



ENDEAVOUR
College of
Natural Health

INTERNATIONAL

Student Handbook



Contents

BEFORE YOU ENROL.....	6
Introduction	6
Handbook Disclaimer	6
Course Intake Notice.....	7
CAMPUSES.....	8
Brisbane	9
Gold Coast	10
Melbourne	11
Perth	12
Sydney	13
Public Holidays.....	14
Student Support Front Desks	14
Break out areas.....	14
Identification Cards	14
Library Services	15
On Campus.....	15
Library Opening Hours.....	15
Online.....	15
Conditions of Use.....	15
POLICIES AND PROCEDURES	16
Education Services for Overseas Students (ESOS).....	16
International Student Policies.....	16
Academic Integrity Policy - HE	17
Attendance Policy - HE.....	17
Complaints and Appeals Policy – International	17
Course Duration and Progress Policy – International.....	18
Recognition of Prior Learning Policy – HE and VET	20
English Proficiency Policy – HE.....	21
Fees Policy – International	22
Privacy Policy.....	23
Transfer between Education Provider Policy – International.....	23
Refund Policy - International.....	24
Remission of Financial Liability due to Special Circumstances Policy - Higher Education	26
Student Code of Conduct - HE	26
Student Misconduct Policy.....	27
Student Records Policy	27
ENROLMENT AND STUDENT SUPPORT	29
Enrolment.....	29
Term of Enrolment	29
Concurrent Enrolment.....	29
Timetables	29

<i>Orientation</i>	29
Student Support Services	30
<i>National Student Affairs Manager</i>	30
<i>How to contact your National Student Affairs Manager</i>	31
Access and Equity Program	31
<i>Contact your Access and Equity Officer</i>	31
STUDYING ON CAMPUS	32
Course Calendar	32
Staff Consultation	32
Making an Appointment with an Academic	32
Clinic Practicums	33
Student Portal	33
Student Email	34
Online Learning	34
Learning Management System (LMS)	34
Contacting the College's Education Technologies department	34
<i>Hours of Operation</i>	34
Online Subjects	35
Livestream Subjects	35
<i>Blended Learning - combining virtual and on campus studies</i>	35
Examinations	36
<i>Final Examinations</i>	36
<i>Central Examinations</i>	36
<i>Attendance at Examinations</i>	36
<i>Conduct During Examinations</i>	36
<i>Failure to Attend Examinations</i>	37
Assessment	38
<i>Assessment Design Principles</i>	38
<i>Grading Systems</i>	38
<i>Plagiarism Detection Software – Turnitin®</i>	39
<i>Deferred Assessment</i>	39
<i>Extensions of Assignments</i>	39
Student Partners Network	40
GRADUATION AND BEYOND	41
Graduation	41
<i>Completion of Course</i>	41
<i>Eligibility to Graduate</i>	41
<i>Graduation Ceremonies</i>	42
Alumni of the College	42
<i>Objectives of the Alumni Program</i>	42
<i>Alumni Webinar Series</i>	43
Professional Associations	43
WELLBEING AND SAFETY	45

Overseas Student Health Cover (OSHC)	45
<i>How do I get OSHC?</i>	45
<i>What do I do if I'm sick?</i>	45
<i>Seeing a Doctor</i>	45
<i>Public Hospital Waiting Times</i>	45
<i>Pharmacies</i>	46
<i>Referral for Counselling Services</i>	46
TalkCampus	46
<i>Accessing TalkCampus</i>	46
Australian Counselling Service (ACS)	46
<i>Accessing Australian Counselling Service</i>	46
Additional Support Services	46
<i>Lifeline - Crisis Support - 13 11 14</i>	46
<i>Poisons Information Line - 13 11 26</i>	47
<i>Medical Emergencies</i>	47
<i>First Aid</i>	47
Health and Safety Obligations	47
<i>Consultation</i>	48
Critical Incident Policy and Procedure - Summary	48
<i>Emergency Lockdown</i>	49
<i>Who to call in an emergency</i>	49
<i>Reporting Incidents, Accidents and Hazards on campus</i>	49
<i>Drug, Alcohol and Smoke Free Environment</i>	50
<i>Children on Campus</i>	50
Safe Campus	50
<i>Personal Safety</i>	51
<i>Suspicious Behaviour</i>	51

LIVING IN AUSTRALIA.....52

Arranging Visas	52
<i>Department of Foreign Affairs and Trade (DFAT)</i>	52
<i>Migration Agents</i>	52
Visa Conditions	52
<i>Working in Australia</i>	53
<i>Taxes</i>	53
<i>Superannuation</i>	54
<i>Obeying the Law</i>	54
Making Phone Calls within Australia	55
<i>Calling Australia from Overseas</i>	55
<i>Mobile / Cell Phones</i>	55
Cost of Living	56
<i>Budgeting</i>	56
<i>Shopping</i>	56
Compulsory Schooling for School Aged Dependants	56
<i>Child Care</i>	56
Arranging Accommodation	57
<i>Where to Look</i>	57
Where Can I Get Help?	59

Australian Lifestyle	60
<i>Brisbane</i>	60
<i>Gold Coast</i>	60
<i>Melbourne</i>	60
<i>Perth</i>	60
<i>Sydney</i>	60
USEFUL INFORMATION	61
Definition list	61

BEFORE YOU ENROL

Introduction

In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. 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 some of its 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, 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:

- 📖 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 <https://www.endeavour.edu.au/current-students/policies-and-procedures/>.

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 Subject Viability Policy – Higher Education*.

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

● **2024** Higher Education – 2 semester intake periods

⌚ **S1** Semester 1 from 4 March to 6 July

⌚ **S2** Semester 2 from 5 August to 7 December

In addition, it may be possible to start study of one or more subjects prior to these intakes through our online teaching periods.

In some instances, it may be necessary to cancel an intake for a course for viability reasons prior to the next teaching period; the Chief Executive Officer (CEO) and Director of Education reserve 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

Each of the campuses have a different feel to them and different cultures. Some students choose to change campuses throughout their degree to experience everything Australia has to offer while still studying.

Studying at Endeavour is flexible as each of our campuses have dedicated Student Support Officers available to students.

At the local campus you will get to meet your local Student Support Officers; be certain to call past the front counter and say Hi to connect and you will meet them when you are checking into any on campus classes.

Importantly, the local Student Support Officer is your first point of contact when it comes to enrolment, timetable support, campus transfers and anything else that can affect your study duration. If they are unable to help with your query, they will refer you to the National Student Affairs Manager, Greg Cope.

To connect directly with the **International team**, please submit a ticket via the **Help Hub > International Support** (<https://help.endeavour.edu.au/>)

International Students are expected to maintain high quality communication with their education provider.

If there are any emergencies while you are on campus, the first person you should call is the local Clinic and Operations Manager (numbers below).

Please ensure to inform us of any changes during your studies so we can provide the best support possible.



Brisbane

The Brisbane campus is located right in the Fortitude Valley train station precinct, with easy access to all forms of public transport, and a food court and shopping centre right at our front door.

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

The fully outfitted Endeavour Wellness Clinics are a modern and professional clinical space with students providing a range of natural medicine treatments to a diverse client group under professional supervision. The beautifully designed Ground floor has been especially focused around students – housing our Student Support team, light-filled library and study spaces, and a large student kitchen / break-out area.

