

2019/2020



POST ADMISSION

# STUDENT HANDBOOK

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# ABOUT EQUALS

## WELCOME

Congratulations on being accepted to study at EQUALS International (Aust) Pty Ltd (EQUALS).

This Post Admission handbook builds on the information supplied in the Pre Admission information in Part 1. This resource has been designed for both international and domestic students.

EQUALS is an internationally recognised Australian education institution. With thousands of graduates located all over the world and a dedicated team of industry supporters, we are confident that you will have the care and support necessary to achieve your career and learning goals.

The Student Portal and Moodle will provide a wealth of study and course information throughout your time with EQUALS . If you have difficulty finding information or have a query, please contact one of our Student Services team. You can visit a Student Services Advisor at 54 Currie Street building or get in contact by emailing [studentservices@equals.edu.au](mailto:studentservices@equals.edu.au).

Once again, congratulations and welcome! We extend our sincerest thanks for choosing EQUALS .

## AN IMPORTANT NOTE

This document has been compiled to provide a guide for those individuals who are considering enrolling or who have enrolled with EQUALS. It should not be treated as an exhaustive statement on the subject. Whilst EQUALS believes that this publication will provide useful information to its readers, EQUALS expressly disclaims all liability for errors or omissions of any kind whatsoever (whether negligent or otherwise) or for any loss, damage, or other consequence which may arise from any person relying on this publication.

EQUALS does not engage in the performance of any legal or other professional services. If legal or expert assistance in relation to the subject matter is required, the advice of a competent professional should be sought.

Please note that the words “student” and “learner” may be used interchangeably throughout this and other institutional documents.



### STAFF & EDUCATORS

Our professional educators and support staff are dedicated to supporting you through your learning experience at EQUALS International. Our educators are industry experienced and academically developed individuals who share in the rich cultural diversity of our student population.

We have experienced and qualified support staff who are available to assist students with their personal and study needs.

They are totally committed to our student's ongoing personal development and their skills acquisition.

Visit the **Student Centre** in Moodle for information and contact details for key staff and Educators.

### IMPORTANT DATES

It may be important to be aware of key dates when considering study at EQUALS . Students can learn about census and term dates by viewing the latest Term Dates & Study Period Planner. Students can also learn more by visiting **our website**. **Go to the Students menu, then Forms & Downloads**.

# STUDENT SERVICES

We work with sincerity and care to help our students achieve their goals. Some of the things we offer our students include:

- Free Access to Counselling and Social Worker Support
- EQUALS ' Library
- Quiet Study & Group Work areas
- Assistance in organising National Police Checks and other clearances
- Computing and Internet Facilities (including WIFI)
- Student ID Cards
- Research & Academic Support
- Study Skills training
- Online Learning Portal
- Employment Support & Career Counselling

The Student Services team is located at 54 Currie Street and can be contacted by phone on +61 (0)8 8210 8400 or [studentservices@equals.edu.au](mailto:studentservices@equals.edu.au).

See the Pre Admission Handbook (Part 1) for information on our:

- Buddy course
- Employment assistance course

## ACCESSING THE STUDENT PORTAL & MOODLE

Students can access their Moodle by visiting our [website](#), or by clicking [here](#)

(or type <http://eqi-elearning.mywisenet.com.au>).

Students can also access their Portal by clicking [here](#)

(or type <http://www.elearning.mywisenet.com.au/course/index.php?categoryid=143>).

## STUDENT PORTAL & MOODLE

The Student Portal and Moodle are the central hub for information regarding a student's enrolment and course progress. Here students are able to log in to view their current enrolment details, course progress and related course information.

Moodle provides students with online access to resources, training and assessment materials.

If a student is having difficulty accessing the system, students are encouraged to contact a Student Advisor or afterhours by emailing [studentservices@equals.edu.au](mailto:studentservices@equals.edu.au).



### MOODLE STUDENT CENTRE

The Moodle Student Centre provides a wealth of resources that assist students to develop the skills needed for learning at EQUALS, as well as information and links to individual, family, cultural and community support services that may be of assistance.

Students can access this via your Moodle login.

The education and Student Services teams are wholly committed to assisting students achieve their goals. If there is something we can do to further assist, please contact us!

### STUDY SKILLS

Access a variety of web based tutorials and resources that will help you with writing, numeracy, research and referencing. This information is conveniently located in the Moodle Student Centre.

