

HOLMES

INSTITUTE



Information for Intending Students

Table of Contents

COURSES AVAILABLE AT HOLMES	4
ENTRANCE REQUIREMENTS	6
ELICOS – ENGLISH LANGUAGE	6
SECONDARY COLLEGE – YEAR 11 AND YEAR 12.....	6
VOCATIONAL PROGRAMS.....	6
HIGHER EDUCATION PROGRAMS - UNDERGRADUATE	7
HIGHER EDUCATION PROGRAMS - POSTGRADUATE	10
GENERAL ENTRANCE REQUIREMENTS FOR OVERSEAS STUDENTS	12
MODES OF STUDY AND ASSESSMENT METHODS	13
ENGLISH LANGUAGE PROGRAMS	13
VOCATIONAL EDUCATION.....	13
HIGHER EDUCATION.....	13
COMPLAINTS, APPEALS AND DISPUTES.....	14
FACILITIES AT HOLMES.....	15
COURSE DATES AND FEES	18
REFUND POLICY	18
APPLYING FOR ADMISSION TO HOLMES	20
ON YOUR FIRST DAY AT HOLMES	22
STUDENT OBLIGATIONS.....	22
WHAT IS EXPECTED OF A STUDENT AT HOLMES?	22
ACADEMIC PROGRESS.....	22
ATTENDANCE.....	22
ACADEMIC CONDUCT	23
CHEATING	24
PLAGIARISM	24
CONSEQUENCES OF ACADEMIC MISCONDUCT	25
ADVICE AND GUIDANCE SERVICES	26
PRIVACY POLICY.....	27
CODE OF PRACTICE	27
CULTURAL DIVERSITY POLICY.....	28
INFORMATION FOR INTERNATIONAL STUDENTS	30
LIVING IN AUSTRALIA.....	30
MELBOURNE.....	30
SYDNEY.....	30
BRISBANE.....	30
GOLD COAST	31
CAIRNS	31
ACCOMMODATION	31
COST OF LIVING.....	32
MEDICAL AND HEALTH	33



<i>Overseas Student Health Cover - (OSHC)</i>	33
SCHOOL-AGED DEPENDENTS	33
DRIVING IN AUSTRALIA	33
AUSTRALIAN LAWS.....	34
WEATHER	34
WORLD TIMES	34
POLICIES AND PROCEDURES FOR INTERNATIONAL STUDENTS	34
THE ESOS FRAMEWORK	35
ATTENDANCE MONITORING.....	35
RECORDING AND REPORTING ON ACADEMIC PERFORMANCE	37
COMPLETION WITHIN EXPECTED DURATION.....	39
TRANSFER BETWEEN PROVIDERS	41
DEFERRAL, SUSPENSION, CANCELLATION.....	43
LIST OF HELPFUL WEBSITES	46
CONTACT DETAILS.....	47
CRICOS PROVIDER CODES:	47

Courses Available at Holmes

English Language Courses

- ❖ General English (1-48 weeks)
- ❖ High School Preparation (1-48 weeks)
- ❖ English for Academic Purposes (12 weeks)
- ❖ Exam Preparation (IELTS)
- ❖ Cambridge Examination Preparation Courses (FCE, CAE) (12weeks)
- ❖ Business English (12 weeks)

Senior Secondary School

- ❖ Year 11
- ❖ Year 12
- ❖ Senior VCAL

VOCATIONAL PROGRAMMES

Certificate IV in Business (BSB40212)

- ❖ Course duration: 20 weeks

Diploma of Management (BSB51107)

- ❖ Course duration: 40 weeks (20 weeks following the Certificate IV in Business)
- ❖ Course content: <http://www.holmes.edu.au/diploma/management>

Diploma of Hospitality (SIT50313)

- ❖ Course duration: 48 weeks
- ❖ Course content: <http://www.holmes.edu.au/diploma/hospitality-management>

Certificate IV in Commercial Cookery (SIT40413)

- ❖ Course duration: 55 weeks
- ❖ Course content: <http://www.holmes.edu.au/diploma/commercial-cookery>

Diploma of Accounting (FNS50210)

- ❖ Course duration: 40 weeks
- ❖ Course content: <http://www.holmes.edu.au/diploma/accounting>

Diploma of Software Development (ICA50711)

- ❖ Course duration: 40 weeks
- ❖ Course content: <http://www.holmes.edu.au/diploma/information-technology>

HIGHER EDUCATION PROGRAMMES

Diploma of Business Management

- ❖ Course duration: 52 weeks / 2 semesters
- ❖ Course content: <http://www.holmes.edu.au/undergraduate/introduction>

Bachelor of Business

- ❖ Course duration: 156 weeks / 6 semesters
- ❖ Course content: <http://www.holmes.edu.au/undergraduate/introduction>

Bachelor of Professional Accounting

- ❖ Course duration: 156 weeks / 6 semesters
- ❖ Course content: <http://www.holmes.edu.au/undergraduate/bachelor-of-professional-accounting>

Bachelor of Fashion and Business

- ❖ Course duration : 156 weeks / 6 semesters

Graduate Diploma of Business

- ❖ Course duration: 52 weeks / 2 semesters
- ❖ Course content: <http://www.holmes.edu.au/postgraduate/Graduate-Diploma-of-Business>

Master of Business Administration

- ❖ Course duration: 78 weeks / 3 semesters
- ❖ Course content: <http://www.holmes.edu.au/postgraduate/introduction>

Master of Professional Accounting

- ❖ Course duration: 78 weeks / 3 semesters
- ❖ Course content: <http://www.holmes.edu.au/postgraduate/MPA---Introduction>

Entrance Requirements

ELICOS – English Language

There are no formal academic entrance requirements for the study of General English programs at Holmes, however all students are required to sit an entry test on arrival at the campus. The entry test is used to determine the appropriate class and to assess the needs of the student.

Students wishing to enrol in English for Academic Purposes (EAP), English for Business Purposes (EBP), IELTS or Cambridge Examination (FCE, CAE, & CPE) will be required to sit an entry test to assess their suitability prior to being accepted into the course. This test can be taken prior to arrival in Australia or on campus.

SECONDARY COLLEGE – Year 11 and Year 12

Year 10 or equivalent (including satisfactory completion of English).

For overseas students, an IELTS 5 or equivalent (such as Holmes Intermediate High School Preparation Programme) is required.

Students who have satisfactorily completed an equivalent Year 11 are eligible for credit and may enter at the Year 12 level.

VOCATIONAL PROGRAMMES

Minimum age – 16 years old;

English Language Proficiency (overseas students only);

- ❖ Holmes Upper Intermediate II or equivalent
- ❖ IELTS 5.5

Academic Requirements

- ❖ Certificate IV level courses require completion of Year 11 or the overseas equivalent (see table below)
- ❖ Diploma level courses require completion of Year 12 or the overseas equivalent (see table below)

Admission Requirements to Holmes Vocational Programs		
Country	Certificate IV	Diploma
Australia	Completion of Year 11	Completion of Year 12
Korea	High School Leaving Certificate	High School Leaving Certificate
Nepal, Pakistan, Bangladesh	Completion of Senior School Certificate	Completion of Higher School Certificate
Singapore, Brunei	Completion of the GCE 'O' Levels	Completion of the GCE 'A' Levels
Sri Lanka	Completion of the GCE 'O' Levels	Completion of the GCE 'A' Levels
China, Taiwan, Macau	Successful completion of Senior Middle 3 or very good Senior Middle 2	Successful completion of Senior Middle '3' with B grades in 4 academic subjects
Hong Kong	Completion of the HKCEE	Completion of the HKALE
Thailand	Completion of Matayom 5	Completion of Matayom 6
India	Completion of Senior School Certificate	Completion of Senior School Certificate with a grade average of 55%
Indonesia	Completion of SMU II	Completion of SMU III
Japan	Completion of Kotogakko Year 2	High School Graduation

HIGHER EDUCATION PROGRAMMES - UNDERGRADUATE

Diploma of Business Management

Bachelor of Business

Bachelor of Professional Accounting

Bachelor of Fashion and Business

Domestic Students

To satisfy the general entrance requirements for admission to the course, students must meet at least one of the following entry requirements:

- ❖ Completion of the Victorian Certificate of Education (VCE), NSW Higher School Certificate (HSC) or its equivalent; (see table below)
- ❖ Satisfactory completion of an approved Tertiary Preparation Program, Tertiary Orientation Program, or a Foundation Year Program offered by an accredited institution of higher education;
- ❖ Satisfactory completion of one year of full time study at an approved institute of tertiary education;
- ❖ Having obtained the age of 21 (Mature Age Entry) and possessing an employment background deemed suitable by the Dean of Studies such as to give the applicant reasonable prospects for completing the course of study;
- ❖ Having reached a standard of education deemed suitable by the Dean of Studies as to be the equivalent of one of the regulations set out above;

International Students

To satisfy the general entrance requirements for admission to the course, international students must meet at least one of the following entry requirements:

- ❖ Satisfactory completion of a level of achievement in Secondary Education in their country of origin equivalent in standing to the VCE/HSC(see table below);
- ❖ Satisfactory completion of an approved program of study in their country of origin deemed by VTAC to be the equivalent of a Tertiary Preparation Program or a Foundation Year Program offered by an accredited institution of higher education described in the NOOSR Guidelines;
- ❖ Satisfactory completion of one year of full time study at the post-secondary level in their country of origin at an institute of higher education or its equivalent.