It is also close to a great range of public amenities including a post office, ATM facilities, the Valley Baths (public swimming pool), as well as cafes and restaurants.



Campus Contact Details

Level G, 1 & 2 Transport House, 230 Brunswick St, Fortitude Valley, QLD 4006

Phone: +61 7 3253 9501

Clinic & Operations Manager: Ian Murray, ph. 0490 475 505



Gold Coast

The Gold Coast campus is located in the heart of Southport 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

Level 2, 121 Scarborough Street, Southport, QLD 4215

Phone: +61 7 5634 8410

Clinic & Operations Manager: Caitlin Armit, ph. 0448 844 551



Melbourne

The Melbourne campus is located in the heart of the city, close to 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 universities and 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 2, 368 Elizabeth Street, Melbourne, VIC 3000

Phone: +61 3 9655 9400

Clinic & Operations Manager: Carol Castro, ph. 0475 812 911



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 nearby on 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 who bring cutting edge, industry experience to the classroom.

Campus Contact Details

Level 1, 170 Wellington Street, East Perth, WA 6004

Phone: +61 8 9225 2900

Clinic & Operations Manager: Santina Alviani, ph. 0421 548 920



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 7, 815 – 825 George Street, Sydney, NSW 2000

Phone: +61 2 8204 7700

Clinic & Operations Manager: David Llach, ph. 0493 660 448



Public Holidays

The College will be **closed** on all National Public Holidays: **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 the Student Portal, Learning Management System (LMS) and website for further information.

Student Support Front Desks

Our Student Support team, who are located on all campuses, are there to provide general assistance to all students. During hours of operation, students are invited to come to the desk with questions regarding:

- ➊ general forms and procedures
- ➋ booking a meeting with an academic
- ➌ enrolments
- ➍ timetables
- ➎ international policies, procedures and forms
- ➏ any general enquiries.

International students are provided with local emergency contact details for contacts outside of hours at their orientation session after arrival in Australia.

In addition, the Student Support team may direct you to contact the National Student Affairs Manager, who can help you with more detailed questions around:

- ➊ COE concerns
- ➋ fee issues
- ➌ progression planning.

Break out areas

Each campus boasts a student break out area; a place to socialise 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

A student identification (ID) card is proof that you are a student at Endeavour, and all students (whether you are studying online or on campus) must have one. Student ID cards provide proof of enrolment and are used as identification for purposes such as admission to examinations, library borrowings, access to sensitive areas such as student clinics and some transport concessions.

To get a student ID card, please visit help.endeavour.edu.au and submit a Facilities Ticket with the following information:

- ➊ A copy of a valid photo ID (e.g. passport)
- ➋ A photo of you against a white background
- ➌ The location of your 'home' campus.

You will be contacted by your Student Support Officer when your ID card is ready for collection on campus.

If students reside **50km or more from a campus** and are unable to attend a campus in person to collect a Student ID card, please notify the library at time of emailing.

Student ID cards are issued free of charge to all correctly enrolled students at the commencement of their subject/course of study. The student has the responsibility at the initial enrolment to provide full and complete information that will be utilised 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.

The library collection is divided into areas by subject and includes a reference collection for easy student access, as well as an extensive digital borrowing collection.

Contact your local campus for information and assistance.

Library Opening Hours

Hours vary during non-study periods, study breaks, examination weeks and semester breaks.

Contact your local campus for opening hours using the [Library Information details](#) from the Library's website [here](#).

Online

24/7 access available via the [website](#).

Through this Portal you can:

- ➊ **Search** the **collection** and note holdings and call number, making resources easier and quicker to find;
- ➋ **Access** study resources such as 'how to' videos, study skills / referencing modules and other guides;
- ➌ **Check** your **details** and email notification to staff if they need updating;

Conditions of Use

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

- ➊ Quiet talking is allowed as long as it does not disturb other users.
- ➋ Mobile phones must be set to silent or turned off when using the libraries.
- ➌ Consumption of food in libraries is not permitted. Bottled water and drinks in closed containers are permitted. Littering and bringing hot food into the libraries will not be tolerated.
- ➍ Personal property must not be left unattended. The College cannot be held responsible for loss or damage.
- ➎ 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 required 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: <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

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 (Cth) ('ESOS Act') and its associated legislative instruments when delivering courses to international students studying on a student visa:

- ➊ *Education Services for Overseas Student Regulations 2001 (Cth)*. ('ESOS Regulations')
- ➋ *Education Services for Overseas Students (Registration Charges) Act 1997 (Cth)*.
- ➌ *Education Services for Overseas Students (TPS Levies) Act 2012 (Cth)*.
- ➍ *National Code 2018 (Cth)*. (*National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)*)

A link to the ESOS Framework is available at:

<https://www.education.gov.au/esos-framework>

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

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

The *National Code 2018* 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 2018*.

Full versions of all policies listed below are available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>.

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 *Written Agreement - International*, 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: <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

Academic Integrity Policy - HE

Information applicable 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 – Higher Education* available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

As outlined in the *Student Code of Conduct - HE*, 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. All new students are also required to undertake the Academic Integrity training module on the LMS before being able to submit any assessment items in their first study period.

The policy and procedure on academic integrity are further outlined in the *Academic Integrity Policy - HE* and *Academic Integrity and Student Misconduct Procedure* available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

Attendance Policy - HE

Information applicable to all 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 policy and procedure on attendance are further outlined in the *Attendance Policy – Higher Education* and *Course Duration and Progress Procedure – International* (the latter of which only applies to International students) available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

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.

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.

The policy and procedure regarding complaints and appeals are detailed in the *Complaints and Appeals Policy - International* and *Complaints and Appeals Procedure – International* and are available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/international-students/>

Course Duration and Progress Policy – International

Information applicable to all *International* students

Both the College and students have responsibilities for ensuring that the educational experience is positive and achieves the required outcomes. This includes completing the course within the maximum timeframes allowed by the government.

The policy is divided into three (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 *Course Duration and Progress Procedure – International* that supports this policy can be located at <https://www.endeavour.edu.au/current-students/policies-and-procedures/international-students/>

The College does recognise 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:

- ❶ The student fails more than 50% of subjects undertaken in any one semester
- ❷ The student fails a single subject or its equivalent, twice.

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

Information below is applicable to International students studying on a Student Visa only:

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 8 of the *National Code 2018 (Cth)*.

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 course progression must be authorised and accompanied by appropriate evidence of reasons for variation.**

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.

Study Options

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

- ❶ Undertake no more than one-third of a total course in the online mode of study and;
- ❷ Are enrolled in at least one (1) face to face subject in each 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 in the *Course Duration and Progress Policy – International* 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 Home Affairs (DHA) (Immigration). This is a requirement of the *Education Services for Overseas Students Act 2000 (Cth)* and the *National Code 2018 (Cth)*.

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 the DHA 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 complaints and appeals process is known if the student:

- ❶ The internal and external complaints processes have been completed and the decision or recommendation supports the College; or
- ❷ The student does not access the College's complaints and appeals process within 20 working days; or
- ❸ The student chooses not to access the external complaints and appeals process; or
- ❹ The student withdraws from the appeals process (internal or external) and notifies the College in writing.

