalists (ARONAH)

**Nutritional Medicine**
Graduates of the Bachelor of Health Science (Nutrition) may apply for membership with the following associations:
• Australian Natural Therapists Association (ANTA)
• Australian Traditional-Medicine Society (ATMS)
• Australian Naturopathic Practitioners Association (ANPA)
• The Nutrition Society of Australia (NSA)

**VET Courses**

**Massage**
Graduates of the Certificate IV in Massage Therapy Practice may apply for membership with the following associations:
• Australian Traditional-Medicine Society (ATMS)
• Australian Association of Massage Therapists (AAMT)

Graduates of the Diploma of Remedial Massage may apply for membership with the following associations:
• Australian Natural Therapists Association (ANTA)
• Australian Traditional-Medicine Society (ATMS)
• Australian Association of Massage Therapists (AAMT)
WELLBEING AND SAFETY

Information applicable only to International students studying on a Student Visa

Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC for the duration of the visa is mandatory for student visa holders.

How do I get OSHC?

The College can arrange OSHC for you for the duration of your visa. If you wish the College to arrange your OSHC you must indicate this on your letter of offer. If you choose to arrange your own OSHC you must provide proof of this arrangement to the College and this will be kept on your student file.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. The College currently uses Alliance. If you have arranged your own OSHC you may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving and provide updated proof of OSHC to the College. Information applicable to all International students.

What do I do if I’m sick?

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP’s surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

Seeing a Doctor

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.
Public Hospital Waiting Times
If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies
GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Referral for Counselling Services
Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their subject/s. In such circumstances you should speak to a lecturer first. Your lecturer will provide whatever assistance is reasonable and equitable. If personal counselling is required, the student may access the Colleges Student Assistance Program (SAP).
Student Assistance Program

The College recognises its obligations in supporting students, and therefore strives to create a learning environment that promotes best practice, enabling students to excel at and achieve their study goals. The College has pioneered the SAP which provides current students with support in dealing with life issues which may impact upon their wellbeing and subsequent ability to study, through access to a confidential counselling service available 24hrs / 7 day a week. Included in the program are up to 3 sessions per year (normally 1 hour in duration) at no cost to the student, which can be accessed via a special hotline which has been set up exclusively for College Students (both domestic and International).

The SAP provided by Access Australia, advocates an early intervention model through self-referral or referral by a College representative to assist students in resolving a broad range of issues before they cause deterioration in study performance, safety or personal well-being. Confidentiality is assured when accessing the program, so you can be confident your identity and details won’t be shared with the College, unless you agree upfront via written consent or in circumstances where counsellors are legally obliged to share details of the session, such as when a student poses a risk to self or others.

The College’s SAP Provider

The College has selected Access programs to provide this innovative service to students due to their strong reputation and our appreciation of their decision to operate as a not for profit organisation in support of charities. Access SAP are an independent organization who have been providing confidential counselling services (initially as an Employee Assistance Provider (EAP)) across Australia, New Zealand and Asia pacific since 1989. Access provides services to over 300 organizations in all industry and business sectors.

Accessing the SAP

Students can access the SAP by contacting Access SAP directly using the unique College Hotline number - 1800 33 62 07 which is available 24 hours / 7 days a week. In addition to self-referral, College representatives may choose to refer a student to the program and provide students with relevant details. A College representative will record that they have recommended this service to the student on their student record, it is up to the student to make contact with the program. For non-urgent matters, a counselling appointment will be set up at a mutually convenient time within 2 days of the student contacting the service. Access SAP provides counselling services both over the phone and face to face.

A wallet card which you can keep on you at all times is available from Student Services and is provided to each student during Orientation, in the event you need to access the service. Additionally you can obtain more information about the service from your College representative or general information on the SAP provider, access programs by accessing their website www.accessprograms.com.au.

SAP contact number 1800 33 62 07
Lifeline
Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line 131 126
The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Medical Emergencies
If a person is seriously injured or ill, call an ambulance immediately on 000. Be ready to provide the following details:

• your name
• location
• number of people involved and
• Details of the medical emergency including if the individual is conscious and breathing.