International students must also meet one of the English language requirements below:

- ❖ IELTS 6.0 or equivalent. IELTS 5.5 or equivalent for the Diploma of Business Management
- ❖ Studied for two years in post secondary courses that were delivered and assessed in English

Country	Admission Requirements to Holmes Bachelor Programs
Australia	Completion of Year 12 with a TER of 58
Korea	High School Leaving Certificate with grade average of 3.0
Nepal, Pakistan, Bangladesh	Completion of Higher School Certificate with a grade average of 55%
Singapore, Brunei	2 passes in the GCE 'A' Levels
Sri Lanka	2 passes in the GCE 'A' Levels
China, Taiwan, Macau	Successful completion of Senior Middle '3' with B grades in 4 academic subjects
Hong Kong	1 'A' level and 2 'AS' level passes in the HKALE
Thailand	Successful completion of Matayom 6 with a grade average of 2.0 in relevant academic subjects
India	Completion of Senior School Certificate with a grade average of 55%
Indonesia	Completion of SMU III with a grade average of 7.0 in 4 academic subjects
Japan	High School Graduation with a 'B' grade average

Entry with advanced standing

Following the guidelines of the AQF, students with appropriate post secondary qualifications will be eligible to enter the courses with advanced standing.

Students who have satisfactorily completed an AQF recognised Diploma of Accounting will be admitted into second year of the Bachelor of Professional Accounting.

Students graduating from diploma level studies at Holmes Institute (Diploma of Accounting, Business Management, Marketing or International Business are awarded 8 subjects credit towards their Bachelor of Business or Accounting degree.

Students completing the Diploma in Applied Fashion Design and Technology at the Melbourne School of Fashion will be able to join the Bachelor of Fashion and Business at the start of second year.

Following from above, articulation agreements have been discussed and approved between diploma and degree programs from various external educational institutions. The following table provides a list of programs that have been evaluated for credit exemptions and student enrolment with advanced standing.

Country	Institution	Articulations
Australia	Chisholm Institute Kangan Batman TAFE MIBT	Accounting diploma = 8 exemptions Business diploma = 8 exemptions Advanced diploma = 12 exemptions
China	Qingdao University Mianyuan Normal University Shandong Institute of Business and Technology	3-yr diploma = up to 16 exemptions 2-yr diploma = up to 12 exemptions
Thailand	Bangkok School of Management	1-yr certificate = 8 exemptions
India	Vivekanand Institute of Hotel & Tourism Management	1-yr diploma = 4 exemptions

HIGHER EDUCATION PROGRAMMES - POSTGRADUATE

- Graduate Diploma of Business**
- Master of Business Administration**
- Master of Professional Accounting**

Domestic Students

To satisfy entry into the postgraduate courses students typically must meet one of the following entry requirements and/or entry pathways:

- ❖ Completion of a Bachelors' degree from a recognized tertiary institution;
- ❖ Completion of a Graduate Diploma from a recognized tertiary institution;
- ❖ Having reached a standard deemed by the Dean of Studies to be the equivalent of the above;
- ❖ Candidates who hold other post graduate awards and/or award or non-award professional qualifications in business education or professional and continuing education may apply for admission based on the current HI Policy for the Recognition of Prior Learning or HI Policy for Credit Transfer.

International Students

To satisfy entry into the coursework MBA course, MPA course and/or the nested Graduate Diploma course, international students typically must meet one of the following entry requirements and/or entry pathways:

- ❖ Completion of a Bachelors' degree from a recognized tertiary institution;
- ❖ Completion of a Graduate Diploma from a recognized tertiary institution;
- ❖ Having reached a standard deemed by the Dean of Studies to be the equivalent of the above;
- ❖ Candidates who hold other post graduate awards and/or award or non-award professional qualifications in business education or professional and continuing education may apply for admission based on the current HI Policy for the Recognition of Prior Learning or HI Policy for Credit Transfer.

International students must also meet one of the English language requirements below

- ❖ IELTS 6.5 (with no less than 6.0 in any band) or the equivalent;
- ❖ Studied successfully for a minimum two years in an undergraduate course that was delivered and assessed in English.

Entry with advanced standing – Master of Business Administration, Master of Professional Accounting

In line with credit transfer policies at public universities, Holmes will give recognition for prior learning only for subjects completed from Australian higher education providers in professional degrees in accounting, business, IT, finance and engineering.

- ❖ For Australian post graduate RPL, credit is granted for equivalent subjects studied in the Australian curriculum i.e. subject match is like-for-like;
- ❖ Holmes will match any written offer of credit transfer from an Australian public university;
- ❖ Credit is not normally awarded for studies undertaken in overseas institutions as the focus of the award is to gain a thorough grounding in contemporary Australian business practices and issues;

AQF Award	Holmes Institute Degree	Credit arrangement
Postgraduate Certificate	Master of Business Administration Master of Professional Accounting	4 subjects credit
Postgraduate Diploma	Master of Business Administration Master of Professional Accounting	6 subjects credit

- ❖ Candidates who have completed a relevant undergraduate award (Bachelor degree) at a recognised Australian tertiary institution, with a major in a subject area that equates to a core unit of a Holmes Masters program, may be eligible to apply for credit transfer;
- ❖ All credit transfer is at the discretion of the Convenor of the MBA.

GENERAL ENTRANCE REQUIREMENTS FOR OVERSEAS STUDENTS

In addition to the specific requirements for each course as determined above international students must also meet the following requirements.

The student is bona fide or genuine student who:

- ❖ Seeks temporary entry to Australia and will abide by visa conditions;
- ❖ Is a genuine applicant for entry and stay in Australia as a student;
- ❖ Is of good character;
- ❖ Is of sound health;
- ❖ Has sufficient funds to support themselves and members of their family unit in Australia, for the duration of their course;
- ❖ Is willing to pay overseas student health cover.

Students from some countries may need to undergo a Pre-Visa assessment before they forward tuition fees. Holmes Institute is unable to confirm an offer to such students without a PVA.

At the time of enrolment it is imperative that the student provides documentation to prove that the student meets Holmes Institute's Entry Requirements and the General Conditions as stated above.

Students will be asked for documentation to prove or verify

- ❖ English level relevant to their proposed program of study;
- ❖ Academic entry requirement;
- ❖ If the student has studied in Australia previously they must have:
 - Proof that they have met the previous course requirements;
 - A satisfactory attendance certificate for the duration of their study;
 - Evidence that all fees were paid for that course.
- ❖ If the student has not completed the previous course studied in Australia a release letter must be obtained from the previous provider;
- ❖ The student falls within DIAC guidelines for onshore students and the appropriate visa conditions;
- ❖ The student has read and understands Holmes Institute's terms and conditions of enrolment.



Modes of Study and Assessment Methods

English Language Programs

- ❖ The Holmes English Language programs are delivered using a modern, communicative approach. Students are encouraged to speak in class and not to be concerned about making mistakes as they are part of learning. The goal is for students to be confident communicators.
- ❖ Most classes have a course book as the basis of class activity. Students are required to pay a materials fee prior to enrolment and will be provided with the relevant course book for their course and level.
- ❖ Adult English classes have 20 contact hours per week. High School Preparation courses are delivered with 25 hours per week.
- ❖ Students are tested on arrival and placed in a class appropriate to their ability. Teachers will test their classes at the end of each four week period. After these progress tests the classes are reorganised and those who have passed their tests and whose performance and participation throughout the cycle has been good move to the next level. Each of the six levels of General English at Holmes Institute takes approximately twelve weeks to complete.

Vocational Education

Certificate and Diploma programmes at Holmes Institute are available to international students in the full-time mode only. It is the responsibility of each student to complete their course within the expected duration as stated in their eCOE. To do this, a student will be required to enrol in full time studies and repeat any module/subjects previously failed. A reduced enrolment load may be allowed only in limited, compelling and compassionate circumstances or as a result of an intervention strategy which the student and Holmes Institute have agreed upon.

Courses are delivered using interactive methods. Students are expected to participate in all activities in the classroom. Many of these will simulate a workplace so that the student gains knowledge and skill ready for employment. Hospitality and cookery classes require students to undertake work-based training and be assessed in the workplace.

Students are assessed throughout the course using a range of assessment tools, which will include class exercises, assignments, case studies, examinations, demonstrations, interviews, role-plays, written tests, questioning, scenario, problem solving and critical incident reports.

Higher Education

Degree programs at Holmes are available to international students in the full-time mode only. The courses are, nevertheless, designed to offer flexible learning opportunities for students. The variety in the methods delivery allows for a maximum level of participation by students and the opportunities for them to apply knowledge and skills during the course.

Delivery typically engages combinations of the following methods and strategies:

- ❖ Lectures, Tutorials, Seminars, Workshops, Group discussions, Small group work, Guest speakers;
- ❖ Audio-visual material, Case study analysis, Simulations.

Complaints, Appeals and Disputes

Policy

In order to give the student an opportunity to have complaints, appeals and disputes heard and resolved according to the principles of natural justice, Holmes Institute has established a fair, objective, informal and accessible dispute resolution procedure.

It is the policy of Holmes Institute that any grievance lodged by a student will be resolved as swiftly as possible with fairness and equity to all concerned and at no cost to the student.