If the outcome of the complaints and appeals process at any stage is in favour of the student, the student will not be reported through PRISMS.

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 DHA for unsatisfactory course progress. DHA will then attempt to contact the student using the last address provided to the College registered on PRISMS. Students are also advised to contact DHA at this time to discuss any impact on their student visa.

If DHA 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 receives a final grade lower than a pass, they will be withdrawn prior to census date from any other subjects for which that subject is a pre-requisite and an *Intervention Strategy* will be implemented to ensure the student's enrolment remains compliant with *National Code 2018 (Cth)* requirements.

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

The Student Support team is able to provide advice and direction to students in relation to their course progression and study load (as there is no full-time study load requirement on these students). 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 Support who can provide advice and direction about accessing a professional counselling service, including the College's *TalkCampus service*.

The National Student Affairs Manager 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. The Student Support team is able to support the student by setting up an Academic Consultation meeting with an Academic Supervisor or Lecturer on campus to discuss their subject and academic support options available to the student. A student can also self-service and book an Academic Consultation meeting with an academic through the Consultation section in the LMS.

Recognition of Prior Learning Policy – HE and VET

Recognition of prior learning (RPL) for College credit is also known as Advanced Standing and the relevant policies and procedures apply to all students.

Policy information applicable to all International students:

Recognition of Prior Learning Policy – HE & VET

Recognition of Prior Learning Application Form

Formal Learning

Students can apply for recognition of prior formal learning if they have previously studied the same or similar subjects at another institution in Australia or overseas using the *Recognition of Prior Learning Application Form*.

Assessment of formal learning is an academic responsibility. The Office of the Director of Education is responsible for allocating applications for recognition of prior learning to specific Pathway Assessors for assessment purposes. Application evaluation is to be undertaken in a timely manner as to meet the required 20-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 student's file.

Non-formal or Informal learning

Students can apply for credit if they have previously acquired knowledge or skills through non-formal or informal learning which meet all of the requirements for a subject within the course, also using the *Recognition of Prior Learning Application Form*.

This process involves the assessment of skills or knowledge required for entry to, or Advanced Standing towards, an AQF qualification, where there are no formal qualifications as proof (although this may include assessment of non-AQF courses where relevant). This credit 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 ten years, and is assessed as having met the skills and knowledge required for satisfactory completion subject within the relevant course.

Students are to make credit applications immediately after enrolling and prior to the commencement of the semester 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; 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.

English Proficiency Policy – HE

Information applicable to all 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 the 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, your local Student Support Officer can provide advice regarding the recommended English language schools in the relevant State.

To meet the College's English 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 the 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 (Acupuncture Therapies), Bachelor of Health Science (Chinese Medicine), Diploma of Health Science (Chinese Remedial Massage):
 - ⌚ Academic IELTS 7.0 (no sub score less than 6.5)
 - ⌚ Cambridge English: Advanced (CAE 185-190, no sub score less than 176)
 - ⌚ Pearson (PTE) Academic Score of 65 (overall score, with a communicative skills score in writing of 58 or above)
 - ⌚ Internet based (iBT) TOEFL score of 100 (with a minimum of 24 or above in writing).
- All other Bachelor degrees and Undergraduate Certificates (except Human Biology):
 - ⌚ Academic IELTS 6.5 (overall score, no sub score less than 6.0)
 - ⌚ Cambridge English: Advanced (CAE 176-184)
 - ⌚ Pearson (PTE) Academic Score of 59 (overall score)
 - ⌚ Internet based (iBT) TOEFL score of 90.
- Diploma of Health Science and Undergraduate Certificate in Human Biology:
 - ⌚ Academic IELTS 6.0 (overall score, no sub score less than 5.5)
 - ⌚ Cambridge English: Advanced (CAE 169-175)
 - ⌚ Pearson (PTE) Academic Score of 52 (overall score)
 - ⌚ Internet based (iBT) TOEFL score of 79.

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 – Higher Education* available at <https://www.endeavour.edu.au/current-students/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.

Further information regarding the *Access and Equity Program* can be located here: <https://www.endeavour.edu.au/current-students/support-services/access-equity-program/>

Fees Policy – International

Information applicable to all *International* students

All International students studying at the College and enrolled within a subject or course are required to pay 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, textbooks, 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 at least six (6) weeks **before** the course commences or upon enrolment if enrolling less than six (6) weeks out from the course start date. Payments for subsequent semesters must be made at least two (2) weeks before the start of each semester.

Students will never be invoiced for more than one semester of study in advance. However if a student chooses, the College will accept more than 50% of the full course tuition fees upfront only if paid by the student or the person responsible for paying the student's fees (e.g. international government scholarship). These fees will be kept in a separate account as a credit towards the student's future enrolments.

Failure to meet the payment deadlines outlined above may result in 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 *Fees 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 – International* is provided to students prior to enrolment and is available in relevant student handbooks and on the website at <https://www.endeavour.edu.au/apply-to-study/international-students/policies-know/>

Privacy Policy

Information applicable to all 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 *Privacy Act 1988 (Cth)*. In complying with this Act 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 (Cth)* 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 relating to international students studying on a **Student Visa** may be shared with the Department of Education and the Department of Home Affairs under *National Code 2018 (Cth)* requirements.

Transfer between Education Provider Policy – International

Information applicable to all *International* students

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 (6) months of their principal course of study:

- ➊ Transfer from College to another registered provider
- ➋ Transfer between campuses
- ➌ Transfer from another registered provider to the College.

Refer to the policy for greater detail including the process students are required to follow, located on the College website at <https://www.endeavour.edu.au/apply-to-study/international-students/policies-know/>

Student Transfer Requests – Transfer from the College

Students who wish to transfer to another provider within the first 6 months of their principal course of study must provide a valid letter of offer from the provider they wish to transfer to and submit a completed *ECNH - Transfer of Campus or Provider Form* to the College. In addition, the National Student Affairs Manager will set up a meeting with the student to discuss their application to transfer.

The outcome of a request to transfer will be communicated to students in writing within 10 working days of completing the application process. The College will assess the student's request in accordance with Standard 7 of the *National Code 2018 (Cth)*.

The student should contact the DHA to confirm if a new student visa is needed and / or discuss how this change to enrolment will impact their student visa.

Students who wish to transfer to another provider after the first 6 months of their principal course of study has elapsed should follow the 'Withdrawal from Course' process.

Student Transfer Requests – Transfer between College Campuses

Students wishing to transfer between the College's campuses must seek approval to transfer also using the *ECNH - Transfer of Campus or Provider Form*. Approved transfers shall only be enacted between semesters (not during).

This transfer process is **required** regardless of how far the student has progressed through the course, to ensure the College's records are accurate and the student's enrolment is supported on their local campus at all times.

Student Transfer Requests – Transfer to the College

The College will 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:

- ❶ the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- ❷ the original registered provider has defaulted in the delivery of the course in which the student was enrolled
- ❸ the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- ❹ 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
- ❺ 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.

After completing 6 calendar months of the principal course, an international student can transfer without needing to meet one of these conditions.

Proof of any of the above circumstances must be kept on the incoming students file for at least two (2) years after the student ceases to be an accepted student at the College.