Contact a College staff member who will escort or direct the Ambulance/Medical Personnel to the site of the emergency and arrange for First Aid to be provided in the interim.

First Aid
In line with legislation the College maintains compliant first aid kits on each campus. If first aid is required on campus a staff member with suitable first aid qualifications should be summoned to administer any first aid requirements. Following any first aid provided, an Incident Accident Report Form must be completed (please see section REPORTING INCIDENTS, ACCIDENTS AND HAZARDS).
Health and Safety Obligations

The College’s health and safety management system has been developed in line with legislative requirements, previous audit reports, recommendations made by independent consultants and through internal consultation processes. The policies and procedures that form part of this system, provide general and, in some cases, specific guidelines to assist all stakeholders to meet their workplace health and safety obligations under the applicable Workplace Health and Safety legislation.

In accordance with all state health and safety legislation, all staff and students at the College have health and safety responsibilities. Each student must take reasonable care of their own health and safety and the health and safety of others by:

- Taking action to avoid, eliminate or minimize hazards of which they are aware
- Complying with all health and safety instructions, policies and procedures of the College
- Making proper use of all safety devices and personal protection equipment
- Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Not willfully placing at risk the health and safety of any other person
- Seeking information or advice where necessary before undertaking new or unfamiliar work
- Only consuming or storing food and drink in areas designated for this purpose
- Being familiar with emergency and evacuation procedures
- Reporting all incidents, hazards and ‘near miss’ incidents to the Clinic Supervisor, Campus Manager, and national HR department.

The ‘health and safety responsibilities’ of natural therapists are taught in detail in their respective subjects but when attending Student Clinic practicum students need to be aware of the specific responsibilities and risks involved. For more detail please refer to the Clinic Handbook.

The College strongly believes that all workplace injuries and industry related diseases are preventable and that striving continuously to improve our health and safety performance is fundamental to our business success.
Critical Incident Policy and Procedure - Summary

Emergencies can occur at any time, and can arise from a number of causes including fire, medical emergencies, chemical spills, gas leaks, bomb threats and physical threats. The first priority in any emergency situation is the safety of all people who may be in danger.

In the event of a fire or emergency situation requiring evacuation of a campus, the following procedure is to be adhered to:

• The person first sighting the emergency/fire should alert all others in the immediate area
• Activate any manual call buttons if installed (break glass buttons) AND Telephone 000 and request the appropriate emergency service - fire, police or ambulance
• Clearly state the address and the specific level where the emergency is located
• The designated ‘fire warden’ or senior management staff member must be notified immediately after the emergency service call is made
• Any attempt to extinguish the fire or deal with the emergency should only be made if it can be done without undue risk or danger
• In the event of an evacuation, all staff and students must calmly proceed out of the building to their designated evacuation point. Walk, do not run
• No staff or student is to leave the evacuation point until told to do so by a designated fire warden or nominated key staff member
• Under no circumstances must any staff or student attempt to return to the building until the emergency is over and you have been told it is safe to do so
• Designated fire wardens/key staff members (lecturers / clinic supervisors) must ensure that all students and visitors that they are accountable for, are present at the evacuation point – and report any issues back to the Chief Building warden

The emergency service personnel have authority once called to a site, and all students, staff, contractors and visitors must follow any instructions issued by them.

The key to successful emergency response is being prepared. To ensure that you are prepared, discuss your campus local emergency procedures with your lecturers. Make sure that you are familiar with:

• The alarm tones in your building/s
• The closest emergency exits
• The evacuation point for your campus
• Local emergency personnel – Wardens and Nominated First Aid Officers
• Any specific emergency procedures that relate to your study areas (e.g. chemical spills, emergency machinery shutdown).

Copies of all emergency procedures are available for students on ePortal.
Emergency Lockdown

Building emergency procedures are traditionally focused on the safe evacuation of staff, contractors, students, clinic clients and visitors to College campuses. This is an appropriate response to most emergency situations (e.g. fire, gas leak, internal release of hazardous materials), but in some situations it may actually be safer to stay inside the building.