In addition, students will have scheduled dedicated study skills sessions during their course. These sessions will include topics such as developing positive learning habits, meditation and mindfulness, writing, research and referencing skills.

### EQUALS ' LIBRARY

EQUALS has a comprehensive physical library as well as access to many online resources that can help students with their studies. Our library includes texts across course delivery areas and is available for all students. The library carries over 1000 titles and is available from 10am to 4pm each day EQUALS is open.

Titles are available to search on Moodle.

### STUDY AND INTERNET FACILITIES

Students are welcome to use quiet study and internet facilities. Free Wi-Fi access is also available throughout the campus. Please note that this is for **Students only**. Login details may be found on the Student Noticeboard and notices are placed around the campus.

Printing and photocopying accounts can be set up by visiting Student Services.



### ACADEMIC & CAREER SUPPORT

Academic and career support is accessible if students need assistance with their studies. Students may be concerned about:

- English language support
- Academic writing
- Personal & financial issues (student counselling & vocational guidance)
- Maths and numeracy
- Employability skills and workshops to help you secure meaningful employment
- Exclusive access to Industry Skills Days

EQUALS can also offer a range of short courses and coaching for students requiring preliminary skills in the following topic areas:

- Safe Handling Practices
- Provide First Aid & Basic Emergency Life Support
- Child Safe Environments
- Study Skills

Academic support services can be requested through contacting an educator or through Student Services.

### JOB BOARD

Looking for employment? Keep in touch with educators as they are often a source of employment referrals. Students are also advised to look at the Job Board for career opportunities. The Job Board is located within your Student Centre in Moodle.

Did you know that we help students with job applications and resume preparation too? Students are welcome to contact the Student Services team for more information.

### CLASS MANAGERS

Class Managers are elected by students, for students. They are also an important communication link between the student and the management at EQUALS International. Class Managers are:

- committed and caring individuals who are keen to support their fellow students
- able to represent their peers in a just and positive manner, and
- be able to identify innovations and improvements to courses and student services.

Class Managers participate in regular meetings with key leadership staff and contribute to the overall operations and direction of EQUALS .

### INSURANCE

EQUALS holds a variety of insurances sufficient to cover its activities and students. Insurance includes public liability, professional indemnity and insurances suitable to cover students on professional experience placement. Please contact the Business Coordinator on 08 8110 1200 for further information.



### ACCESS TO INFORMATION

Students should be aware that the Australian Government may request student information on a periodic basis. This is most likely to be related to participating in surveys. If a student objects to EQUALS releasing this information they must advise EQUALS in writing within 21 days of enrolment. Students may also request to view their files, including assessment records/results unless prevented by law. Such requests are required in writing and made to the confidential attention of the:

Chief Operating Officer

GPO Box 2443

Adelaide SA 5001

### PERSONAL COMPUTERS AND INTERNET FACILITIES

It is an expectation of EQUALS that all students have reliable and ongoing access to a personal computer, internet and printing facilities. This is an essential requirement for students in all qualifications at EQUALS .

Students must also have access to a computer that can view and edit word and powerpoint files.

Free WI-FI and a computer lounge are available at the Adelaide campus. These services are available for actively enrolled students. Students are permitted to access personal computers and media devices during training/class time for the purpose of the session/subject being delivered.

### SURVEYS

EQUALS is a quality-driven organisation that strives to achieve a consistently high standard of training, assessment, support and administrative practices. Students will regularly have the opportunity to provide EQUALS with feedback. Participation in surveys are sincerely appreciated and contribute to our continuous improvement.

Periodically, a Quality Indicator-Student Engagement survey and/or Destination survey may be sent to students. These surveys are designed to document the impact of training on your career and personal lives, and to provide important information about the learning experience.





# YOUR COURSE: POLICIES & INFORMATION

Welcome to your course. As your education and training provider, EQUALS will strive to ensure that this learning pathway will be a positive learning experience and a valuable career and personal development tool for you. This Handbook will give you information about the course, your role as a student, and our organisation.

## POLICIES

We strive to maintain a healthy, supportive and effective learning environment for our students.

When applying to enrol at EQUALS, students must agree to accept and abide by the expectations, policies and procedures of EQUALS.

There are a number of important documents that describe student rights and responsibilities as well as those of EQUALS.