Procedures

Lodging a complaint

- ❖ This procedure is to be used for the lodgment of complaints of a general or specific nature initiated by the student. An example of such a complaint may be where a student is dissatisfied with an aspect of course or delivery of the course by Holmes Institute; or wishes to lodge a complaint regarding a staff member of the Institute.
- ❖ Any student wishing to notify a grievance should lodge the complaint with the Campus Manager. Following the initial interview, and if the issue raised by the student cannot be solved by an informal process of discussion and resolution, details of the student's complaint are to be recorded on the College grievance form and signed by the student and the Manager. The complaints process is to begin within ten working days of formal lodgment and the outcome to be conveyed to the student in writing.
- ❖ If the student is unhappy with the decision he/she has the right to appeal to the Directors. The appeal must be in writing and received within 20 working days of the decision being appealed against.
- ❖ Depending on the nature of the complaint the appeal process may require a meeting of the parties involved. The appeals process will commence within 10 working days of the receipt of the written formal lodgment of appeal of the decision and the student will be provided with a written statement outlining the outcome of the appeal and giving reasons for the decision.
- ❖ If the grievance is still not resolved it may be taken to an appropriate external and independent authority.
- ❖ If the student's complaint is upheld Holmes will take immediate action to remedy the situation depending on the type of complaint.
- ❖ At each stage in the grievance procedure student will be given every opportunity to present his/her case and to be accompanied by a representative of his/her choice.

Lodging an appeal

- ❖ This procedure is to be used when a student disputes or disagrees with a decision made by the Institute in relation to the particular student. An example of such an appeal may be when the Institute has written to the student advising of a decision regarding his/her enrolment status. The student has 20 working days from the date of the letter to initiate an appeal.

- ❖ Upon receiving a notice of appeal the Institute will acknowledge the student's appeal and inform the student of the progress of the appeal. Every attempt will be made to resolve the dispute within 20 working days. Where this is not possible due to the nature of the appeal the student will be kept informed as to the progress of the matter.
- ❖ The student will be provided with a written statement outlining the outcome of the appeal and giving reasons for the decision.
- ❖ If the student is not satisfied with the outcome of the appeal s/he may lodge an external appeal or complaint with third party.
- ❖ Overseas students may contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
- ❖ Local students may contact Leadr. Leadr is a national association of dispute resolvers. Leadr is contactable by phone (free call) on 1800 651 650 or by email to leadr@leadr.com.au. Students who wish to contact LEADR should request information regarding costs at the time of the appeal. Information can be gained from Student Services.
- ❖ The student's enrolment will typically remain active throughout the appeals process. That is, the enrolment or COE will not be cancelled while there is an ongoing appeals procedure. However, Holmes Institute reserves the right to restrict access to study opportunities should it deem it appropriate.
- ❖ At any time throughout the grievance resolution process the student may have present at any or all discussions a representative of their choosing. Holmes grievance procedures do not circumscribe the student's right to pursue other legal remedies.

Facilities at Holmes

All Holmes campuses are located in the central business district. All classrooms are air-conditioned and modern, with up to date facilities and resources available to students.

Resource Centres

Equipped with excellent selections of textbooks, tapes and videos, magazines and periodicals, newspapers and student photocopy facilities. Computer facilities are open to students from 8:00 am until 6:00 pm most days.

Computer Networks

All Holmes campuses have industrial-strength wireless networks available to staff and students. A secure 802.1A RADIUS authenticated wireless network is available throughout all five campuses.

Internet access is available via a 20MB DSL Content Filtered Link

There is a private 10MB Ethernet-over-copper link joining Melbourne and Sydney campuses with 6 MB links connecting Brisbane, Cairns and Gold Coast to Melbourne.

Student Access

Students are provided with a webmail address.

Vocational and Higher Education learning material at Holmes is presented using Blackboard. The institute has been a subscriber to Blackboard for 10 years and uses the platform extensively in delivering its tertiary courses.

Printing facilities are available to students via a Centralised Print Quote System.

Holmes has increasingly shifted to a wireless environment in recent years and whilst fixed line computers are available on all campuses, it is expected that students will have a portable device e.g. laptop or iPad, with them at all times. A senior IT specialist oversees the ICT environment nationally and dedicated IT support specialists are available on all campuses. Wireless connectivity is of paramount importance to the institute's ICT environment and special care is dedicated to its maintenance.

Audio-visual Equipment

All campuses are equipped with DVD, Data Projectors and wireless internet access.

Student Lounges

Comfortable areas within the building for students to relax, meet others, and converse in English. Also a place to find information on social activities, rooms available to rent or share, etc.

Resources

Holmes has dedicated library facilities at all campuses. The institute strives to provide library services according to the following policy: -

- ❖ Provide students and staff with a diversity of quality information resources and a high standard of customer service;
- ❖ Ensure library services and resources are relevant to the needs of all students and staff;
- ❖ Support the information literacy of all students;
- ❖ Provide training in the use of library and information services and resources where necessary;
- ❖ Ensure library resources are clearly labeled and organized so that they are easy to find and use;
- ❖ Ensure that where practical, library systems and processes are uniform across all Holmes resource centres in Australia;
- ❖ Fully catalogue library resources using the Bookmark library automation system, Dewey decimal classification (DDC) and Library of Congress Subject Headings.

Acquisition Program

An extensive program of acquisition is ongoing to ensure that the Holmes Institute Resource Centres (HIRC) offer adequate resources for the increasing number of students and the expanded program offerings. HI recognises the need to provide a level of support resources for staff and students as would be expected in a quality higher education environment offering business and allied degree and postgraduate programs.

Subject Coordinators and the Dean of Studies provide recommendations for acquisitions. In addition to the acquisition of texts pertinent to particular content areas of individual subjects, there is also an ongoing program of acquisition of materials relating to the world of business generally.

Resources are assessed and acquired on the basis of their relevance to the course, their quality, depth and currency. It is the policy of the HIRC to provide a diverse range of resources to support the delivery of the courses and to enhance the skill level of both staff and students.

Services provided by the HIRC include:

- ❖ Access to books and journals;
- ❖ Access to electronic information resources;
- ❖ Borrowing and photocopying facilities;
- ❖ Study and computer facilities;
- ❖ Study skills and English language support materials;
- ❖ Assistance in the use of the above services.

Materials are catalogued using the Dewey Decimal Classification system and can be accessed via electronic catalogue using subject headings universally accepted and currently used by the National Library of Australia. The Holmes Institute Resource Centre (HIRC) has both open and reserve collections, catering for different borrowing needs of students, as well as staff. An online catalogue is available at: <http://weblib.holmes.edu.au/amlibweb/>.

In addition, HI subscribes to the following electronic databases, which give students access to a range of business and allied journals:

ABI / Inform: Providing comprehensive and up to date full text coverage of the latest international business and management information.

Proquest Asian Business: Providing in full text format over 70 leading Asian business journals.

Informit On Line: Providing bibliographic and full text coverage of business and management materials with an Australian focus. Databases accessed via Informit include:

- ❖ AATD Australian Accounting and Taxation Database;
- ❖ AIMMAT AIM Management and Training Database;
- ❖ GIBLIN Giblin Working Papers Database;
- ❖ INTAX International Taxation Issues Database;
- ❖ MEDGE Management and Environment Information;
- ❖ APAIS Australian Public Affairs Information Service.

In addition to the subscribed databases, student will be provided via the college intranet ease of access to freely available databases such as Australian Journals On Line from the National Library of Australia.

HI has handicapped access and user friendly IT facilities.

Course Dates and Fees

Please refer to www.holmes.edu.au/ to view current course dates and fees.

Domestic students applying for entry into a higher education program may be eligible for government assistance in the form of a student loan. For eligibility visit: <http://www.studyassist.gov.au>

For specific policies regarding FEE-HELP at Holmes Institute
<http://www.holmes.edu.au/undergraduate/Information>.

International students:

Students will receive an offer letter detailing all fees relevant to the course/s applied for. Payment of a deposit is required prior to the issue of an eCOE. For students on packaged courses with consecutive COEs the second and subsequent COEs will incur a \$1,000 non-refundable deposit.

Holmes reserves the right to alter fees at any time. Fees may increase annually during a student's course. Students are required to pay the increased fee unless they have paid fees in full or have paid for the year ahead. Fees will generally not increase more than 5% per year.

Refund Policy

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If Holmes Institute is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom Holmes has a contract unless written authority is received by Holmes to pay another party.

Visa Rejection

Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

Withdrawal

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

Where a student has been granted a deferral prior to commencement of a course or trimester/semester, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund.

Accommodation

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks



before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the unlikely event that Holmes is unable to deliver your course in full, you will be offered a refund of any unused course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of unused course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Holmes is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you, or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

The refund policy is clearly shown on the Offer Acceptance Form signed by the student

FEE_HELP and VET FEE-HELP students do not incur tuition fee charges until Census date. After Census date fees may be refunded only in exceptional circumstances. For more information visit: <http://www.holmes.edu.au/undergraduate/Information>

Applying for Admission to Holmes

Domestic Students

Complete the Application Form and attach all documents as required. Submit application to the campus of your choice. Your application will be assessed and if successful an offer of a place will be made to you. To accept the offer you will need to sign and return the offer acceptance with the required deposit.

Students in Victoria may apply to Holmes Institute through VTAC.

International Students

Decide the Length of Your Study

Some of our courses vary in length (ELICOS). Therefore you need to decide for how long you would like to study.

You need a student visa if you wish to study in Australia for over 3 months. If your intended stay in Australia is 3 months or less you may apply for a short stay visa. For periods of study greater than 3 months a Student (Temporary) Visa is required by non-Australian residents and is granted only if they enrol in a registered, full-time course in Australia. All courses for international students, and the Australian education and training institutions that offer them must be registered with the Australian Government.