An emergency lockdown will be implemented when necessary to ensure that the occupants of College buildings are protected from an external threat, including but not limited to, violent incidents, civil disturbance or severe storms. An emergency lockdown may also be implemented in situations when additional pedestrian traffic on campus may hinder the work of the attending emergency services. You will be notified of an emergency lockdown by the attending Emergency Services personnel, Chief Warden or staff member, via the building’s emergency warning PA system or another mechanism. In the event of an emergency lockdown:

- Follow the instruction from Emergency Services personnel, College staff or Fire Wardens
- Stay away from exposed windows
- If possible, maintain phone and email access
- If possible, maintain contact with your colleagues and/or fellow students.

Who to call in an emergency

If you need to report an emergency at any time in Australia dial 000 from any phone for fire, police or ambulance services.

112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist.

It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.
Reporting Incidents, Accidents and Hazards on campus

An incident is an undesired event which could have resulted in harm to people, damage to property or loss of property, under slightly different circumstances. An incident may also be referred to as a ‘near miss’.

An accident is an undesired event that results in harm to people, damage to property or loss of property.

All accidents, injuries, illnesses and near misses are to be reported using the Incident Accident Report Form which is available via reception and must be submitted within 24 hours of the incident or accident occurring. If full details of the incident, accident, investigation and corrective actions are not available within this timeframe, the essential details of the incident or accident as they are known should be submitted initially to the Chair of the Campus Health Safety and Environment Committee or Campus/State Manager. Please refer to the Incident Reporting and Investigation Procedure for further information.

A hazard is something with the potential to cause harm including injury or illness, environmental damage, damage to property, plant or equipment, or a combination of these.

Ensure you look around your surroundings and report any potential hazards which cannot be resolved immediately without placing yourself or others at risk in doing so, via notification to your lecturer/tutor who will assist you in completing a Hazard Report Form.

By completing a hazard report form, a process is initiated to ensure proactive action is taken. It will also assist the College in identifying trends which may require further attention.
Drug, Alcohol and Smoke Free Environment

In recognition that the consumption of alcohol, drugs, or other substance abuse by workers and students that may impair their ability to perform tasks correctly and/or in a safe manner; the College has adopted a zero tolerance approach towards performing certain duties whilst under the influence of such substances.

No students are to attend the College campuses whilst under the influence of alcohol and other drugs and all enrolled students are strictly prohibited from any involvement in student public clinics (on campus or external) when under the influence of alcohol and other drugs.

Please refer to the following documents and policies for further information which are available on [www.endeavour.edu.au/policies-and-procedures](http://www.endeavour.edu.au/policies-and-procedures).

- Alcohol and Drugs Policy – Workers (which covers all workers including student clinic practitioners); and
- Alcohol and Drugs Management Procedure; and
- Alcohol and Other Drugs Policy – Students
- Smoke Free Workplace Policy

The College maintains a smoke free workplace. Regardless of the state legislative restrictions on required distance from a building entry, the College has adopted a policy that smoking is not permitted within 4 meters of any entrance to the College premises.

Personal Safety

If you feel threatened or afraid for any reason:
- Go to a busy place or attract the attention of other people in the area.
- Contact a College staff member or the Police.

Tips to keep you safe on campus:
- Be alert and walk purposefully. Confidence deters attackers.
- Avoid poorly lit or isolated areas.
- Use preferred pedestrian routes through campus.
- Where possible walk with a friend, form a group or stay with a crowd.
- Report any suspicious behaviour to College staff or the Police.

Suspicious Behaviour

Normal behaviour will vary dependent on the individual and the situation. Therefore, all staff and students are encouraged to:
- Become familiar with your work/study environment, colleagues and fellow students.
- Report any suspicious behaviour or circumstances to a staff member without delay.
Tips to keep you safe

- Do not challenge any person acting aggressively.
- Avoid confrontations with strangers.
- Avoid situations where you may be isolated from assistance.

