



ironwood

INSTITUTE



International Student Handbook

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1. Welcome Message from the Chief Executive Officer

Ironwood Institute is a truly international education provider, where overseas students receive quality education while enjoying Australia's unique culture and lifestyle. We endeavour to provide our students with state-of-the-art training facilities, highly qualified and experienced staff to ensure our students have rewarding educational experience.

With a dedication towards academic excellence and commitment to providing a great learning environment, our students can also undertake courses in Agribusiness Management, Horticulture, Business, Leadership and Management and Marketing and Communications.

While studying in a new country can be exciting, with so many new things to learn, there will also be some adjustments that you might face that can be challenging to the way you live. The team at Ironwood is here to support you as you make those adjustments and life here in Adelaide. By caring for the academic, work, personal and social side of each student's life, we help build their future success.

I encourage you to study hard, find balance in everything you do and ask for help in you ever feel unsure.

On behalf of Ironwood Institute, I welcome you to our institute and Adelaide, South Australia.

Navtej Bal
Chief Executive Officer

Imperial Education Group Pty Ltd t/a Ironwood Institute

Level 3, 68 Grenfell Street, Adelaide, SA 5000 Australia

Telephone: +61 8 8227 0300, +61 8 8227 0600

Mobile Phone: +61 430 570 840

E-mail: info@ironwood.edu.au

Postal address: PO Box 3440, Rundle Mall, SA 5000 Australia

1.1 Key Personnel

Navtej Bal	Chief Executive Officer ceo@ironwood.edu.au Mr Bal is the head of Ironwood Institute and has the ultimate responsibility for the Institute.
Camilo Esparza	Director of Academics Camilo.Esparza@ironwood.edu.au Camilo ensures the quality of education at Ironwood and works to ensure students achieve their academic goals
Jennifer Bourne	Student support and administration studentsupport@ironwood.edu.au Jennifer is the first port of call for students.

1.2 Important Information and Emergency Contacts

Ironwood Institute Main Contact Details:

Ph: + 61 8 8227 0300
 Level 3, 69 Grenfell Street
 Adelaide South Australia 5000
www.ironwood.edu.au

Transport:

Adelaide Metro (Public Transport)
 www. <https://www.adelaidemetro.com.au/>

International Student contact officer

Jennifer Bourne
 Ph: + 61 8 8227 0300
studentsupport@ironwood.edu.au

International Student 24 Hour Emergency Contact

Mr Navtej Bal +61 433 316 132
ceo@ironwood.edu.au

Emergency Telephone Numbers:

Police Assistance 131 444
 Ambulance 000
 Fire department 000
 Lifeline Adelaide 13 11 14
 Crime Stoppers 1800 333 000
 Yarrow Place Rape and Sexual Assault 8226 8787

Department of Home Affairs

South Australia
 Adelaide – Visa and Citizenship Office
 70 Franklin Street
 Adelaide SA 5000
<https://www.homeaffairs.gov.au>

Nearest Medical Centres to Ironwood Institute:

Globe Medical Adelaide
 Rundle Mall
 1/21 Hindmarsh Square
 Adelaide South Australia 5000
 08 8232 7372

Forward Medical GP Clinic
 6/50 Hutt Street
 Adelaide South Australia 5000
 08 8210 9429

You are advised to find the medical centre nearest to your residence in Adelaide and check with your overseas student health cover (OSHC) provider for their recommended medical centres as well.

Emergency services

Ironwood Institute has a structured approach in responding to any emergency as it occurs. An emergency is any traumatic event, or threat of such which has the potential to harm life or well-being, and cause extreme stress, fear or injury to the person experiencing or witnessing the event.

Emergency incidents may include, but are not limited to:

- Serious injury, illness, (such as any illness which causes the deterioration of the student /staff member's health over time) or death of a student or staff
- A missing student
- Physical or Sexual assault
- Workplace Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students/staff; such as but not limited to:
 - Sexual Assault
 - Mental Health Crisis
 - Drug / Alcohol Overdose
- In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered

Appropriate support and counselling services are available to those affected and appropriate training and information resources are also available for staff.