We ask that all prospective and current students take the time to read these documents carefully as they may relate to prospective and current students and their course of study at EQUALS. Policies and procedures cover important topics such as:

- Admissions
- Bullying
- Child Safe Environments
- Clinical Skills Laboratory
- Course Progress
- Grievances & Appeals
- Diversity & Equity
- Recognition of Prior Learning
- Student Fees
- Social Inclusion
- Student Results
- Student Support
- Transferring between Providers
- Workplace Health & Safety

Access the policies and procedures on **our [website](#)**. **Go to the [Policies and Procedures menu](#)**.

When applying to enrol at EQUALS, students must agree to accept and abide by the expectations, policies and procedures of EQUALS. All students are required to agree to our Enrolment Declaration upon commencement.



### SOLVING PROBLEMS | COMPLAINTS & APPEALS

We encourage students to talk with their Mentor/Buddy (where applicable) or our Management when they encounter a problem with any aspect of their experience at EQUALS. We also encourage students to participate in regular evaluations so that we can monitor progress and help solve problems if they arise.

Students interested in accessing our Grievance Handling Policy & Procedure may download the document at our [website](#), located at [www.equals.edu.au/policies](http://www.equals.edu.au/policies).

Students wishing to lodge a formal complaint and/or appeal are requested to do so in writing to the Chief Operating Officer at [mchittleborough@equals.edu.au](mailto:mchittleborough@equals.edu.au) or GPO Box 2443 Adelaide SA 5001, with the subject heading “complaint” or “appeal” (whichever is appropriate).

Where a grievance cannot be resolved internally, EQUALS suggests contacting one of the following organisations:

Office of the Training Advocate, Toll Free: 1800 006 488, [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au).

### ATTENDANCE & BEING TIMELY

Students are expected to attend all timetabled sessions. This means arriving at classes or appointments on or before the starting time and to be present throughout the duration of the class or appointment. Early departures and late attendances affect attendance statistics and may impact a student’s course progress.

International students must attend a minimum of 20 contact hours per week as per international student obligations.

### COURSES CONDUCTED IN ENGLISH

Language is an important and beautiful part of different cultures. However, to maintain unity and shared understanding between students and staff alike, and to improve the English speaking skills of students, EQUALS expects that English is the only language spoken on campus. In addition, all courses are conducted in English.

### MOBILE / CELL PHONES

Mobile phones must be switched off during classes and course activities.

### CHANGE OF PERSONAL DETAILS

Students must update their contact details via the Student Portal if they change. This includes mobile, home and/or work phone numbers, address, email address etc. Please log into the Student Portal to update contact and personal details. If students do not have access to the Portal please contact [studentservices@equals.edu.au](mailto:studentservices@equals.edu.au) to request assistance.



### COURSE & TUITION FEES (including Refunds)

For our policy on course & tuition fees (3-6500), including refunds, please refer to the relevant Application and/or Enrolment Form (Form F001 & F 075) which is available on our [website](#). Please visit the [Apply](#) menu to download the relevant Application and Enrolment Form.

### CREDIT TRANSFER (NATIONAL RECOGNITION)

Credit transfer specifically recognises previous formal study or training and is based on documented evidence of achievement. Credit transfer is available automatically to those who have documented evidence of achievement in the relevant training products.

EQUALS recognises the AQF qualifications and Statements of Attainment issued by other RTOs. Eligible students must complete an online [Student National Recognition Application](#) or through the Student Centre on Moodle). Please ensure eligible supporting evidence is attached.

### COMMUNICATIONS

EQUALS uses electronic means to communicate information to students wherever possible. Electronic communication means email, and where appropriate text messaging and our website. Students are able to access their course and enrolment information by logging onto the Student Portal and Moodle. Similarly other relevant course information, procedures, policies and key forms are available from our website at [www.equalsonline.edu.au](http://www.equalsonline.edu.au).

Where EQUALS sends letters and notices, wherever possible, these notices are sent using email and/or published in the Student Portal, however they may also be sent by post or hand delivered.

### ASSESSORS (EDUCATORS)

EQUALS educators and facilitators have been selected and trained to become assessors for the course. They are skilled industry practitioners who have completed assessor training and have acknowledged competence in assessment.

Educators are required to interpret assessment criteria, use their expertise to make judgments, ensure that standards have been met, and ensure that evidence of competency is sufficient to record results.

## QUALIFICATION BACKGROUND

A qualification under the Australian Qualifications Framework (AQF) system will be given to those who successfully complete a recognised training course. The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. To learn more, visit the website at [www.aqf.edu.au](http://www.aqf.edu.au).