Consultation

An important part of effective health and safety involves consulting with those involved or impacted by health and safety decisions. Consultation at the College is largely undertaken through Campus Health, Safety and Environment Committees.

Each campus has a Health, Safety and Environment Committee which meets on a quarterly basis and is made up of both management representatives and work group Representatives (including the category of students). The purpose of the committee is to discuss and address health, safety and environment concerns and initiatives specific to each campus. The committee also develops and implements an annual action plan to proactively address campus health, safety and environment matters.

Details of Committee members, contact details and meeting times are posted up around the campus.
LIVING IN AUSTRALIA

Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. Students can also submit an application with the assistance of an accredited agent due their familiarity and experience in the field. A list of agents that the College uses is available online at www.endeavour.edu.au/international-students/education-agents

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

The Australian Government’s Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

The website www.dfat.gov.au/embassies provides a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

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

*Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.*
Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Restrictions on working in Australia.

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/visa-conditions.htm.

Working in Australia

Applicants granted student visas will usually automatically receive permission to work with their visa grant. Most student visa holders will do not need to apply separately in Australia for permission to work. Please note that student visa holders will NOT be able to work in Australian until the first official day of classes when the College confirms your study commencement. This information is a general guide only. It is the student’s responsibility to be aware of visa conditions around working in Australia and to abide by these.

Working while studying on a Student Visa

You are not permitted to start work until you have commenced your course of study. You can work a maximum of 40 hours per fortnight during the term and unlimited hours when your course is not in session.

DIBP considers your course to be ‘in session’ for the duration of the advertised semesters (including periods when exams are being held):

- If you have completed your studies and your Confirmation of Enrolment is still in effect.
- If you are undertaking another course, during a break from your main course and the points will be credited to your main course.

For a full list of mandatory and discretionary student visa conditions please visit www.immi.gov.au/students/visa-conditions.htm.
Finding Work
The job market in Australia is highly competitive and you will be joining the general Australian population in your search for employment. You should not rely on income from employment when budgeting to pay for living expenses.

There are many different ways to find a job in Australia:
  - Newspapers
  - College Job Boards
  - Online - try these online companies:
    - www.seek.com.au
    - www.careerone.com.au
    - www.getjobs.com.au
  - The industry vacancy section of the College website:
    - www.endeavour.edu.au

Taxes
Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much money you earn.

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

Note: You can apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm Monday to Friday.

For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns
If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.


For a registered tax agent visit www.tabd.gov.au.

Tax returns are lodged at the end of the Australian tax year, which runs from 1 July to 30 June.
Superannuation
If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit www.ato.gov.au/departaustralia.

You will need to provide the details of your superannuation fund.

Legal Services in Australia

The National Liaison Committee for International Students
National Liaison Committee for International Students, more widely known as NLC, is the national peak body for all International Students in Australia. Further information is available online at www.nlc.edu.au.

Obeying the Law
One of the reasons for the wonderful lifestyle in Australia is due to its representative democracy, the separation of powers, and our respect for the rule of law. There are a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen! You can find a comprehensive outline of Australian law and the legal system at www.australia.gov.au.

Making Phone Calls within Australia

To make international phone calls:
Dial – international access code (0011) + the country code + the area code (if required) + phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled. See the example under Calling Australia from Overseas.

To make local phone calls:
Dial – the area code + phone number
Area Codes in each State

- Australian Capital Territory and New South Wales (02)
- Victoria and Tasmania (03)
- Queensland (07)
- South Australia, Western Australia and Northern Territory (08)

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see:

- www.telstra.com
- www.optus.com.au
- www.three.com.au
- www.vodafone.com.au
- www.virginmobile.com.au
- www.dodo.com.au
- www.boost.com.au
- www.crazyjohns.com.au
Cost of Living

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A$18,610 a year for the main student;
- A$6,515 a year for the student’s partner;
- A$3,720 a year for the student’s first child; and
- A$2,790 a year for every other child and where required.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

Budgeting

Once you’ve settled in, it is recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and child care, if applicable, should also be taken into account. It’s important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where you money goes.