- ❖ <http://www.studyinaustralia.gov.au>
- ❖ <http://www.immi.gov.au>

Complete Application Form

Complete all of the details on the application form and forward to the International Office. Be sure to include any supporting documentation with your enrolment (transcripts and certificates from previous study, English test results (IELTS, TOEFL)).

Advanced Standing/Credit

Holmes will always recognise qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other RTOs. Any request for Advanced Standing/RPL is assessed by the academic staff of Holmes. Recognition of overseas qualifications is assessed using the NOOSR guidelines combined with contemporary knowledge of conditions at particular institutions in particular countries. Requests for RPL are initially submitted to the International Office where assessments will be made according to precedents and guidelines set down by academic staff. If RPL is granted to an overseas student offshore the net course duration is indicated in the eCOE issued for that student for that course. Should RPL be granted to a student onshore the change in course duration is reported via the PRISMS system. RPL does not under any circumstances lead to a student carrying any less than a full-time load of study.

Letter of Offer

Your application for entry to a study program at Holmes Institute will be assessed by the Manager of the International Office, in conjunction with the academic program manager. Holmes will advise you if you have been successful in your request for admission. If successful, Holmes will send you a Letter of Offer. We may also be able to grant provisional acceptance on the basis of previous academic performance in anticipation that your final examination results do not differ greatly from the grades already attained. Depending on your nationality, you may need to apply for Pre-Visa Assessment (PVA), for which you will need your Letter of Offer.

Obtain your "Confirmation of Enrolment for Overseas Students"

You will need to accept the offer by signing and returning the Acceptance of Offer and pay your deposit in order to obtain your Electronic Confirmation of Enrolment (eCoE) – student visa applications only.

❖ <http://www.immi.gov.au/contacts/overseas.htm>

Apply for Your Visa

Now you can begin the visa application process. You will need to contact the Australian Embassy or Mission in your country. Some countries allow you to apply for your visa on-line using the e-Visa function.

The Australian Education Centre, Australian Diplomatic Mission or recognised education agent will give you advice and assistance in preparing your application. You will be asked to have a medical examination as part of the visa process. Special forms will be provided for the doctor to complete.

When You Get Your Visa

When your visa is granted, you can finalise your travel arrangement to Australia. If you have requested Airport Reception and Homestay, you will need to advise us of your arrival details so that we can confirm your reception service and advise your homestay family when you will be arriving. You will receive a fax or email with the confirmation details and an airport map so that you know where to meet us when you clear customs.

Overseas Student Health Cover

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out-of-hospital and in-hospital medical services to help maintain your health and to provide treatment in the event of an accident.

On Your First Day at Holmes

Students should bring their passport and a passport photo on orientation day. Orientation is generally held on the student's first day. However, some courses require you to attend prior to your commencement date. You will be advised of this at time of enrolment. Orientation day includes the following:

- ❖ Welcome to Holmes;
- ❖ Introduction to Administration and Academic staff;
- ❖ Completion of relevant personal and medical forms;
- ❖ Outline of course;
- ❖ English assessment if required and subject selection;
- ❖ Computer access;
- ❖ Tour of the campus and the city;
- ❖ Interactive activities and morning tea.

Student Obligations

What is expected of a student at Holmes?

Students are expected to attend all classes and submit all assessments on time. It is expected that you will back up your class attendance with an equal number of private research and study hours in order to be successful in your chosen course.

Effective time management is crucial. You should adhere to a pattern of regular study and strive to make these study sessions as productive as possible.

Academic Progress

It is a condition of your student visa that you meet the course requirements of the institution. It is a requirement of Holmes Institute that students pass at least 50% of their course over a 20 week period. If a student does not meet this requirement they will be asked to "Show cause" as to why they should be allowed to continue in the program. A student who is considered to have no good reason for not passing their course will be reported to the relevant government Department for not meeting visa conditions. If you are having difficulty with any part of your course or are finding it difficult to settle into life in Australia make sure you see a student adviser as soon as you are experiencing difficulties. We are here to help you.

Attendance

Attendance is important in all programs as it is much easier to succeed if you have been to all of your classes. For ELICOS and Secondary College programs good attendance is essential. For international students studying in these programs if their attendance falls below 80% students are at risk of being reported to the relevant government Department for not meeting visa conditions.

Academic Conduct

Students must not engage in any conduct that is:

- ❖ Damaging to other persons pursuing their studies, research, duties or lawful activities in Holmes Institute; or
- ❖ Detrimental to the operation or property of the Institute; or
- ❖ Contravenes federal, state or local law; or
- ❖ Otherwise deemed to be inappropriate.

Inappropriate conduct includes, but is not limited to:

- ❖ Disrupting any teaching, study, assessment or research activities or the administration of Holmes Institute;
- ❖ Obstructing any officer or employee of the Institute in the performance of his or her duties;
- ❖ Damaging or wrongfully dealing with any property, including intellectual property belonging to Holmes Institute;
- ❖ Knowingly withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student;
- ❖ Threatening, intimidating or disorderly behaviour;
- ❖ Endangering the health or safety of a person;
- ❖ Compromising the privacy of an individual;
- ❖ Compromising the confidentiality of information.

All allegations of inappropriate conduct received shall be lodged with the Campus Manager, to be dealt with in accordance with Holmes Institute Policies & Procedures.

Holmes Institute views academic trust, honesty and integrity as the key cornerstones of the academic standards and reputation of the Institute. This policy is designed to cultivate a sense of integrity. The major objective of the policy on academic honesty is to communicate to faculty, students and other stakeholders:

- ❖ The values that the Institute upholds, and to facilitate the understanding of students of the meaning and spirit of academic honesty, and outline the consequences for students who breach the principles outlined herein;
- ❖ That any form of cheating and plagiarism is totally unacceptable; and
- ❖ The procedures in dealing with acts of academic dishonesty.

Cheating

For the purposes of this policy, cheating is defined as an act that violates guidelines for the preparation and submission of assignments and exams to obtain or attempt to obtain credit for academic work through fraudulent and deceptive means. Cheating includes but is not limited to:

- ❖ Looking or attempting to look at another student's paper during an examination;
- ❖ Communicating with another student during the examination regarding its content;
- ❖ Possession or use of unauthorised materials 'cheat notes';
- ❖ Submitting another's work as one's own;
- ❖ Permitting another student to copy one's work;
- ❖ Allowing another to submit your work, in part or in whole, as his or her own;
- ❖ Submitting a work (same or substantially similar) that has been previously submitted in another course or at another time;
- ❖ Receiving or giving during an examination or on assignments any unauthorised assistance;
- ❖ Collaboration in the preparation of an assignment unless specifically permitted or required by the lecturer.

Plagiarism

Plagiarism is any act to steal or pass off (the ideas or words of another) as one's own, use (another's production) without crediting the source, and commit literary theft, present as new and original an idea or product derived from an existing source.

It is the responsibility of the student who is submitting the work, that the work is in fact, is her/his own work. Incorporating another's work or ideas into one's own work without appropriate acknowledgment is an academic offence.

Plagiarism includes but is not limited to:

- ❖ Presentation of the work, ideas, statements or words of another as one's own;
- ❖ Paraphrasing without acknowledging the source through footnote, appropriate means of citation, and authorship;
- ❖ Direct quotation of any source material without proper citation;
- ❖ Submitting papers written by another person;
- ❖ Offering false, fabricated or fictitious sources for papers, reports, and other reference material;
- ❖ This includes but is not limited to the submission of a work, in part or in whole, completed by another.



Consequences of Academic Misconduct

When a lecturer has reasonable evidence (either physical evidence, or personal observation) to believe that an act of academic misconduct has occurred, he/she will first of all meet with the student, present the evidence of alleged dishonesty, give the student an opportunity to respond to the allegations, and if warranted, impose a sanction. The faculty member may impose a penalty deemed appropriate for the offence.

Depending on the severity of the alleged misconduct, the penalty ranges from warning to failing the student for the course. The lecturer has the authority to:

- ❖ Issue a warning – oral or in writing at the discretion of the subject lecturer;
- ❖ Lower the student's grade;
- ❖ Assign a grade of zero for the plagiarised work.

To assign a "Fail" final grade for the course, or to disqualify a student from an enrolled program of study, the lecturer must apply in writing to the Campus Manager, with appropriate evidence to support the proposal.

If a sanction is imposed, the faculty member within five working days of the date sanction imposed, will inform the student of the sanction in writing, and include the reasons for sanction and the procedure for appeal. A copy of the letter that explains the incident and the action taken will be sent to the Campus Manager.

A Student may, within five working days of the date of the notice of sanction, appeal the decision of the lecturer in writing to the Campus Manager. Failure to appeal within the time period specified will result in the student's waiver of the right to further appeal. For information regarding the Appeals process students should make themselves familiar with the Institute's Complaints, Appeals and Disputes procedure.

Advice and Guidance Services

All advice and guidance sessions are undertaken in the college where a private room is available. Our staff is at hand to discuss and advise on academic and personal issues. Interviews are usually provided in English unless there is communication difficulty or the student finds it more comfortable in his or her own language. In most cases, students can speak directly to the Head of Department or School Principal if necessary. Holmes will provide, where necessary, details of external counselling and support services. Advice, guidance and support services are provided by Holmes at no extra cost to the student. External support and counselling services may incur a cost and students should request information prior to engaging an external service. The staff at Holmes will be pleased to assist you.