The College's documented and implemented *Transfer between Education Provider Policy – International* (which includes the procedure) for assessing international student transfer requests is available from the College website at <https://www.endeavour.edu.au/apply-to-study/international-students/policies-know/>

Refund Policy - International

Information applicable to all *International* students

Refund amounts

The enrolment fee of AUD\$250 is only refundable if the College defaults in the delivery of a course before it starts. In all other circumstances, the enrolment fee is not refundable.

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.

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

Refund Schedule – Course Withdrawal

Reason for / timing of Withdrawal from Course	Refund Provided	Cancellation Fees (Retained by the College)	
		HE Courses	Non-Award Subjects
Cancellation prior to course commencement date	Full refund of all unused tuition fees paid	Nil	10% per subject
Cancellation after start of semester, up to Friday of Week 4 (Census)	Refund of 80% of tuition fees provided	20% per subject	20% per subject
Cancellation after Friday of Week 4 (Census) of a semester	No refund of tuition fees provided	Full tuition fees for the study period	Full tuition fees for the study period
Cancellation of student's enrolment due to student default (see Student Default section of the policy)	No refund of tuition fees provided	Full tuition fees for the study period	Full tuition fees for the study period
In the event of provider default*	Full refund of all unused tuition fees	Nil	Nil

*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.

Note: 'Tuition fees' refers to the cost of tuition only and does not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance. These are non-refundable.

Subject Withdrawal

International students are unable to withdraw from subjects online via the Student Portal and will need to make an appointment with the National Student Affairs Manager to do so.

Students wishing to change their semester enrolment (drop or add subjects) must contact the National Student Affairs Manager to discuss and action any proposed changes, so as to fully understand the implications on study load in relation to student visa conditions and course progression. Cancellation fees will not be charged for approved subject changes as these will only be approved under special circumstances in alignment with an approved Intervention Strategy.

International students studying on a student visa must remain enrolled in a full time workload at all times unless the enrolment load has been reduced as part of a documented *Intervention Strategy* implemented by the College.

Student Default

An international student or intending overseas student defaults, in relation to a course at a location, if:

- (a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) The student does not meet the conditional course requirements (e.g. does not provide a First Aid Certificate); or
- (c) The College refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) The student failed to pay an amount they were liable to pay the College, directly or indirectly, in order to undertake the course;

- (ii) The student breached a condition of his or her student visa;
- (iii) Misconduct by the student (refer to the *Academic Integrity Policy – HE*, the *Student Code of Conduct - HE* and the *Student Misconduct Policy*).

Should students wish to appeal any decision made concerning refunds, the *Refunds Policy - International* and the availability of the complaints and appeals procedures for international students do not affect the rights of a student to take action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

Full details of the process for claiming a refund can be found in the *Refunds Policy – International* available at <https://www.endeavour.edu.au/apply-to-study/international-students/policies-know/>

Remission of Financial Liability due to Special Circumstances Policy - Higher Education

Information applicable to all students

This 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:

- ❶ circumstances under which a student may seek **remission of debt or refund of fees** under special consideration; or
- ❷ Other circumstances (such as compassionate or compelling 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 *Remission of Financial Liability due to Special Circumstances and Special Consideration Policy - HE* available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>.

You can apply directly for remission of financial liability through the Student Portal. This application goes to the National Student Affairs Manager and is reviewed by the relevant Directors for consideration.

Student Code of Conduct - HE

Information applicable to all 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 Code of Conduct - HE* 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.

The *Student Code of Conduct – HE* outlines the expected behaviours of students at the College, as well as what students can expect from the College itself while studying. It is important that students take note of the expected professional and respectful behaviours outlined in this document.

All students when enrolling at the College agree to abide by the *Student Code of Conduct – HE*, available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>. Serious breaches of the behaviours and responsibilities set out in this document can result in action being taken under the *Student Misconduct Policy – Higher Education*.

Student Misconduct Policy

Information applicable to all students

This policy applies to academic and non-academic student misconduct and should be read in conjunction with the *Student Code of Conduct - HE*, which describes the College's expectations of a student's behaviour. A breach of the Code 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.

Outcomes of a finding of confirmed student misconduct could include suspension for up to 12 months, conditions on enrolment or exclusion from the College, so it is vital that students are familiar with the requirements around conduct at the College and abide by the *Student Code of Conduct – HE*.

Student Records Policy

Information applicable to all students

Access to Personal records

Under the *Privacy Act 1988 (Cth)* 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:

- ❶ Where personal information other than health information would pose a serious threat to the life or health of an individual
- ❷ Where health information would pose a serious threat to the life or health of an individual
- ❸ Where providing access would have an unreasonable impact upon the privacy of other individuals
- ❹ Access for frivolous or vexatious use
- ❺ 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
- ❻ 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
- ❼ 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 of Student Operations. You must include in your written request:

- ❶ Your Student ID number
- ❷ What personal information you wish to receive a copy of
- ❸ 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 <https://www.endeavour.edu.au/current-students/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 *Request for Academic Documentation Form* on the Student Portal, or on the website: <https://www.endeavour.edu.au/current-students/policies-and-procedures/college-forms/>. **The fee for the re-issue ranges from \$32.00 to \$65.00 per issue** (including postage, dependant on required documents), 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. **Additional postage and handling charges may apply depending on the option requested – all fees are detailed on the request form.**

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.

After completion of the initial first semester of study, international students are not able to self-enrol through the Student Portal and as such are required to liaise with the Student Support Office who will seek approval from the National Student Affairs Manager to complete their enrolments prior to the start of a new semester, and to ensure compliance with any student visa study load conditions.

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 (see Study section), unless other arrangements are made via an application to Student Support 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 College has a dedicated timetable team to ensure its 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 disciplines equitably. The College honours all academic enrolments through to completion of the specified Award.

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 invited to and provided with an extra session specifically relating to their enrolment at the College. Orientation programs help

familiarise overseas students with the College's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.

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

- ➊ Allowing new students to socialise together
- ➋ Reviewing the College's Values and *Student Code of Conduct - HE*
- ➌ Welcoming new students to the campus, including a campus tour
- ➍ Introducing the relevant policies and procedures
- ➎ Acquainting students with their Student Support, Library services and Academic staff
- ➏ Providing fire and emergency information and exits
- ➐ Explaining access to LMS and Student Portal systems
- ➑ Outlining extra services provided by Student Support
- ➒ Support services available to students including:
 - ➔ Help transitioning to life in Australia
 - ➔ Legal services
 - ➔ Emergency and health services
 - ➔ External English language programs
 - ➔ Personal and student-to-student support (TalkCampus)
 - ➔ Study assistance at the College
 - ➔ Complaints and appeals processes
 - ➔ Student visa conditions relating to course progress and attendance
 - ➔ Extra support available in special circumstances
 - ➔ Employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Student Support 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 Code of Conduct - HE* underpins the vision and operations of the Student Support department. Student Support is committed to cultivating a supportive holistic student environment centred on engagement and uncompromising customer service. We aim to create a positive and consistent student experience across all campuses and all modes of delivery from orientation to graduation.

National Student Support Operational Hours

Monday – Friday 9am to 4pm – team members available

Opening hours of the front desk vary by campus, during non-study periods, study and examination periods, and semester breaks.