The national telephone number for emergency Police, Ambulance or Fire Services is 000 (dial triple zero).

From a mobile phone you may need to use the international standard emergency number of 112 (one, one, two). Ironwood Institute has a critical incident policy accessible to all students from the website at www.ironwood.edu.au

Once the relevant authorities have been notified, the point of contact for Ironwood Institute is the CEO

CEO Name: Mr Navtej Bal

Mobile: 0433 316 132

For further information, please refer to our critical incident policy at <https://ict.edu.au/student-resources/>

StudyAdelaide is another valuable point of contact for arrived international students. They welcome and year-long calendar of free and discounted events and activities that give international students the opportunity to meet, make new friends and immerse themselves in different aspects of Australian culture. They also help students with their resume writing and workshops to prepare students on how to prepare for time work. The contact details are as below:

Phone: +61 8 8226 0022

Email: enquiries@studyadelaide.com.

Address: Level 9, 131-139 Grenfell Street Adelaide, SA Australia



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2. Studying with Ironwood Institute

2.1 Application Step-by-Step Process Model



2.2 Courses offered by Ironwood Institute

Ironwood Institute offers the following accredited and nationally recognised qualifications/courses to overseas and domestic students in Adelaide South Australia.

Agribusiness Courses

CRICOS Code	Course Code & Title	Duration in weeks (hours per week)	Admin Fee (AUD)	Learning Resources Fee (AUD)	Tuition Fee (AUD)	Total Course Fee (AUD)
097347D	AMP80115 Graduate Certificate in Agribusiness	26 (20)	\$250	\$250	\$9,250	\$9,750
090828K	AMP80215 Graduate Diploma of Agribusiness	52 (20)	\$250	\$250	\$19,500	\$20,000

Horticulture Courses

CRICOS Code	Course Code & Title	Duration in weeks (hours per week)	Admin Fee (AUD)	Learning Resources + PPE Fee (AUD)	Tuition Fee (AUD)	Total Course Fee (AUD)
092542G	AHC30716 Certificate III in Horticulture	52 (20)	\$250	\$350 + \$373	\$9,973	\$10,946
092550G	AHC31116 Certificate III in Production Nursery	52 (20)	\$250	\$350 + \$373	\$9,973	\$10,946
092592J	AHC50416 Diploma of Horticulture	52 (20)	\$250	\$350	\$8,000	\$8,600

Business and Management Courses

CRICOS Code	Course Code & Title	Duration in weeks (hours per week)	Admin Fee (AUD)	Learning Resources Fee (AUD)	Tuition Fee (AUD)	Total Course Fee (AUD)
088211F	<u>BSB51918 Diploma of Leadership and Management</u>	52 (20)	\$250	\$250	\$8,000	\$8,500
088212E	<u>BSB61015 Advanced Diploma of Leadership and Management</u>	78 (20)	\$250	\$250	\$9,500	\$10,000

Marketing & Communication Courses

CRICOS Code	Course Code & Title	Duration in weeks (hours per week)	Admin Fee (AUD)	Learning Resources Fee (AUD)	Tuition Fee (AUD)	Total Course Fee (AUD)
097348C	<u>10118NAT Diploma of Social Media Marketing</u>	52 (20)	\$250	\$250	\$12,000	\$12,500
093174G	<u>BSB61315 Advanced Diploma of Marketing and Communication</u>	78 (20)	\$250	\$250	\$9,500	\$10,000

2.3 Entry Requirements

Ironwood has a minimum level of requirement for age, English proficiency and academic background to meet to be offered an admission to enrol in a course(s). For detailed information please refer to [Entry requirement](#) at www.ict.edu.au