Academic

Each student's academic performance is regularly reviewed by the student's teacher and Head of Department. Students are welcome to make an appointment at any time to discuss their progress with the Program Manager. On request, a written progress report can be provided.

Personal / Social

Each campus has a Student Services/Administration Office where students can come on any weekday the college is open should they need help or information. On weekends, if students need emergency assistance, they can call the 24-hour emergency number.

Homestay

Satisfaction with student homestay is formally checked by the college homestay officer on arrival and thereafter every four weeks. If students are not happy with their homestay (for whatever reason), Holmes attempts to implement a 'customer is always right' policy. Homestay will be changed as quickly as possible. Our accommodation officers are available any weekday the college is open to assist.

Medical Problems

Each campus has a list of medical professionals in the vicinity of the college. If students have any medical concerns they should inform Student Services who will assist them in finding a doctor. When needed, Holmes will refer students to other professionals in the field of assistance needed.

Emergency

Each Holmes Campus maintains a 24-hour emergency contact service: you will be given a 24-hour contact number on enrolment. Staff are always on hand to deal with a range of problems and difficulties.

Academic Advice

Students can make appointments with senior teaching and student services staff to discuss their academic progress and career path. Holmes staff are always available to help and advise students.

Social Program

Holmes has a Social Program and an Activities Officer. Social activities are held during the week and on weekends. The campus also organises whole-school parties, BBQs and excursions for students of the college. Activities range from cultural and sightseeing events, to dinners, excursions and sports outings. The activities vary from city to city, and allow students to enjoy the social scene and learn about Australia.

Privacy Policy

Holmes is firmly committed to privacy. We use applicant's information to create a Holmes database.

Our enrolment process requires applicants to give us contact information (e.g. name address, e-mail etc). We use customer information for commercial reasons. Information may be made available to Commonwealth and State agencies and the Fund Manager of the Tuition Protection Service (TPS).

The Holmes database is private and confidential. The database (including personal details) is for the sole use of Holmes. Personal data and information gathered for the creation of the database will not be passed to a third party unless it is necessary to pass on this information in order to provide a service that you have asked us to provide.

Code of Practice

Holmes Institute (HI) is an educational institution with policies and management practices designed to maintain the highest professional standards in the delivery of education and training services. The education interests and welfare of students are safeguarded at all times.

HI maintains a learning environment which is conducive to the success of local Australian and international students. The college carefully monitors the performance, course attendance and progress of students enrolled in all registered courses, according to its stated policy on immigration reporting. The college will notify the relevant Commonwealth authority if, in accordance with this policy, a student is deemed to be no longer participating in, or meeting requirements in the course for which they are enrolled.

At all times HI endeavours to provide professional, well qualified administrative and academic staff. Staff are constantly reminded of the necessity for cultural sensitivity in dealing with clients.

Students will be provided with accurate and complete information regarding courses. This information will include all expected outcomes and assessment procedures required to achieve the award for which they have enrolled. The college will also provide adequate orientation to new students including advice on accommodation, counselling and welfare services.

The college remains responsible under this code for the actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students. The college will also make every reasonable effort to ensure that at all times these agents act in the best interests of both the applicant and the college. Of special importance is the accurate counselling of students as to the English Language requirements of clients enrolling into courses listed on HI's Scope of Registration.

HI will make every effort to ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents and will provide for the additional training of such staff and agents as appropriate.

All information regarding course requirements, fees, student visa conditions, work rights, health cover, adequate arrangements for dependents and change of institution will be provided to the student. The college refund policy is clearly stated on the enrolment form.

Tuition fees paid in advance are protected according to the current regulatory requirements for local students and the ESOS Act for overseas students.

The college warrants to provide accurate and current information in all advertising material. Student support services are clearly explained, as are course details and grievance procedures.

No student will be discriminated against on the basis of race, religion, gender, colour or disability.

Further, Holmes Institute's practices are founded on, and are bound by, the standards stipulated within the National Code, AQTF & the ESOS Act.

Cultural Diversity Policy

Our Objective

Valuing Cultural Diversity

The College is a world-class College, attracting the students and staff from Australia and other countries. It is characterised by:

- ❖ A community of students and staff which is culturally diverse, culturally competent, and internationally mobile;
- ❖ Its location in Australia - a country in which English is the principal language - and its situation within the Asia-Pacific region;
- ❖ The effects of Australia's historical experience in moving from a racially exclusive to a non-discriminatory immigration program, and the growing appreciation of cultural diversity as a national strength; and
- ❖ Teaching programs that are of the highest quality, vigorous, innovative and global in perspective and relevance.
- ❖ The diversity of the Institute student and staff population is a valuable asset in the maintenance of excellence in teaching, administration and in the enrichment of daily life.
- ❖ A culturally diverse Institute is one where students and staff aim for culturally inclusive behaviour and activities, ensure cultural differences are heard and explored, and actively seek to learn from other cultures.

- ❖ The Institute values cultural diversity among individuals and groups, and acknowledges that cultural diversity encompasses difference based on: race, ethnicity, language, religion, value and belief systems, disability, class, sexuality, gender, age, educational background;
- ❖ The Institute does not tolerate discrimination on the basis of such difference and is committed to providing an environment where people are treated with respect and are supported in realising their full potential;
- ❖ The Institute is committed to social harmony and cohesion. It supports all students and staff as they achieve a deeper appreciation of their own cultures, as well as greater cross-cultural understanding.

Services

- ❖ The Institute is committed to the provision of appropriate support services to realise the potential of staff and students;
- ❖ The design and delivery of support services are to be informed by, and responsive to, the needs of a diverse College community.

Teaching and Learning

- ❖ The Institute values and supports the enrichment of teaching and learning which flows from the culturally diverse community of students and staff;
- ❖ The Institute provides a teaching and learning environment that values cultural diversity, fosters mutual respect and is responsive to diverse needs;
- ❖ The Institute acknowledges the diversity of educational experiences and expectations of students, and is committed to providing a teaching and learning environment that enables all students to reach their potential;
- ❖ Within the teaching and learning process, academic integrity and freedom must be upheld while respecting cultural differences.

Internationalisation

- ❖ The Institute seeks to create an intellectual environment and culture in which all its students may become global in outlook, values and understanding, and ready to embrace cultural diversity as positive, enriching and rewarding;
- ❖ The Institute is committed to providing support services which are culturally appropriate and effectively meet the needs of international students and staff.

Our Commitment

To realise these aims the Institute will:

- ❖ Provide effective institutional arrangements and processes for affirming and promoting the value of cultural diversity;
- ❖ Formulate an implementation plan consistent with the Cultural Diversity Policy and establish clear accountability for its implementation;
- ❖ Encourage and facilitate the attainment of cultural awareness by all Institute students and staff, whether through formal training or other effective means, to embrace values, attitudes and practices;
- ❖ Embed the appreciation of cultural diversity in teaching, learning and research activities;

- ❖ Create significant opportunities for students and staff to study and work in a range of cultural settings;
- ❖ Promote an appreciation of the opportunities for cross-cultural exchange, networking and academic enrichment between all students and staff in the internationalisation of the Institute;
- ❖ Provide appropriate support structures for all students, including those required to meet international students' particular learning and settlement needs;
- ❖ Develop and disseminate support service information in a format which is coherent, easily accessible and appropriate to the needs of the whole Institute community;

Inform the Institute community of the principles in the Cultural Diversity Policy.

Information for International Students

Living in Australia

Holmes has been a leader in the provision of Australian education for almost fifty years. During this time the company has had an impressive record as a private provider of high quality business and language training to both Australian and international students. 100% Australian owned, Holmes is proud to be one of the largest and most well regarded private educational institutions in Australia. Holmes has the unique advantage of being able to offer students the opportunity to participate in the 'whole' Australian experience with campuses located in Melbourne, Sydney, Brisbane, Gold Coast and Cairns.

Melbourne

Melbourne – elegant, European, wealthy, conservative – is internationally recognised as the world's most liveable city. Melbourne can boast the best restaurant and cafe society in the Southern Hemisphere, the home of major cultural events and considered the sporting capital of Australia.

A four season climate, the greatest concentration of research and technology universities in Australasia and the business centre of the nation, all make Melbourne the most wonderful of experiences.

<http://www.visitvictoria.com/>

Sydney

Sydney – famous for its wonderful harbour – is arguably the most exciting place to be in the Southern Hemisphere, and is definitely one of the great cities of the world.

It is fast moving, cosmopolitan, multicultural, a place that appears to have no boundaries. Art, science, commerce and sport all flourish here, making Sydney Australia's hub for tourism, learning and cultural activity.

<http://www.visitnsw.com.au/>

Brisbane

Brisbane – capital city of the 'Sunshine State' is a fabulous place to study English. The living is easy in Brisbane and its friendly homestay families and helpful citizens really know how to make an international student feel at home.

The short Brisbane winter means you don't need heavy clothing and the excellent weather makes Brisbane and surrounding districts an excellent place for sightseeing and having fun. Holmes modern Brisbane campus is located in the City CBD, just minutes from buses, trains and ferries. Study English and then take a Business or University course and experience life in Australia's fastest growing city.

<http://www.ourbrisbane.com/>

Gold Coast

The Gold Coast – five minutes from paradise – is situated one and a half-hours south of Brisbane in Queensland. The city has stunning beaches, sun, action, cafes and restaurants.

The Gold Coast experiences life to the fullest. Studying in cosmopolitan Broadbeach comes as near to learning in paradise as you can get, with only metres to the beach and a host of Gold Coast activities.