National Student Affairs Manager

The National Student Affairs Manager will support students throughout their lifecycle at the College, from orientation through to graduation. They are actively involved in promoting and providing services and strategies to help with the academic success and participation of International Students in campus life throughout this journey. These are

outlined in detail below. Your National Student Affairs Manager, in consultation with your local Student Support Officer, can help with:

- ➊ Transition to studying in a new environment
- ➋ Progress in your current degree and study plans for future study progression
- ➌ Referral to legal, emergency and health services
- ➍ Facilities and resources
- ➎ Complaints and appeals processes
- ➏ Student visa conditions relating to course progress and attendance
- ➐ ESL registration and support
- ➑ Providing access to online academic skills courses
- ➒ Connecting you to on-campus tutorial support sessions
- ➓ Academic guidance and connecting you with Academic Staff
- ➔ Registration on the Access and Equity Program or as an ESL student (for reasonable adjustment purposes)
- ➕ Application to observe (“sit-in”) classes to update and refresh knowledge. Sit-in subjects must have previously been passed or have been granted credit to be able to apply to sit-in. Note: Applications to observe will not be accepted for clinic classes.

How to contact your National Student Affairs Manager

Email: international.students@endeavour.edu.au

Phone: +61 7 3253 9531

Available: Monday to Friday

Access and Equity Program

The College 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 Program supports students with a disability, mental health or medical condition/s to participate fully and equally in College life. For further information, please refer to the Access and Equity Handbook available at: <https://www.endeavour.edu.au/current-students/access-and-equity-program>

The National Student Affairs Manager is a qualified Access and Equity Officer and acts as 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.

Contact your Access and Equity Officer

- ➊ By phoning 07 3253 9531
- ➋ Email accessandequity@endeavour.edu.au

STUDYING ON CAMPUS

Course Calendar

Courses generally start early in the year. Semesters start March and 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 Student Hub.

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 Code of Conduct - HE*, it is the responsibility of the student to seek academic assistance.

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

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

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

- ❶ Progression rules, completion requirements and enrolment
- ❷ 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 Heads of Department, will have prescribed times set aside for appointments with students.

Students will be advised at the commencement of every semester, 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.

Students can book Academic Consultations via the LMS or by seeking assistance from a Student Support Officer or the National Student Affairs Manager. Appointments may also be arranged outside of the prescribed time, at a time mutually convenient to the staff member and student.

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 practicum subject hours 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 practicum subject hours throughout their degree course, whilst three year Bachelor degree students will complete an average of 300 hours. This is equivalent to 10 working weeks. Working as student practitioners and being assessed as such, students gain practical experience in communication, case taking, health assessment, clinic and client management and work health and safety.

College clinics 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 48 weeks per year 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 clinic practicum subjects they are required to familiarise themselves with the *Endeavour Clinic Handbook*, which outlines the conduct and responsibilities of students in the Clinic, and the requirements and operations of a Clinic Practice. Clinic subjects are offered in clinic block teaching periods of 12 weeks per block.

Further to starting the practical Clinic subjects (clinical practicums), students **must** have a valid First Aid Certificate (with Current CPR).

To prepare for your first time in clinic, access the *Clinics FAQ – A guide to your first time in clinic* from <https://www.endeavour.edu.au/current-students/policies-and-procedures/college-faqs/>.

Student Portal

The Student Portal 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.

Any changes to subject enrolment must be done in consultation with the National Student Affairs Manager.

The Student Portal can be accessed directly at <https://portal.endeavour.edu.au/> or via the link on the College's webpage. For help with any Student Portal issues, students can email student.services@endeavour.edu.au.

Student Email

There are two ways to access your student email, the first is to go to <https://outlook.office.com/> and enter your email and password and then login.

The second way is via the Student Portal, you can access your email by selecting 'Student Systems' at the top and then selecting 'Student Email'.

Your student email is: student#@eweb.endeavour.edu.au

An example would be **157711@eweb.endeavour.edu.au**

You **cannot** change your email address to your personal email. However, some students choose to forward their emails to their personal email.

Online Learning

Our mission at Endeavour 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 one-third of your course in online mode and can only study limited subjects per semester in online mode.

You must attend campus for livestream subjects in the Virtual Classroom on your campus. Please speak to the National Student Affairs Manager about your enrolment options online.

Learning Management System (LMS)

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

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 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 interactive online learning modules, or narrated PowerPoint presentations online, with tutorials including asynchronous tutor moderated discussion forums and activities, interactive activities or other web-based resources. Assignments are submitted electronically, and some subjects may have a final examination which will be undertaken online. Textbooks and other hard copy learning materials are also recommended to accompany online components of study. Subjects must be completed within 18 weeks from official subject start date.

Note: *International students on a student visa may not enrol exclusively in online subjects in any single semester (unless it is the final subject) and may not complete more than one-third of their course online.*

Livestream Subjects

Lectures and/or tutorials / workshops are streamed online via Zoom (or similar technology) in real time, with students able to interact with the lecturer and other students throughout. For some of these subjects, attendance is required in real time; the livestream lecture will also be recorded and accessible on the LMS and can be viewed later. Like online subjects, assignments are submitted electronically, and some subjects may have a final examination which will be undertaken online. Textbooks and other hard copy learning materials are also recommended to accompany livestream components of study. Subjects must be completed within 18 weeks from official subject start date.

Note: *International students on a student visa must attend classes for subjects delivered (fully) in livestream mode in the dedicated Virtual Classroom on their local campus to ensure they meet on campus visa requirements.*

Blended Learning - combining virtual and on campus studies

Online and livestreamed subjects (known as 'virtual studies') can be combined with on campus delivery where it has been determined that certain skills cannot be delivered virtually. Where a subject is taught in multiple delivery modes across the teaching period, it is known as a blended mode subject. Each subject outline will explain how many hours per week are required on campus and how many hours per week are expected to be studied in a virtual (online or livestream) mode. Study materials for all subjects will be accessed using the LMS, regardless of mode of delivery.

Note: *Where a blended delivery subject includes livestream delivery, international students are not required to attend that portion of the subject on campus, but as the Virtual Classrooms are always accessible they can still be used for this purpose.*

Examinations

Final Examinations

To receive at least a Pass grade for a subject, students should submit all assessments, including any final examinations. Final examinations are not returned to students. Official results are published on the Student Portal and can be accessed by students on the published release date listed on the Student Calendars (Online and On Campus). Feedback on final examinations may be requested in writing to Student Support.

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:

- 1 Final examinations are held between 7:00 am and 10:00 pm, Monday to Saturday;
- 2 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;
- 3 Final practical examinations are held in the Practical Examination Period (Weeks 14 and 15 of semester) and are explained on the Subject Outline. Students will be advised of the Practical Examination schedule by their lecturer either in class or via the LMS; and
- 4 All written examinations will be undertaken using Respondus LockDown Browser and the examination period process outlined above will be followed. Examinations will be open in the LMS for a scheduled period and once started must be completed within the required exam timeframe.

Attendance at Examinations

Attendance at examinations is compulsory. Students must be available to undertake examinations throughout the period designated for centrally organised examinations as specified in the Semester Timetable and 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 and has been granted a deferred examination.

Students require their Student ID Card to attend examinations and will be required to show this online or in person, depending on the type of exam. This is so the College can ensure that the enrolled student is the person undertaking the examination. If you have lost or misplaced your Student ID Card, it is your responsibility to contact your local Student Support Officer at the College **immediately**, to seek a replacement.