Course Level	Age (years)	English language	Academic and work experience
Certificate III, Certificate IV, Diploma & Advanced Diploma	18+ at course commencement	IELTS (Academic): 5.5 overall band score with no less than a minimum of 5.0 in each band or PTE, TOEFL, OET or CAE equivalent and within a 3-year period. or; Ironwood Institutes internal assessment	Year 12 equivalent to Australian standards or above and/or Certificate level qualification from Australia No experience required
Graduate Certificate, and Graduate Diploma	18+ at course commencement	IELTS (Academic): 6.0 overall band score with no less than a minimum of 5.5 in each band or PTE, TOEFL, OET or CAE equivalent and within a 3-year period or; Ironwood Institutes internal assessment	AMP80215 Graduate Diploma of Agribusiness AMP80115 Graduate Certificate in Agribusiness An Advanced Diploma or Diploma qualification relevant to an agri-food industry or relevant extensive vocational experience in middle management in an agri-food industry at a skill level commensurate with the AQF level VI attributes and criteria or higher education qualification (e.g. Bachelor Degree), with relevant vocational experience in an agri-food industry

2.4 Tuition Fee Payment(s)

- Tuition fee(s) DOES NOT cover the admission fee, accommodation fee, living expenses, textbooks, uniforms, stationery, equipment, and external resources
- Tuition and non-tuition fees are to be paid directly to Ironwood Institute.
- Ironwood is not responsible for any monies paid to an agent or third party by the student.
- All fees are in Australian Dollars and may be subject to an annual increase each subsequent calendar year.
- The student fees are protected by the Tuition Protection Scheme (TPS) and Overseas Students Tuition Fund (OSTF) of Section 45 – Section 53 of the Education Services for Overseas Students Act 2000 if Ironwood Institute defaults. <https://tps.gov.au/StaticContent/Get/StudentInformation>
- Ironwood reserves the right to withhold certificates and results until payment of all outstanding fees has been made.
- Ironwood also reserves the right to students to cease access from attending the classes until all outstanding fees are paid.

2.5 Tuition Fee exclusions

- Personal Protective Equipment (PPE) for Horticulture programs as per letter of offer
- Learning Resources as per letter of offer
- A late fee of \$100 per week may be levied on students for late payment of course fees and the student may lose his/her place in the course.
- If assessment result is marked as Not Yet Competent (NYC) in a unit of competency, students may be required to undergo re-assessment for the same unit and will be charged \$100.00 per re-assessment.
- If assessment result is marked as Not Yet Competent (NYC) in a unit of competency, students may be required to re-enrol in the same unit and may be charged full unit's fee calculated pro rata from the course fee.
- Re-issue of a qualification award and academic transcript - \$30.00
- Re-issue of a Statements of Attainment - \$20.00
- Re-issue of an Ironwood Student ID Card - \$10.00.
- Course deferment-\$0

Horticulture Personal Protective Equipment (Only for Horticulture Programs)- \$373

- Safety boots \$100
- Broad brimmed hat \$10
- Garden gloves \$5
- High visibility jacket \$100
- High visibility cotton drill shirt \$22
- Cotton drill cargo trousers \$25
- Water proof trousers \$46
- Budding and grafting knife \$20
- 60x plant identification microscope for camera \$30
- Moisture meter \$ 15

2.6 Ironwood Refund Policy

Ironwood Institute has adopted a refund policy that is fair to students who have valid reasons for requesting refunds and the refund processes for students are quick and streamlined. Ironwood's refund policy observes the principles outlined in the with [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#), [National Code 2018](#) and [Tuition Protection Service](#) (TPS).

Details concerning the scope of Ironwood Institute Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made. This dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

Ironwood refund processes and the availability of complaints and appeals processes does not remove the right of the student to act under Australia's consumer protection laws.

Definitions

Student	any student who has signed a student agreement and offer acceptance form is deemed enrolled at Ironwood.
Local student	a student who is an Australian citizen and/or permanent resident enrolled at Ironwood.
International student	a student granted an initial visa to attend and study at the Institute
Local International student	a person who arrived in Australia on any valid visa and wants to apply for student visa by enrolling at Ironwood.
Tuition fee	amount owed to Ironwood for Tuition of whole course.
Refund	amount returned to the student after deduction of the fees payable to Ironwood.
Course fees	sum of the tuition fees and the non-tuition fees (if any) received by the provider in respect of the student

Fee payable	amount owed to Ironwood as per Letter of Offer
Study term	10 to 12 weeks study period
Packaged course	where a student is enrolled in a package of courses
Commencement	first day of the first program attended by the student.