Competency based training means that the focus is always on outcomes or what a person 'can actually do'. Competencies are the specific skills, knowledge and attitudes necessary for a particular job. Each industry develops specific competencies for their workers. A competency standard is made up of:

- A unit - a group of tasks which make up the functions of a job;
- Elements - tasks performed within a particular function (unit);
- Performance criteria - what people do in completing a task properly;
- Assessment Requirements - describes the performance and knowledge evidence required for assessment and the assessment conditions.

### Competence will involve:

- **Knowledge** - the necessary underpinning theory for the task to be successfully completed;
- **Skill** - the trainee's performance of the task;
- **Attitude** - the approach the student has towards work and performance.

Our courses aims to address all the principles of the assessment under the competency-based system:

- validity
- reliability
- fairness
- flexibility

For additional information on assessment, please refer to your Pre-Admissions Handbook or access a copy on our website at [www.equals.edu.au/current-students-https://equals.edu.au/students/](http://www.equals.edu.au/current-students-https://equals.edu.au/students/)



### WELLBEING, HEALTH & SAFETY

Students and staff have the right to a safe environment. The Wellbeing Health & Safety policy is accessible from our [website](#). Go to the [Policies and Procedures](#) menu.

### PROFESSIONAL EXPERIENCE PLACEMENTS

Students preparing for professional experience placement should be aware that this is a compulsory component of their course. Students are notified prior to enrolment that placement is not negotiable and while students may be asked for their placement preferences, EQUALS is not able to guarantee meeting those preferences or time-frames.

As a student at EQUALS, it is important you understand placement venues and locations are not guaranteed and students are expected to accept the placement offer made by EQUALS.

Visit the Placement Information hub on Moodle for your placement related questions and documentation requirements.

### RETENTION REQUIREMENTS

EQUALS will securely retain completed assessment items for students, for a period of six months from the date on which the judgment of competence for the student was made, unless otherwise required by contractual arrangement. This retention requirement is intended to meet the ASQA General Direction: Retention Requirements for Complete Student Assessment Items. Further information is available from [www.asqa.gov.au](http://www.asqa.gov.au).

### ASSIGNMENT/ASSESSMENT SUBMISSION

For units hosted on Moodle, assessments must be submitted via Moodle; students can upload files directly via their individual log in and unit access.

Students can expect that their educators provide regular feedback on progress and participation in the classroom environment. As a general guide students should expect that assignments may take up to 20 working days to mark however in peak periods additional delays may apply.

### RESULTING ASSESSMENT OUTCOMES

Students who attempt a unit (defined as enrolment, undertaking training activity, and undertaking assessment) and fail to satisfactorily submit a unit assessment task on or before the agreed due date risk having this reflected on their course record for the unit and being required to re-sit all or part of that unit. A full copy of the [Student Results Policy](#) is available on the [Policies](#) page of our website.

### LANGUAGE LITERACY & NUMERACY POLICY

During the initial induction and admission process, students may be assessed against industry and vocational literacy/numeracy needs. If a student is found to require additional assistance for LL&N, a Language Indicator Assessment and Learning Styles Indicator Tool may be completed and a referral made to the appropriate individual/organisation for LL&N support. For detailed information



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on our Language, Literacy & Numeracy Policy and Procedure, please contact EQUALS at [admissions@equals.edu.au](mailto:admissions@equals.edu.au).

### DEFERRAL

Students who wish to take deferral (more than 2 weeks and up to six months) from their course should read the Enrolment Variation Policy and Procedure available on the **Policies** page of our website and consider the impact on their course duration. Students should complete the relevant webform available from the Student Centre on EQ-Online Moodle. Students are required to submit their application for deferral for approval by EQUALS. International students should refer to the International Student Section below for more specific information. Deferral Applications will only be received electronically (no hard copies will be accepted) and must be submitted via the dedicated webform.

Approvals will be granted at EQUALS' discretion.

### WITHDRAWAL & TRANSFER

The Withdrawal and Transfer policies are available on the **Policies** page of our website. Students should complete the relevant form available from the Student Centre on EQ-Online Moodle.

Students are required to submit Withdrawal or Transfer applications in writing for approval by EQUALS. International students should refer to the International Student Section below for more specific information. Withdrawal and Transfer Applications will only be received electronically (no hard copies will be accepted) and must be submitted via the approved webform. Approvals will be granted at EQUALS' discretion.