Practical exams are supervised by College staff and these staff are known during an examination as 'invigilators'. Written exams are recorded and invigilators review recordings in any instance of questionable integrity raised by the software.

Conduct During Examinations

- 1 Students must sit their examination on the scheduled time and date. EXAMINATION TIMES ARE NOT NEGOTIABLE.
- 2 Students will not be able to access the exam if they have not completed the Online Exam Training Module on the LMS to ensure training and understanding of academic integrity issues and detection when using Respondus LockDown Browser, and received an Online Exams Badge.
- 3 All online examinations must be commenced during the scheduled window of time, with the examination submitted in the LMS using the "Submit" button prior to the advertised close times. Online examination sessions will close at the advertised closing time and all attempts still in progress will be automatically submitted at that time.

- ❶ It is the student's responsibility to ensure that they plan for adequate and uninterrupted time to complete the Respondus examinations.
- ❷ Each examination duration is advertised via the Subject Outline and Examination cover page within the Examination link. Students will be provided ten (10) minutes reading time in addition to the advertised exam duration.
- ❸ Reading time is included in the overall exam time and although the College recommends students use this time to plan and map out answers before commencing the exam, they are permitted to commence the exam straight away.
- ❹ Online quizzes and mid-semester exams must be completed and submitted through the LMS within the stated window of time in which they are offered; quizzes and mid-semester exam sessions will close at the advertised closing time and all attempts still in progress will be automatically submitted at that time.
- ❺ Students must have a current College Student ID Card in order to prove identification when starting the exam.
- ❻ 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.
- ❼ Any pre-approved materials to be used during the exam should be clearly visible during the environment check. If they are not, students will be flagged as at risk of academic misconduct and may be investigated as per the *Academic Integrity Policy – Higher Education*.
- ❽ A simple calculator is accessible at the top of the Screen in the Respondus LockDown Browser.
- ❾ A student shall not during an examination session communicate by word or otherwise with any other person, or assist any other person to communicate with another person, or willingly receive a communication from any person.
- ❿ If Respondus LockDown Monitor detects any additional or different faces in the webcam view, the student will be flagged for possible academic misconduct. Lecturers will review the footage to determine if the incident needs to be investigated as per the *Academic Integrity Policy – Higher Education*.
- ⓫ Students are not permitted to have a mobile phone on their person at any stage during an exam. If a student requires a mobile phone to be accessible in case of emergency or medical condition, they should notify the Examination Department no later than seven (7) days prior to the scheduled exam.
- ⓬ 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 penalised via a failed grade and/or suspension from the College.

Students are permitted one (1) five (5) minute toilet break per hour of the exam. Prior to leaving the webcam view, students must show a note or say to the camera "toilet break" so the lecturer can note the time. Students who require extra or longer breaks during exams due to medical conditions should notify the Examination Department at least a week prior to the exam. If students experience any difficulties when completing exams or quizzes, they should tell or show a note to the camera indicating the issues. If the internet or exam is completely disconnected during an exam, students should take a screenshot and supply this to the Examination Department for review.

Failure to Attend Examinations

- ❶ If, due to extenuating and unforeseen circumstances a student is unable to attend their scheduled examination, the student is required to contact the National Student Affairs Manager / a Student Support Officer immediately. (*An ECNH - Deferred Examination Application Form will be required **with** accompanying supporting evidence as per the Special Circumstances Policy*).

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.

It is important that you submit EVERY piece of assessment that is required for each subject, even if you are not confident with your work – if you do not submit something worth 15% or more of the grade for a subject, you may automatically fail the subject.

Assessment Design Principles

The College subscribes to a number of guidelines and principles, including the following principles:

- ➊ Assessment is an integral part of course design
- ➋ Assessment is linked to Graduate Attributes
- ➌ Assessment is linked to Adult-Learning Principles
- ➍ Assessment inspires learning
- ➎ Assessment changes throughout the course
- ➏ Assessment is rigorous
- ➐ Assessment is consistent

For more information, please refer to the *Assessment Policy – Higher Education* available at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

Grading Systems

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:

The below table applies to cohorts commencing from 19 February 2018. This included cohorts March Online 2018, Semester 1, 2018, and onwards.

Grade	Description	Grade	Percentage range
HD	High Distinction	7	85 – 100%
D	Distinction	6	75 - 84%
C	Credit	5	65 – 74.9%
P	Pass	4	50 – 64.9%
SP	Pass following supplementary assessment	4	≥ 50% for supplementary assessment

F	Fail	0	49.9% or less
TF	Technical Fail	0	N/A
WF	Withdrawal with Failure	0	N/A
^FNS	Failure no assessments submitted	0	0

^FNS grade applied from January 2024.

Grade Calculation for Clinical Subjects: In clinical subjects that are composed of multiple clinic shifts and/or clinical workshops, each component will be separately assessed by the relevant supervisor and marks will be averaged to create the final grade.

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 from the College website and also at: <https://www.turnitin.com/>

Deferred Assessment

If a student is unable to complete assessment (e.g. quizzes, mid-semester or final exams), they are required to apply through the Student Portal for a Deferred Assessment (using *Special Consideration Online Form*) 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.

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 *Application Form for Extension of Written Assessment Item* and applying directly through the Student Portal.

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 Partners Network

The Student Partners network 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 Code of Conduct, students as partners with the College, representing each discipline, are included within the membership of various project teams, academic committees and governing bodies to help identify and facilitate the interests of all students.

The Student Partners network provides opportunities and ensures open channels of communication exist between students and administrative and academic departments, across each of the campuses. The aim of introducing the Student Partners is continuous improvement through engagement with the national student body. All Student Partners are considered to be exemplars in their demonstration of the College's values, the Code of Conduct and outstanding student citizenship.

The mission of the Student Partners network are outlined below:

- ➊ To enhance the student journey for peers and future students.
- ➋ To represent students' collective views and opinions to support change initiatives that enhance the student journey and the student experience.
- ➌ To make connections and contribute positively to the students as partners model at the College.
- ➍ To develop skills that build your personal communication skills, professional presentation skills, negotiating skills and solution-based recommendations that influence people and outcomes.
- ➎ To become a leader, mentor, and inspiration to commencing and current students and to proudly represent and enact real change that contributes to a great student experience at the College.

Make sure to follow your campus Facebook page and keep an eye out on campus notice boards to find out who your local Student Partners are and how to contact them.

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: CoEs or student visas unfortunately cannot be extended past the end of the teaching period to allow for participation in Graduation ceremonies.

Completion of Course

All undergraduate students who have fulfilled all academic and administrative course requirements are eligible to graduate and the student's course status will change from 'potentially complete' to 'completed pass'. On confirmation of the 'completed pass' status, a Completion Letter and official Academic Record (Transcript) will be provided to confirm the student has completed the requirements of the course. The student's eligibility to graduate will then be assessed by the Office of Student Records.

- ❶ Students must complete and update all their personal details, including Unique Student Identifier (see *Unique Student Identifier Policy – International*) via the Student Portal > My Details.
- ❷ Failure to pay in full any outstanding fees or charges owing to the College or meet other eligibility requirements outlined below will result in the student being sanctioned, which may include withholding of academic record and / or conferral of award.