Read more about budgeting at www.understandingmoney.gov.au.

Shopping

Australia’s major town centres and capital cities have world-class shopping facilities. Hours are generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Compulsory Schooling for School Aged Dependants

If you would like to bring your children to Australia with you, you must be aware that School-age dependants of international students studying on a student visa must undertake formal schooling while they are in Australia.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS) or hold a higher institution or approved non-government scholarship.
These scholarships must be approved by the State government for the dependants to be exempt from school fees.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Child Care

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

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

Arranging Accommodation

The cost of accommodation in Australia varies from state to state and the cost of renting accommodation while studying can be high. Many International students choose to share accommodation to keep costs down. Most international students choose to rent a home with friends or find people to share with through websites. It is important to stay safe when searching for accommodation or people to share with online.

Where to Look

- Accommodation Websites:
  - www.easyroommate.com
  - www.domain.com.au
  - www.flatmates.com.au
  - www.realestate.com.au
  - www.gumtree.com.au

- Student noticeboards around campus in student common rooms
  - Newspaper classifieds
  - Real Estate Agent windows & websites
  - Local shopping center noticeboards
  - Online student accommodation services
BEWARE OF ACCOMODATION SCAMS ONLINE

Please read the text below carefully and discontinue communications if it matches the examples below. Scammers behave differently if you have a room for rent or if you are looking for a room.

Scammers are usually outside the country and most often use Western Union. NEVER SEND MONEY THROUGH WESTERN UNION, THIS IS ALWAYS A SCAM.

Never send money back to anybody before you make sure that the check you have received is real and the money is in your account (3 WEEKS).

Example of a scam - You are looking for a room

Let's say you're moving across the country or to another country. You contact someone offering a great room at a great price. The only issue is that he/she requests that you send a deposit BEFORE you actually get to see the room. You’re so far away and need to get a room fast, so what do you do? You send the money. A couple of weeks later, with all your stuff in a van, you are standing in front of your new apartment. Only it's not an apartment – it’s a dilapidated warehouse! Your “new” roommate is nowhere to be found and neither is the money that you sent/him or her.

Scammers may even ask you to send money to yourself through Western Union, or any other third party money transfer services to prove that you have the funds. Sounds safe, but it's not. They will make a fake ID with your name, and pick up the funds without you knowing. When you go to retrieve your money, it’s already been picked by someone else. Never send any money through Western Union, or any other third party money transfer services. This is a common SCAM. If you’re moving to a far-away place, don’t send a rental deposit without seeing the apartment first.

Example of a scam - You have a room to rent

Let's say somebody wants to rent your room. They tell you that they want to send you a cashier check for a year’s amount of rent. These checks are fake. Why? When you get the check, the amount is for more money than necessary. On the day you receive the checks; the scammer will contact you and request a REFUND for the amount of money that he/she “overpaid.”

These scammers can make your life miserable (incessant calls, scary requests, etc.) and the only thing you dream of is to give them their money back!! The scam is this: the scammer gives you fake checks for a larger amount and requests you return money to them. Your bank will call you 3 weeks after they credited your account and tell you the check was counterfeit.

Example of a scam email

"Hi I am a very friendly and cool headed computer scientist from Lagos Nigeria, Looking for a person who is as accommodating as I am to live with for about 6 months. I am coming on my annual leave and intend to acquire some more knowledge while I am there. Please send me a mail and let me know your offer, I don't smoke, I drink occasionally and I'm neat. Mail me
please..... Please get back to me as soon as possible. So I can send you a check for ($5,000). As soon as you have it, you deduct your amount and send the rest back to me via Western Union Money Transfer."

Security Deposits/Bond
The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. The bond is usually set at four weeks rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the property. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves. Ensure you receive a receipt for any money paid to a landlord and do not pay any deposit/bond amounts without first inspecting a property.

Signing a Lease
In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit.

Inspection of Property
Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

Restrictions
The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

Choosing a Roommate
The task of choosing a roommate needs to be taken very seriously. The person or persons you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: don't panic, take your time, and don't compromise on important principles.
Where Can I Get Help?