<http://www.goldcoasttourism.com.au/>

Cairns

Cairns – a tropical climate, the magic of Far North Queensland, the Great Barrier Reef and World Heritage rainforest parklands – all make Cairns a unique choice for students who want to seek the most out of life and witness a unique environment.

Cairns offer an unrivalled opportunity to experience tropical Australia, alongside magnificent sun drenched beaches and non-stop action. Why not add adventure to your Australian study experience?

<http://www.cairns.qld.gov.au/tourism/>

Accommodation

Homestay

Our most popular type of accommodation is **homestay**. Holmes can arrange Homestay accommodation in Sydney, Melbourne, Brisbane, Gold Coast, and Cairns. Holmes highly recommends that students visiting Australia for the first time stay in an Australian home. It is an excellent way to settle into the country and improve your English. Homestay is a wonderful opportunity for the student to live with, and become part of an Australian family.

Most Australian families live in suburbs surrounding the city and so students usually can expect to travel at least 20 to 45 minutes to school each way.

Holmes arranges and inspects all its own homestay families. We have developed a wide network of friendly and supportive Australian families who form our homestay program. Holmes staff assesses all host families and accommodation facilities.

While in a homestay, the student is a member of the family. They will be expected to spend some time with the family and possibly complete some small tasks around the house. It is not

a hotel! In the same way, the host family will include the student in its daily and weekend activities, and treat them like a son or daughter.

Hostels & Guest Houses – Temporary Accommodation

Available from A\$25 per day to A\$400 per week. Prices depend on if meals are served or if there are kitchen facilities, and on whether the students share a room. This can be arranged by the college before your arrival with the payment of the Accommodation Placement Fee.

Lease and Shared Accommodation

It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from AUD80 – AUD 550 per week unfurnished or AUD100 – AUD600 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price. Holmes will provide assistance in helping you find this accommodation once you have arrived.

Reception Services

If you would like us to meet you when you arrive in Australia, please let us know when you enrol. There is a cost involved with this. A Holmes representative will then meet you at the airport and transfer you to your pre-arranged accommodation.

Cost of Living

Students relocating to Australia should keep in mind the following costs when they undertake studies. When calculating the cost of living in Australia, students must also budget for food, health care, transport, books, clothing and entertainment.

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no frills brands can reduce food costs for students, as can shopping at markets.

Approximate Living Costs	Melbourne	Sydney	Brisbane	Cairns	Gold Coast
Student Studio Apartment (weekly)	A\$150-250	A\$170-300	A\$150-250	A\$150-250	A\$150-250
Share House rental (weekly)	A\$80-150	A\$100-200	A\$80-150	A\$80-150	A\$80-150
Overseas Student Health Cover*	A\$342	A\$342	A\$342	A\$342	A\$342
Public Transport (weekly)	A\$28	A\$36	\$25	\$35	\$25
Films/Movies	A\$5-15	A\$5-15	A\$5-15	A\$5-15	A\$5-15
Music Concerts	A\$60-100	A\$60-100	A\$60-100	A\$60-100	A\$60-100
Food - bread 700g	A\$2.05	A\$2.30	A\$2.05	A\$2.05	A\$2.05
Food - milk 1lt	A\$1.30	A\$1.45	A\$1.30	A\$1.30	A\$1.30
Food - cheese 500g	A\$3.50	A\$3.70	A\$3.50	A\$3.50	A\$3.50
Food - rice 1kg	A\$1.70	A\$1.90	A\$1.70	A\$1.70	A\$1.70
Food - Big Mac	A\$3.20	A\$3.20	A\$3.20	A\$3.20	A\$3.20

Prices include goods and services tax.

* Overseas Student Health Cover OSHC

Australian Government Requirement - cost varies depending on duration of cover. This price for 1 year is current as at July 2007 but is subject to change.

It is recommended that students allow a minimum of A\$15,000 per year to cover their cost of living. Students are advised to have access to A\$2,000 to cover settling in costs such as food, transport and personal items if not already prepaid on enrolment.

Students will be required to purchase books and equipment relevant to their course of study. These costs are not included in course fees.

Medical and Health

Overseas Student Health Cover - (OSHC)

The Australian Government requires all holders of a student visa to have approved health cover for the duration of their visa. Overseas Student Health Cover (OSHC) is invoiced to all students initially and when you commence studies, you will be issued with your Membership card. Exemptions to the OSHC requirement are Norwegian Students and Swedish students whose insurance is provided by CSN International

Holmes chooses to use Allianz Global Assistance as its insurer. Allianz Global Overseas Student Health Cover is approved by the Australian Commonwealth Department of Health and Aged Care.

<https://www.oshcallianzassistance.com.au/default.aspx>

Overseas students who are not on a student visa are advised to arrange travel/medical insurance prior to departure for Australia.

School-Aged Dependents

If you are an international student to be accompanied by school-aged dependants it is your responsibility to ensure that they are enrolled in a school. If they are enrolled in either a government or a non-government school you will be required to pay full fees.

Driving in Australia

If you have a driver's licence from another country, in English or with an official translation, you are allowed to drive for your first three months as a resident in Australia. After the three months, if you want to drive, you will need to have the appropriate driver's licence. To get one you will usually need to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licences are issued by state and territory governments.

Driving in Australia is on the left-hand side. All drivers in Australia are expected to obey traffic and drink driving laws.

The penalties for breaking traffic laws can be severe. These may include expensive fines, losing your driver's licence or imprisonment. The laws are very strict about driving over the speed limit (speeding) and driving after drinking alcohol (drink driving).

- ❖ NSW <http://www.rta.nsw.gov.au/licensing/index.html>
- ❖ VIC <http://www.vicroads.vic.gov.au>
- ❖ QLD <http://www.transport.qld.gov.au/driving>

Australian Laws

In Australia, there are many laws to help maintain order and a civil society. If you are unsure what the law is, it is best to ask someone. Knowing some common laws will help you to adapt to your new life in Australia.

<http://www.immi.gov.au/settle/states/laws.htm>

<http://www.alcoholguidelines.gov.au/>

Weather

Nearly a third of Australia is in the tropics and the rest is in the Temperate Zone. Summer is from December to February; autumn from March to May; winter from June to August; and spring from September to November.

General Climatic conditions:

- ❖ Sydney – warm summer, cool winter with an average summer temperature of 26 degrees – occasionally up to 35 degrees and an average winter temperature of 17 degrees;
- ❖ Melbourne – warm summer, cool winter with an average summer temperature of 25 degrees - occasionally up to 40 and an average winter temperature 14 degrees;
- ❖ Gold Coast – warm humid summer with an average summer temperature 28 degrees and an average winter temperature 21 degrees;
- ❖ Brisbane – warm humid summer with an average summer temperature 29 degrees and an average winter temperature 20 degrees;
- ❖ Cairns – hot humid summer with an average summer temperature of 30 degrees and an average winter temperature 25 degrees.

<http://www.bom.gov.au>

World Times

Australian Eastern Standard Time is GMT plus 10 hours. From the end of October until the middle of March, NSW and Victoria change to Daylight Saving time, which is when we move the clocks forward 1 hour making it GMT plus 11 hours.

<http://www.timeanddate.com/worldclock/>

Policies and Procedures for International Students

International students are required to adhere to a number of policies and procedures determined by the Australian government. Providers of courses to international students and the international students studying those courses are bound by the Education Services to Overseas Students (ESOS) Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

The ESOS Framework

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works.

http://www.aei.gov.au/AEI/ESOS/QuickInfo/ESOS_Framework_pdf.pdf

Attendance Monitoring

Policy

It is the policy of Holmes Institute to comply with all state and commonwealth regulations regarding the attendance of students.

- ❖ Students will be advised of their responsibilities to attend class. Holmes will maintain accurate and systematic records of attendance.

Since July 2007, the following courses delivered at Holmes are subject to Standard 11 – Monitoring Attendance (The National Code 2007).

- ❖ ELICOS
- ❖ Yr 11; Yr 12; VCAL

As of 23 July 2007, Holmes does not monitor attendance for the VET programs. Holmes has never monitored attendance for Higher Education programs

Procedure

Attendance rolls are to be marked at each session.

Class teacher is to sign roll and give it to Program Coordinator at the end of each week. Roll is to be checked and signed by Program Coordinator and given to Student Administration for entry into BECAS.

Consecutive Days Absent

Students who have been absent for 5 consecutive days without medical certificate:

- ❖ Program Co-ordinator must make contact and advise student of seriousness of situation. Record of conversation to be entered into BECAS.
- ❖ In addition to personal contact, an Initial Warning Letter must be sent. Copies of letter to be placed in student's hard file and in folder of Warning Letters
- ❖ Students are to be included in Campus Weekly Report under "Initial Attendance Warning".
- ❖ Student is to be added to "Initial Attendance Warning" spreadsheet

Students whose attendance falls below 80%

Students on a student visa and studying in the ELICOS or Secondary College programs are required to maintain a minimum of 80% attendance.

Attendance records are to be entered into BECAS on a weekly basis. BECAS records attendance by exception. That is, absences are recorded. All absences are to be recorded.

Those covered by medical certificates are to be entered as “Not Counted”, that is not counting towards overall attendance. Medical certificates are to be noted in BECAS and filed in the student’s hard file.

Administration Manager will run attendance reports from BECAS on a weekly basis.