All eligible students will be conferred their qualification at the next meeting of the Academic Council after their completion date and will become eligible to attend the next graduation ceremony after that date.

For further information on this procedure, please consult the *Graduation Policy* available <https://www.endeavour.edu.au/current-students/policies-and-procedures/college-policies>.

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. Where relevant, all practical and clinical course requirements have been met, and a minimum of a Pass grade has been achieved for all required subjects;
3. No financial debt is owed to the College;
4. The student has provided their Unique Student Identifier to the College;
5. There is no current suspension, exclusion or expulsion penalty on the student's record;
6. There are no outstanding claims against the student; and
7. 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 College of their intention to attend graduation in a timely manner (by the graduation cut-off date stated on the Student Calendar), and 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 academic staff 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 registered higher education 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 the Student Portal / email.

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:

- 1 Encourage students to reconnect and socialise in ways that use networking to further their career and professional goals.
- 2 Present topical speakers and experts to keep alumni up to date with industry trends and current thinking.
- 3 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.
- 4 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 organised a variety of events to help our Alumni on their journeys. Please consult the College's website for further information on registration and dates.

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-authorised 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 Therapies / Chinese Medicine

Graduates of the Bachelor of Health Science (Acupuncture Therapies) and Bachelor of Health Science (Chinese Medicine) may apply for membership with the following associations:

- ➊ Australian Acupuncture and Chinese Medicine Association Ltd (AACMA)
- ➋ Australian Natural Therapists Association (ANTA)
- ➌ Australian Traditional-Medicine Society (ATMS)
- ➍ Chinese Medicine Board of Australia (CMBA)
- ➎ 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 practice in Australia.

Naturopathy

Graduates of the Bachelor of Health Science (Naturopathy) may apply for membership with the following associations:

- ➊ Australian Natural Therapists Association (ANTA)
- ➋ Australian Traditional Medicine Society (ATMS)
- ➌ Australian Naturopathic Practitioners Association (ANPA)
- ➍ Australian Register of Naturopaths and Herbalists (ARONAH)
- ➎ Complimentary Medicine Association (CMA)
- ➏ National Herbalists Association of Australia (NHAA)

Nutritional and Dietetic Medicine

Graduates of the Bachelor of Health Science (Nutritional and Dietetic Medicine) may apply for membership with the following associations:

- ➊ Australian Natural Therapists Association (ANTA)
- ➋ Australian Traditional-Medicine Society (ATMS)
- ➌ Complimentary Medicine Association (CMA)
- ➍ The Nutrition Society of Australia (NSA)

*Please note that the Bachelor of Health Science (Nutritional and Dietetic Medicine) does **not** meet the professional accreditation requirements of the Dietitians Association of Australia (DAA) for graduates to practice as a Dietician.*

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?

Students are required to arrange their own OSHC for the duration of their visa, and must provide proof of this arrangement to the College prior to issuing of your COE; this will be kept on your student file.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving 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 (a General Practitioner or 'GP') 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 should 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 College's *TalkCampus* service, or up to 5 free counselling sessions with *Australian Counselling Service*.

TalkCampus

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 TalkCampus which provides current students with student to student support in dealing with life issues which may impact upon their wellbeing and subsequent ability to study available 24hrs / 7 days a week with over 26 different languages supported. TalkCampus uses an app so students can easily access it from their smart device or computer. TalkCampus is anonymous and Endeavour won't be able to see if you are using it, you also won't be able to see where other students are from. TalkCampus is based around peer support; you can use it if you need some help yourself or you can go on there and listen and support others.

Accessing TalkCampus

Students can access TalkCampus by downloading the app from your phone's app store. Your student email address (student#@eweb.endeavour.edu.au) will give you free access to their services.

If you are struggling, you can use this [step-by-step guide](#) to set up your account.

Australian Counselling Service (ACS)

Australian Counselling Service (ACS) is the clinical counselling division of the Australian Institute of Professional Counsellors (AIPC).

As a highly-regarded provider of Counsellor education, AIPC established ACS to provide high-quality counselling services to clients from all backgrounds. ACS provide counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.

Accessing Australian Counselling Service

An appointment can be requested by registering at the link for [Endeavour College Registration](https://www.acscounselling.com.au/registration/endeavour) (www.acscounselling.com.au/registration/endeavour).

Additional Support Services

Lifeline - Crisis Support - 13 11 14

Lifeline's 13 11 14 telephone service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. 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 - 13 11 26

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: 13 11 26.

Medical Emergencies

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

- ➊ your name
- ➋ location
- ➌ number of people involved and
- ➍ 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](#) section).

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 Work 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:

- ➊ Taking action to avoid, eliminate or minimize hazards of which they are aware
- ➋ Complying with all health and safety instructions, policies and procedures of the College
- ➌ Making proper use of all safety devices and personal protection equipment
- ➍ Complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- ➎ Not wilfully placing at risk the health and safety of any other person
- ➏ Seeking information or advice where necessary before undertaking new or unfamiliar work
- ➐ Only consuming or storing food and drink in areas designated for this purpose
- ➑ Being familiar with emergency and evacuation procedures

- Reporting all incidents, hazards and 'near miss' incidents to the Clinic Supervisor, Campus Manager, or 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 *Endeavour 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.

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 Work Health and Safety Committees.

Each campus has a Work Health and Safety 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.

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:

- ➊ The alarm tones in your building/s
- ➋ The closest emergency exits
- ➌ The evacuation point for your campus
- ➍ Local emergency personnel – Wardens and Nominated First Aid Officers
- ➎ 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 the Student Portal.

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 public address (PA) system or another mechanism. In the event of an emergency lockdown:

- ➊ Follow the instruction from Emergency Services personnel, College staff or Fire Wardens
- ➋ Stay away from exposed windows
- ➌ If possible, maintain phone and email access
- ➍ 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.

In all cases, during office hours, your first point of contact for any incident or accident on or around your campus should be the Student Support desk. If you are in class, please raise the matter directly with your Lecturer, who will advise the next steps.

All accidents, injuries, illnesses and near misses are to be reported using the *Incident Accident Report Form* which is available via Student Support and **must be submitted within 24 hours of the incident or accident occurring**; it is likely this form will be filled out by the first staff member you notified. 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 Clinic & Operations Manager (Chair of the Campus Health Safety and Environment Committee). 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 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 <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

➊ *Alcohol and Other Drugs Policy – HE Students*

➋ *Smoke Free Workplace Policy*

The College maintains a smoke and vape free workplace. Regardless of potentially lesser state legislative restrictions on required distance from a building entry, the College has adopted a policy that **smoking and electronic cigarettes (vapes) are not permitted within 4 metres of any entrance to the College premises.**

Children on Campus

Children are permitted on campus only under the supervision of parents / caregivers and in the following circumstances:

- ➊ when receiving treatment in clinics and
- ➋ in the library, café, foyer, clinic, reception and car-parking areas.

Children are not permitted in classrooms under any circumstances. Refer to *Children on Campus Policy* at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>.

Safe Campus

Safety is important to us and we are committed to providing a safe learning environment and have an enduring commitment to the work health and safety of students, visitors and staff. The College is also committed to the preservation of its environment from pollution and degradation through the application of environmentally friendly

policies and practices. You may find that over time printable paper forms will be made available via the Student Portal in the online form section as an ongoing support to implementing environmentally friendly practices.