Queensland
Tenants' Union of Queensland
www.tuq.org.au

Queensland Fair Trading
www.fairtrading.qld.gov.au

New South Wales
The Tenants Union of New South Wales
www.tenants.org.au/tenants-rights-factsheets

NSW Fair Trading

Victoria
The Tenants Union of Victoria
www.tuv.org.au

Consumer Affairs Victoria
www.consumer.vic.gov.au

Western Australia
Renting a home

Making a complaint
Australian Lifestyle

Brisbane
Brisbane, capital of the state of Queensland, known as the "Sunshine State", is located midway on the eastern coast of the Australian mainland and has a population of 2.1 million people. Brisbane city is built around the central Brisbane River, and residents enjoy the pleasant climate and relaxed lifestyle with an emphasis on outdoor living. Brisbane is also within an hour's drive of the north and south beautiful surf beaches, theme parks, rainforests and mountains. Brisbane residents enjoy a sub-tropical climate with hot, humid summers and warm winters, and average temperatures ranging from 10° Celsius (winter) to 31° Celsius (summer).

Gold Coast
The Gold Coast is located about one hour's drive south of Brisbane. This world-class resort area has a population of 1 million people. The Gold Coast features 42 kilometres of white, sandy, surf beaches contrasting with modern skyscrapers and apartment buildings that line the beaches. It is also home to most of Australia's popular theme parks and its hinterland includes some of Australia's most beautiful and accessible rainforest. The Gold Coast is best known as an international holiday destination with a pleasant sub-tropical climate and warm ocean waters, and average temperatures ranging from 12° Celsius (winter) to 29° Celsius (summer).

Melbourne
Melbourne, capital of the state of Victoria known as the "Garden State", is located on the southeast coast of the Australian mainland and has a population of 4.1 million people. Melbourne features historic buildings and colonial architecture which contrast with modern skyscrapers and apartment buildings on either side of the Yarra River. It is renowned for its weekend markets, sporting activities and restaurant culture, and is within an hour's drive to beaches, wineries and the snow fields. Melbourne residents enjoy a varied yet temperate climate with hot, dry summers and cold winters, and average temperatures ranging from 6° Celsius (winter) to 26° Celsius (summer).
Perth
Perth, the capital city of Western Australia, is home to 1.7 million people and enjoys more hours of sunshine than any other capital city in Australia. It features a broad cultural diversity which is reflected in the way of life, incorporating a wide range of restaurants, events and the arts. Sophisticated yet uncomplicated, the lifestyle in Western Australia is a relaxed one. Western Australia is adored for its typical Mediterranean climate with brilliant blue skies during the long dry summers, and relatively cool wet winters, with average temperatures ranging from 8° Celsius (winter) to 31° Celsius (summer).

Sydney
Sydney is the largest city in Australia and Oceania, and the state capital of New South Wales. Sydney has a metropolitan area population of approximately 4.6 million and, with much of the action centred on its beautiful harbour, is often called "the Harbour City". It is one of the most multicultural cities in the world, hosting many different festivals and some of Australia's largest social and cultural events. Sydney enjoys a temperate climate, with warm summers and mild winters, and average temperatures ranging from 8° Celsius (winter) to 26° Celsius (summer).
USEFUL INFORMATION

Definition list

**DIBP** – Department of Immigration and Border Protection (*Formerly the Department of Immigration and Citizenship – DIAC*)

**DIISRTE** – Department of Industry, Innovation, Science, Research and Tertiary Education

**ESOS** – Education Services for Overseas Students. A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

**PRISMS** – Provider Registration and International Students Management System. A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a student visa.

**CoE & eCoE** – Confirmation of Enrolment

**Unsatisfactory Course Progress** – failing 50% or more of the subjects attempted in a semester/trimester.

**International Student Adviser** – Student Adviser allocated to international student services on CRICOS approved campuses

**Study Periods:**

**Semester** – period of study for higher education courses.

**Trimester** – period of study for VET courses

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