Initial Warning – Attendance less than 85%

Report should be run for students on a student visa at Attendance below 85% to allow for warning to students prior to falling below 80%.

- ❖ Initial Warning letter to be sent giving 7 days to contact college. Record letter in BECAS; copy letter to hardfile and Warning Letter Folder.
- ❖ Students to be included in Campus Weekly Report under “Initial Attendance Warnings” and added to Initial Warning spreadsheet.

Intention to Report – Attendance less than 80% (and not subject to discretion of campus manager – see below)

- ❖ A final warning letter, informing the student of the intention to report them to DIICCSRTE and giving student the opportunity to appeal, is to be sent to student. Letter to be noted in BECAS and copies to be placed in Student file and in Warnings Folder.
- ❖ Students to be included in Campus Weekly Report under “Intention to Report”
- ❖ Student to be added to the Intention to Report spreadsheet

If student appeals the intention to report letter

- ❖ Appeals process to commence. Refer Complaints and Appeals

If student does not respond after 20 working days or the appeal is denied Variation Form to be completed and sent to HO. Variation form to be accompanied by complete hard file including diary notes; copies of all warning letters; record of appeals process if applicable.

Exception to the 80% requirement

If a student is identified as having attendance below 80%, but above 70%, and there are circumstances which may be considered compassionate or compelling, the Program Manager must inform the Campus Manager of the situation. Student will be required to provide full documentary evidence. A decision may be made by the Campus Manager not to report student for poor attendance if the circumstances are considered valid. Decision must be recorded on Student file and in Diary note of BECAS.

For ELICOS and school courses the college may only decide not to report a student for breaching the 80% attendance requirement where:

- ❖ The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances* (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
- ❖ The student has an overall attendance of at least 70%

Compassionate or compelling circumstances will be considered and determined by the Campus Manager in consultation with HO.

- ❖ Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious Illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

NOTE:

- ❖ All contact with student regarding attendance must be recorded in Diary Notes in BECAS.
- ❖ All Warning Letters are to be copied to the student's Hard File and also filed in the Attendance Warning Letters folder.
- ❖ Attendance rolls, after entry has been made to BECAS, are to be initialled by the staff member entering information and filed in the Attendance folder and kept for one month.
- ❖ Weekly Attendance Reports are to be signed by Campus Manager and filed in Attendance Report folder.

Recording and reporting on academic performance

Policy

It is Holmes policy to monitor and record course progress of each student for the course in which they are currently enrolled.

Holmes will monitor progress and assist students to meet their study goals throughout their course.

At six monthly intervals each student's progress will be monitored to assess the student's compliance with student visa requirements.

Procedure

1. All assessment results are entered into student database according to procedure determined in each department
2. i) Except ELICOS and Secondary College, on completion of an initial 20 study weeks or 6 calendar month period (whichever occurs first) or earlier, the Administration Program Coordinator will identify all students who have failed to complete or demonstrate competency in at least 50% of the overall course requirements for the designated study period.

- ii) For the purposes of monitoring course progress in ELICOS a study period is 12 weeks. This is the length of time an “average” student would be expected to take to attain a higher level. Course progress is monitored through a combination of attendance and classroom assessment of reading, writing, listening and speaking. Results are recorded in the BECAS database. At the end of each 12 week period of study, or the nearest testing cycle after the completion of 12 weeks, students who have not progressed to the higher level will be identified.
- iii) For the purposes of monitoring attendance in Secondary College programs a study period is one school term.
3. On receipt of the Academic Coordinator’s report and prior to the commencement of week 3 of the 2nd or following study period the Academic Program Manager will confirm that the identified students are at risk and initiate the intervention process with a view to having the intervention strategy in place by the 4th week of the 2nd study period.
4. The intervention process will be initiated by;
- ❖ Notification to student by letter,
 - ❖ An initial meeting with the student and the Academic Program Manager
 - ❖ And/or relevant designated staff.
5. Initial intervention meeting will address issues pertaining to the student’s unsatisfactory performance and provide a possible strategy to ensure successful study program.
- Individual intervention strategy may include:
- ❖ Discussion of suitability of course
 - ❖ Agreement on revised study plan (decreased load; reassessment; increased load)
 - ❖ Access to academic support classes
 - ❖ Referral to personal guidance counsellors (internal or external)
 - ❖ Attendance at individual case management sessions
6. Proposed intervention strategy to be given in writing to the student.
- Report to include:
- ❖ Proposed strategy’
 - ❖ information regarding implications of unsatisfactory progress in two study periods
 - ❖ information on the appeals process
- Student may decide to appeal the necessity for intervention at this stage, if so, appeals process to be invoked.
7. A list of students identified as at risk will be provided by the Program Manager. Individual intervention strategies are to be filed in the student’s hardfile, entered as diary notes in BECAS and filed in the “Students at Risk” folder.
8. A record of student’s participation in activities suggested as part of the intervention strategy is to be kept. For example, reassessments will be recorded in BECAS Results; case management sessions will be recorded in Diary; referrals to outside agencies will be recorded in Diary.

9.
 - i) Except ELICOS, on completion of second 20 week study period the Academic Co-ordinator will report on the progress of all students previously identified as “At Risk”. Any student who has for two consecutive study periods failed to meet course requirement of satisfactorily completing more than 50% of the course will be sent a letter informing them of Holmes intention to report them to DIAC.
 - ii) For ELICOS, at the end of two study periods (24 weeks) if the student has not progressed (50% or less in class assessment or less than 80% attendance) the student will be given an Intention to Report letter as per the policy of the Institute.
10. Student may appeal the decision to report to DIAC. If so, appeals process will be invoked.
Possible outcomes of appeals process.
 - ❖ Appeal is upheld because an error was made in calculation and student has made satisfactory progress. No further action. All documentation filed in hardfile and note in BECAS Diary to effect that appeal has been upheld.
 - ❖ Appeal is upheld due to compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student. All documentation filed in hardfile and note in BECAS Diary to effect that appeal has been upheld and intervention strategy implemented.
 - ❖ Appeal is dismissed. All documentation sent to National Program Manager for reporting via PRISMS. Copies to hard file and notes in BECAS Diary.
11. PRISMS reporting.
After each study period the Academic Program Manager will compile a report for the National Program Manager showing:
 1. Each student who has been sent an intention to report letter and has not appealed.
 2. Each student whose appeal has been denied.
 3. Each student who has withdrawn from the appeal process.
12. All documentation is to be attached to report. National Program Manager will verify that correct procedures have been followed and refer to PEO for reporting via PRISMS.
13. The resultant letter from the PRISMS database must be forwarded immediately to the student's last known address.

Completion within expected duration

Policy

It is Holmes policy to monitor all students' progress through the course to ensure that at all times the student is in the position to complete the course within the expected duration as specified on the student's COE. At no time during a compulsory study period will any student be studying more than 25% online or by distance. All students will study at least one unit during a compulsory study period that is not by distance or online learning.

Holmes Institute will only extend the duration of a student's study if the conditions specified in Standard 9 of the National Code 2007 are clearly met.

Procedure

Holmes will only extend the duration of a student's study where it is clear the student will not complete the course within the expected duration, as specified in the students CoE as a result of:

- ❖ Compassionate and compelling circumstances These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious Illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - Where the student has failed occasional units but not sufficient to be identified by Holmes intervention strategy for course progress.
 - Holmes intervention strategy for students at risk of not meeting satisfactory course progress
 - Approved deferment or suspension of study

Monitoring of Course Completion within Duration

Academic results are recorded for all compulsory assessments according to the procedures determined for the particular program.

At the completion of each set of compulsory assessments students who have not successfully completed the required tasks are advised by the Program Coordinator of the options available to them.

Options which may be available depending on modules/subjects:

- ❖ Re assessment;
- ❖ Supplementary examinations;
- ❖ Tutorial/additional assistance;
- ❖ Repeat of entire unit/module/subject.

On completion of each compulsory study period Holmes Academic Progress policies and procedures will apply. Where, as a result of the Holmes Monitoring Academic progress, a student is identified as not likely to complete their course in the required time;

The student is to be notified in writing that they are not likely to complete their course within the expected duration.

Letter will clearly outline:

- ❖ The circumstances in which an extension would be granted;
- ❖ Provide a meeting time for the student to report to the Program Manager.

Record of meeting to show

- ❖ Strategy for student to complete course in expected duration;
- ❖ Reasons why student may not complete course in expected duration.

When it is evident that a student will not complete their course in the expected duration, subject to the program managers approval, Holmes will take steps to issue a new CoE subject to one of the following conditions being met:

- ❖ Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where HI was unable to offer a prerequisite unit).
- ❖ An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- ❖ An approved deferment or suspension has been granted under Standard 13.

When it is evident that a student will not complete their course in the expected duration and the above conditions are not met, for example, the student is refusing to enroll in an appropriate load the Program Manager will recommend one of the following:

- ❖ The student's enrolment will be cancelled. Student will be sent an Intention to Report to DIAC letter;
- ❖ Document the student's behavior and if the student requests an extension of duration of study, refuse to extend the CoE.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the Campus Manager for approval. Copies of all documentation will be kept on student's file.

All variations to a student's load will be recorded in the hard file and in BECAS. Where the variation leads to an extension of study this will be reported via PRISMS and a new CoE issued when the completion date can be accurately predicted.

All supporting documents and variations to enrolment will be kept on the student's hard file.