# INTERNATIONAL STUDENT SECTION

In addition to the other information contained in this Handbook, international students should take note of the following important information that may affect their enrolment:

## CODE OF PRACTICE – INTERNATIONAL/OVERSEAS STUDENTS

Students should read and understand the **National Code of Practice for Registered Authorities and Providers of Education and training to Overseas Students (“The National Code 2018”)**. Please access this document via the link. Students who cannot access the document via this link may ask Student Services to provide a copy of the document.

## ESOS FRAMEWORK

The ESOS Acts and Regulations set out the legal framework for delivery of education to overseas Students. It governs:

- Which providers may be registered
- The CRICOS registration process
- Obligations of providers
- Tuition assurance and consumer protection mechanisms
- Enforcement and compliance powers
- Charges providers pay to enrol overseas Students.

Further information on the ESOS Framework may be accessed [here](https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx). (Linked to <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>)

## STUDENT COURSE PROGRESS POLICY

In line with Department of Home Affairs (DoHA) Course Progress Policy and Procedures for CRICOS Providers of VET Courses, EQUALS monitors, records and assesses the course progress of each Student for the course in which the Student has enrolled. To view the DoHA Course Progress Policy and Procedures and explanatory notes please click visit the [Policies](#) page on our website.

Students will be enrolled in study periods for the duration of their course. A study period is defined as one term (minimum of 10 weeks) (or mid-term where relevant). Each term consists of a range of Units of Competency which are made available to the Student at the beginning of the study period via the Student’s/course timetable. Students are assessed regularly throughout a study period and the progress of each Student is calculated and discussed at the end of each study period during the Student’s progress interview.

Attendance will also be considered as part of the course progress. International Students are expected to undertake a fulltime course and to attend a minimum of 80% of the scheduled course contact hours. If classes are not attended, a medical certificate or other supporting evidence may be required. Where a student is assessed as not meeting course progress during an end of term interview, students may be required to make up classes that they have not attended and/or to meet the additional study requirements requested of them as a result of their absence.



Failure to do so may result in a *Competency Not Achieved* unit outcome and/or course suspension or termination. Students will not receive reimbursement for fees if they are absent for a qualification or part thereof. Students may be required to pay the cost associated with extra classes or assessment as a result of their absence. Students are encouraged to consult with Student Services if they have any concerns regarding their course progress.

### DEFERRAL FOR INTERNATIONAL STUDENTS

Requests for the deferral of studies are required in writing using the approved webform in the Student Centre of Moodle. Deferral may be granted by EQUALS for up to six months (subject to ongoing compliance with visa conditions e.g. for ongoing full time study and the ASQA General Direction: qualification transition and teach out requirements and our Training Package Transition and Teach-out policy) provided advice is given in writing at least 20 working days prior to the commencement of a given term. Deferments will only be granted between terms for all subjects or subject components successfully completed in the previous term. EQUALS must notify Department of Home Affairs (DoHA) of your decision to defer your studies in Australia. DoHA will defer the student visa up to 6 months. Over six months your visa will be cancelled, therefore you will need to reapply for another student visa prior to recommencing your studies. Please note that the final decision about your eligibility for a second student visa will be made by DoHA and will be based on your reasons for deferring your studies. Therefore, we strongly advise you contact DoHA to ensure that you will be able to resume your student visa status, prior to making your final decision to defer. Please note that EQUALS is required to notify DoHA of your deferment and you may therefore forfeit your current student visa.

There is no monetary action on deferments, however, please note that courses may be subject to change and you are required to check with Student Administration at the beginning of the year in which you intend to re-enrol to ensure that re-enrolment is possible. A Student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate or extenuating circumstances. For more information please read our Enrolment Variation Policy and Procedure in the **Policies section** of our website.

### WITHDRAWAL FROM COURSE

Students are required to provide written notification of withdrawal from any course or course component, prior to the commencement of term, in order to obtain a refund for that term. Notification of withdrawal, given after the commencement of term, may not guarantee a refund for that term. Please read the relevant Student Fees and Refund Policy and Procedure found in the **Policies section** of our website. Please also check with Student Administration before withdrawing to ensure that it complies with your student visa requirements.

Please note that information about overseas Students may be made available to relevant Commonwealth & State Government agencies. Please refer to **Policies** and Moodle for a Withdrawal Application Form.

### TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees. EQUALS is actively covered by the TPS. Further information can be found at [www.tps.gov.au](http://www.tps.gov.au).



## DEPENDANTS

If holders of a student visa have dependants who will be coming with them to Australia, they are required to make arrangements for the education of school aged dependants. If you are accompanied by school aged dependents you will be required to enrol them in either a government or non-government school during their stay in Australia and you must meet any education/tuition costs. Students should contact DoHA for more information about the status of dependants when intending to study in Australia. Please note that International students are not eligible for travel concessions on public transport in Australia.

## CHANGES AFFECTING VISA STATUS

EQUALS is required by law to notify the DoHA of 'EQUALS Default' or 'Student Default' as stated within the Student Refund policy/procedure (3-6500) found within the Student Application Form.

For example, including but not limited to whenever a student

- fails to commence the nominated course as expected
- has their enrolment cancelled for failure to meet course requirements, or any other reason
- ceases to occupy the place for which the course enrolment was confirmed, either through completion of, or withdrawal from the course
- changes course and/or provider during their period of stay in Australia.

## WORKING LEGALLY IN AUSTRALIA

You should check your visa conditions or contact DoHA for confirmation on your rights to work in Australia. For more information visit <http://www.immi.gov.au/About/Pages/compliance.aspx>

## ELIGIBILITY FOR STUDENT VISA HOLDERS

Have you checked your country's Assessment Level? Full fee paying prospective students of Assessment Level 3 are encouraged to undergo pre-visa assessment before lodging an application for a visa to study in Australia. Self-assessment information can be obtained from your nearest Australian Embassy or visit the DoHA website contacts found at <http://www.immi.gov.au/Help/Locations/Pages/our-offices.aspx>.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

DOHA requires mandatory, visa length health insurance for all student visa holders. EQUALS' preferred OSHC provider is NIB – [www.nib.com.au](http://www.nib.com.au). A representative from NIB regularly visits EQUALS to assist with renewals and enquiries. Please contact Admissions at [admissions@equals.edu.au](mailto:admissions@equals.edu.au) for the next scheduled visit.

Where requested, EQUALS will assist students to purchase OSHC for the duration of their course. OSHC must be purchased for the entire duration of the Student's course or enrolment with EQUALS International. To not have up to date health insurance is a breach of your student visa.

All student visa holders are required to maintain OSHC cover during their stay in Australia. Details will be provided when enrolling for your selected course and costs can be paid in conjunction with your tuition fees.



### STUDENT VISAS

You will need to obtain and maintain a student visa until the completion of your course. You can obtain visa information from the nearest Australian Embassy or Australian High Commission or Department of Home Affairs (DoHA) offices or visit their website for contacts found at <http://www.immi.gov.au/Help/Locations/Pages/our-offices.aspx>.

### REFUND OF OSHC PAYMENTS

A student may apply directly to the OSHC provider for refund of monies paid if any of the following occur:

- if they do not arrive in Australia
- if their student visa is not extended
- if they have been granted resident status in Australia
- if they are required to return home for reasons beyond their control.

### ORIENTATION AND INDUCTION

Orientation and course Induction typically occurs in the week prior to scheduled course commencement. EQUALS looks forward to:

- Greet you at the airport (where requested);
- Escort you to your accommodation and help you settle in;
- Introduce you to your support team at EQUALS ;
- Provide you with a tour of Adelaide city (including sites of interest);
- Invite you to attend a range of social and networking events;
- Provide you with the necessary support to understand the local culture and environment;
- To provide a friendly, family-oriented environment.

### USEFUL WEBSITES

- Adelaide City Council ([www.cityofadelaide.com.au](http://www.cityofadelaide.com.au))
- Australian Government Department of Home Affairs (previously DIBP) ([www.immi.gov.au](http://www.immi.gov.au))
- Australian Health Practitioners Regulatory Authority ([www.ahpra.gov.au](http://www.ahpra.gov.au))
- Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au))
- Education Services for Overseas Students Act 2000 (*ESOS Act*) (<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>)
- Health Insurance Cover for International Students  
**NIB Insurance** [www.nib.com.au](http://www.nib.com.au)
- International English Language Testing System ([www.ielts.org](http://www.ielts.org))
- Nursing and Midwifery Board of Australia ([www.nursingmidwiferyboard.gov.au](http://www.nursingmidwiferyboard.gov.au))
- Study Adelaide ([www.studyadelaide.com](http://www.studyadelaide.com))