The College has a range of policies which directly relate to your wellbeing and safety on campus and these include the *Student Equal Opportunity and Fair Treatment Policy - Higher Education*.

For further policies please refer to the website at <https://www.endeavour.edu.au/current-students/policies-and-procedures/>.

If students are concerned about wellbeing and safety of themselves or other students or staff on campus, they are recommended to connect with the National Student Affairs Manager or a Student Support Officer, Academic staff member or submit feedback through the Student Portal via the 'Feedback' tab. For all sensitive matters a confidential email address is provided at safecampus@endeavour.edu.au.

As a student you must take reasonable care of your own health and safety and ensure that you connect with the National Student Affairs Manager / Student Support Officer on campus if you require support. All campuses have trained Designated Workplace First Aid Officers (DWFAO) on site and will be able to offer immediate support and contact an external third party if required.

Personal Safety

If you feel threatened or afraid for any reason:

- ➊ Go to a busy place or attract the attention of other people in the area.
- ➋ Contact a College staff member or the Police.
- ➌ Email safecampus@endeavour.edu.au to have further action taken.

Tips to keep you safe on campus:

- ➊ Be alert and walk purposefully. Confidence deters attackers.
- ➋ Avoid poorly lit or isolated areas.
- ➌ Use preferred pedestrian routes through campus.
- ➍ Where possible walk with a friend, form a group or stay with a crowd.
- ➎ 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:

- ➊ Become familiar with your work/study environment, colleagues and fellow students.
- ➋ Report any suspicious behaviour or circumstances to a staff member without delay.

Tips to keep you safe:

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

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 online 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 <https://www.endeavour.edu.au/apply-to-study/international-agents/current-agents-list/>.

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 Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://www.homeaffairs.gov.au/> for the latest information.

Department of Foreign Affairs and Trade (DFAT)

The website <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx> 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 DHA 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.

If an International Education Agent affiliated with the College attempts to provide you with migration advice, please alert the College through the National Student Affairs Manager.

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):

- ❶ Complete the course within the duration specified in the CoE (which means full-time enrolment must be maintained)
- ❷ Maintain satisfactory academic progress (passing all subjects)
- ❸ Maintain satisfactory attendance (on campus / at livestream classrooms / online as required by subject)
- ❹ Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- ❺ Remain with the principal education provider for 6 calendar months, unless released from the provider to attend another institution

- ➊ Notify your education provider of your Australian address and any subsequent changes of address or contact details within seven (7) days of the change taking place (including mobile number)
- ➋ Restrictions on working in Australia.

For a full list of mandatory and discretionary student visa conditions please visit

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

Working in Australia

Applicants granted student visas will usually automatically receive permission to work with their visa grant. Most student visa holders don't normally need to apply separately in Australia for permission to work. *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 48 hours per fortnight during the study period and unlimited hours when your course is not in session (during official semester breaks).

The DHA considers your course to be 'in session' for the duration of the advertised semesters (including periods when exams are being held):

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

For a full list of mandatory and discretionary student visa conditions please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

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:

- ➊ Newspapers
- ➋ College Job Boards
- ➌ Online - try these online companies:
 - ➊ www.seek.com.au
 - ➋ www.careerone.com.au
 - ➌ www.getjobs.com.au
 - ➍ www.glassdoor.com.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 <https://www.ato.gov.au/individuals/tax-file-number/> 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 into your nominated bank account.

Lodge online using e-tax at www.ato.gov.au.

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 (before tax), your employer **must** contribute an additional sum equal to 9.5% 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 <https://www.ato.gov.au/Super/>

You will need to provide the details of your superannuation fund to your employer, otherwise your employer will create a new superannuation fund for you, which may not be best suited to you and your financial requirements.

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 <https://www.ag.gov.au/LegalSystem/Pages/default.aspx>

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:

- | | |
|---|------|
| 1 Australian Capital Territory and New South Wales | (02) |
| 2 Victoria and Tasmania | (03) |
| 3 Queensland | (07) |
| 4 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:

- 1 <https://www.finder.com.au/mobile-plans>
- 2 www.telstra.com
- 3 www.optus.com.au
- 4 www.vodafone.com.au
- 5 www.virginmobile.com.au
- 6 www.dodo.com.au
- 7 www.boost.com.au

Cost of Living

As at October 2023, 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:

- Estimated 12-month living costs are:
 - ⌚ for students or guardians – AUD \$24,505
 - ⌚ for partners coming with you – AUD \$8,574
 - ⌚ for a child coming with you – AUD \$3,670

The figures above are indicative only and 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. Visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

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 childcare, 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 aware of where your money goes.

Shopping

Australia's major town centres and capital cities have world-class shopping facilities. Hours are generally 9.00am to 5.00pm 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

1 Accommodation Websites:

- ② <https://au.easyroommate.com/>
- ② www.domain.com.au
- ② www.flatmates.com.au
- ② <https://www.flatmatefinders.com.au>
- ② www.realestate.com.au
- ② www.gumtree.com.au

2 Student noticeboards around campus in student common rooms

- ② Newspaper classifieds
- ② Real Estate Agent windows & websites
- ② Local shopping centre noticeboards
- ② Online student accommodation services

BEWARE: 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 cheque 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 them.

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 cheques are fake. Why? When you get the cheque, the amount is for more money than necessary. On the day you receive the cheques; 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 cheques 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 cheque 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 bond/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 (you are entitled to) 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

<https://tenantsqld.org.au/>

Queensland Fair Trading

<https://www.qld.gov.au/law/fair-trading>

New South Wales

The Tenants Union of New South Wales

<https://www.tenants.org.au/tu>

NSW Fair Trading

<https://www.fairtrading.nsw.gov.au/>

Victoria

The Tenants Union of Victoria

www.tuv.org.au

Consumer Affairs Victoria

<https://www.consumer.vic.gov.au/>

Western Australia

Tenancy WA

<http://www.tenancywa.org.au/>

Making a complaint

<https://www.accc.gov.au/consumers/complaints-problems/make-a-consumer-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 2.48 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 35° 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 590 thousand 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 33° 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 5 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 2.28 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 5.8 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

DESE – Department of Education, Skills and Employment (Commonwealth)

DFAT – Department of Foreign Affairs and Trade (Commonwealth)

DHA – Department of Home Affairs (Immigration), *formerly the Department of Immigration and Border Protection (DIBP), formerly Department of Immigration and Citizenship (DIAC).*

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 and electronic Confirmation of Enrolment.

Unsatisfactory Course Progress – failing 50% or more of the subjects attempted in a semester or, the student receives a final grade lower than a Pass in a subject or its equivalent, twice.

Study Periods:

Clinic block - period of study for clinic subjects for all courses, 12 weeks long (not necessarily aligned with a Semester as there are 4 blocks per year).

Livestream period - period of study for livestream subjects for higher education courses, 18 weeks long (not necessarily aligned with a Semester).

Online intake – period of study for online subjects for higher education courses, 18 weeks long (not necessarily aligned with a Semester as these can begin in any month).

Semester – period of study for higher education courses, 18 weeks long (including 1 non-teaching week mid-semester). Start in March and August annually.

Term – period of study for VET courses, 10 weeks long.