Transfer Between Providers

Registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study except for the circumstances outlined below. Registered providers, from whom the student is seeking to transfer, are responsible for assessing the student's request to transfer within this restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

Policy

Holmes Institute is committed to abide by and implement a transfer policy in accordance with the National Code 2007.

The National Code restricts the movement of students to an alternative provider up to and including the first six months of the student's principal course.

The request for transfer or release from a Holmes course will not incur a cost to the student.

Procedure

All current students requesting information regarding transfer must be referred to the Campus Manager or, in his absence a senior member of staff.

Holmes student wishing to transfer to another provider.

- ❖ Student must have a valid enrolment offer from another provider
- ❖ Request must be in writing
- ❖ Under 18 students must have a letter in writing from their parent requesting the transfer and written confirmation that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements.

Holmes will consider each request and provide a written response to the student.

Request for transfer may be refused for the following reasons:

- ❖ Basis of application is not deemed to be exceptional circumstances relating to the welfare of the student.
- ❖ The transfer may jeopardize the student's progression through a package of courses
- ❖ Student has not utilized Holmes support services and academic resources.
- ❖ The student is intending to avoid being reported to DIAC for failing to meet Holmes attendance or academic progress requirements.
- ❖ Valid offer letter has not been received
- ❖ Transfer perceived as detrimental to student
- ❖ Under 18 requirements have not been met according to the National code

Request for release may be approved in exceptional circumstances where it is considered in the best interests of the student, academically or personally.

The Campus Manager will assess the request and respond in writing within 10 working days. If the request is refused the student has 20 days to appeal via the Appeals, Complaints and Disputes process.

Student wishing to apply to Holmes

Holmes staff must not actively recruit any student who is not eligible to transfer providers as a result of their being in the first 6 months of their principal course.

A Letter of Offer may be provided to a student who is requesting a place at Holmes. In discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a no transfer clause. If applicable staff must inform student of the requirement to obtain a letter of release from the current provider before a valid enrolment can commence. Exceptions to this requirement are where

- a. 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.
- b. Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.

Note: There is an excellent fact sheet on AEI's website. Copies of this should be kept in Student Services.

Deferral, Suspension, Cancellation

Policy

There are limited circumstances in which a student's enrolment may be deferred, suspended or cancelled.

Definitions:

- ❖ Deferral: Postponement of commencement of a course
- ❖ Suspension: Temporary postponement of enrolment during course
- ❖ Cancellation: Cessation of enrolment in course

Procedure

Student Initiated Deferral, Suspension or Cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- ❖ Unavailability of a course
- ❖ Visa delay
- ❖ Compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Supporting documents must be provided upon application e.g. medical certificates, police reports etc. and kept on the student's file.

Deferral Prior to Commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admissions office. When the deferral is processed the student will receive a revised Letter of Offer and eCOE.

Suspending your Enrolment

Students wishing to suspend their enrolment must complete a “student request to defer suspend or cancel a course form” with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is Six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.

Cancelling your Enrolment

Students wishing to cancel their enrolment must complete a “Student Request to Defer Suspend or Cancel a Course Form” with all supporting documentation attached. The student will receive notification in writing of the result of the request.

If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

U18 Students

All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application. Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DIAC office or refer to www.immi.gov.au for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

Holmes Institute Initiated Deferral, Suspension or Cancellation

HI may defer commencement of a course when a course is not offered.

HI may suspend a student enrolment for:

- ❖ Misconduct – where behaviour of a student:
 - Has been in serious breach of a college rule;
 - Is in breach of enrolment conditions;
 - Is considered to provide a threat to the wellbeing of other students or staff.

HI may cancel a student enrolment for:

- ❖ A serious breach of a college rule;
- ❖ Breach of enrolment conditions;
- ❖ Where a student is considered to provide a threat to the wellbeing of other students or staff;
- ❖ Serious misconduct;
- ❖ Failing to meet the requirements of the Course Progress Policy (VET and H.Ed);
- ❖ Failing to meet the requirements of the Course Attendance Policy (ELICOS and Secondary College);
- ❖ Non –payment of tuition fees;
- ❖ Non re-enrolment.

Where suspension or cancellation is initiated by HI, students will receive a notice of Intent to Defer, Suspend or cancel Enrolment. This notice will clearly identify that a student will be given 20 working days to access the Institute's internal complaints and appeals process. When the appeals process is initiated, Holmes will maintain the student's enrolment until the internal appeals process is complete. Holmes reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

In the case of U18 students, a copy of the notice of Intent to Defer, Suspend or Cancel Enrolment will be forwarded to the parents or legal guardian. Holmes will liaise with the parents or legal guardian to achieve the best possible outcome.

Where Holmes intends to defer, suspend or cancel the enrolment of a student under 18, Holmes will continue to check the suitability of accommodation and welfare arrangements until:

- a. The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b. The student leaves Australia;
- c. Other suitable arrangements are made that satisfy migration regulations; or
- d. Holmes reports under Standard 5.1 that it can no longer approve of the arrangements for the student.

The suspension or cancellation will be notified via PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld. Students may access Holmes external appeals process.

List of Helpful Websites

Government Departments

Department of Immigration,
and Citizenship DIAC

<http://www.immi.gov.au>

Study in Australia
Australia and Overseas
Embassies and Missions

<http://www.studyinaustralia.gov.au>

<http://www.immi.gov.au/contacts/overseas.htm>

Department of Industry, Innovation,
Climate Change, Science, Research
and Tertiary Education
(DIICCSRTE))

<http://www.innovation.gov.au>

Department of Foreign Affairs and
Trade

<http://www.dfat.gov.au>

Tourist Information Services

Australian City Search
Australian Street Maps
Australian Tourist Commission
Victoria
New South Wales
Brisbane
Gold Coast
Cairns
Australian Weather
World Times
Currency Conversions

<http://www.citysearch.com.au/>

<http://www.whereis.com.au/whereis/home.jsp>

<http://www.australia.com/>

<http://www.visitvictoria.com/>

<http://www.visitnsw.com.au/>

<http://www.ourbrisbane.com/>

<http://www.goldcoasttourism.com.au/>

<http://www.cairns.qld.gov.au/tourism/>

<http://www.bom.gov.au>

<http://www.timeanddate.com/worldclock/>

<http://www.xe.com/>

Airport/Airlines Information

Melbourne
Sydney
Brisbane
Gold Coast
Cairns
Qantas Airlines
Virgin Blue
Jetstar
Australian Airlines

<http://www.melbourneairport.com.au/>

<http://www.sydneyairport.com.au/>

<http://www.bne.com.au/content/home.asp>

<http://www.goldcoastairport.com.au/>

<http://www.cairnsport.com.au/airport/>

<http://www.qantas.com.au/>

<http://www.virginblue.com.au>

<http://www.jetstar.com/>

<http://www.australianairlines.com.au/>

General Services

Allianz Global Overseas
Student Health Cover
Sensis (White and Yellow Pages)
Public Holidays
Driving in Australia

<https://www.oshcallianzassistance.com.au/default.aspx>

<http://www.whitepages.com.au>

<http://www.australiatravelsearch.com.au/trc/hols.html>

NSW

<http://www.rta.nsw.gov.au/licensing/index.html>

VIC <http://www.vicroads.vic.gov.au>

QLD <http://www.transport.qld.gov.au/driving>

Laws in Australia

<http://www.immi.gov.au/settle/states/laws.htm>

<http://www.alcoholguildelines.gov.au/>

Contact Details

International Office

Address: 185 Spring Street Melbourne Victoria 3000 Australia
Telephone: 03 9662 2055
Facsimile: 03 9662 2083
24-Hour Contact: 0413 758 864
E-mail: internationaloffice@holmesinstitute.edu.au
Website: www.holmes.edu.au

Sydney Campus

Address: Level 6, 91 York Street Sydney NSW 2000
Telephone: 02 9299 1400
Facsimile: 02 9299 0211
E-mail: sydney@holmesinstitute.edu.au
24 Hour Contact: 0413 758 861

Melbourne Campus

Address: 185 Spring Street, Melbourne, Victoria 3000
Telephone: 03 9662 2055
Facsimile: 03 9662 2083
E-mail: melbourne@holmes.edu.au
24 Hour Contact: 0413 750 066

Brisbane Campus

Address: Level 1, 171 Elizabeth Street Brisbane Queensland 4000
Telephone: 07 3211 4188
Facsimile: 07 3211 4199
E-mail: brisbane@holmes.edu.au
24 Hour Contact: 0413 758 869

Gold Coast Campus

Address: Oasis Centre Victoria Ave Gold Coast Queensland 4218
Telephone: 07 5592 5477
Facsimile: 07 5592 5288
Email: goldcoast@holmes.edu.au
24 Hour Contact: 0413 758 862

Cairns Campus

Address: 18 Lake Street Cairns Queensland 4870
Telephone: 07 4041 2855
Facsimile: 07 4041 2866
E-mail: cairns@holmes.edu.au
24 Hour Contact: 0413 758 863

CRICOS Provider Codes:

- ❖ Holmes Institute Pty Ltd VIC 02639M; NSW 02767C; QLD 02727M
- ❖ Holmes Commercial Colleges (Melbourne) Ltd VIC 00898G
- ❖ Holmes Colleges Queensland Pty Ltd Brisbane, Gold Coast, Cairns 01647G;
- ❖ Holmes Colleges Sydney Pty Ltd 00040C;
- ❖ Melsand Pty Ltd T/A Intensive English College 00168J;
- ❖ Holmes Commercial Colleges (Melbourne) Ltd T/A HELC 00067C