Student default occurs when any of the following happens:

- a) a student not commencing a course on the agreed start date and nominated on the CoE and in the student written agreement
- b) a student cancelling their enrolment in a course (this includes an abandonment of the course before its completion);
- c) a student failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- d) a Student breaching a condition of his or her student visa; or
- e) misbehaviour by a student as per student code of conduct.

Institute default occurs when:

- a) the course does not commence on the agreed commencement date;
- b) the course ceases to be provided at any time after it commences but before it is completed; or
- c) the course is not provided in full to a student because a sanction has been imposed on Ironwood Institute

REFUNDS IN THE EVENT OF STUDENT DEFAULT

Offshore student visa refusal

If the initial student visa is not granted from outside Australia, a refund of course fees received by Ironwood will be issued to the international student within 28 days of the written request as per Education Services for Overseas Students (Calculation of Refund) Specification 2014 at <https://www.legislation.gov.au/Details/F2014L00907>

The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
- b) \$500.

Onshore Student Visa refusal

If the student visa is refused to the local/ onshore international student and a course has already commenced, a refund of unspent course fees, will be issued to the student within 28 days of the written request. The admission fee of AUD \$250.00, the learning resources fee and the Personal Protective Equipment (PPE) fee (for horticulture only) is not refundable.

However, if the visa is refused before course commencement date, a refund will be calculated as per point offshore student visa refusal above.

Non-visa refusal (before the commencement date)

If a student withdraws, transfer or cancels the enrolment not because of visa refusal and before the commencement date of a course and requests a refund:

- Withdrawal more than 70 calendar days prior to the course commencement date -a refund of 100% of tuition fees paid
- Withdrawal more than 28 calendar days but less than 70 calendar days prior to the course commencement date - a refund of 70% of the tuition of the first study term.

Please note: if only a deposit or part payment has been made, the student is still required to pay the difference up to 30% of the total fee for that study term;

- Withdrawal more than 14 calendar days but less than 28 calendar days prior to the course commencement date- a refund of 50% of the total tuition of the first study term. Please note: if only a deposit or part payment has been made, the student is still required to pay the difference up to 50% of the total tuition fee for that study term;
- Withdrawal less than 14 calendar days prior to the course commencement date or after the course commencement date- no refund of the tuition of the first study term. Please note: if only a deposit or part payment has been made, the student is still required to pay for the full study term fee;
- The admission fee of AUD \$250.00 is not refundable.
- Overseas student health cover, learning resources and personal protective equipment (PPE) will be refunded in full.
- If student has paid upfront fee for more than one study term, any additional subsequent study term fees will be refunded in full.
- The refund will be processed within 28 days of the refund application received by Ironwood Institute.

Non-visa refusal (after the commencement date)

If a student withdraws or transfer from a course after the course starts, not because of visa refusal:

- If a student does not commence i.e. doesn't arrive or has not arranged with Ironwood Institute for a later start, then that study term's tuition fee is not refundable
- No refund of the current study term will be made to any student who deferred their enrolment after the commencement date.
- If a student's enrolment is terminated after course commencement because of a serious breach of student visa conditions or Ironwood' policies where the student has paid the fees for one or more terms in advance, the student will receive no refund of the current term and any additional subsequent study term fees will be refunded in full.
- Ironwood will make payment of refunds within 28 days of receipt of application for refund.
- In accordance with the agreement, Ironwood reserves the right to invoice the student the portion of fees owed by the student for services received from the Ironwood Institute.
- The admission fee of AUD \$250.00 is not refundable
- Unspent Overseas student health cover and learning resources fee will be refunded
- The Personal protective equipment (PPE) fee for horticulture programs is not refunded

Packaged Courses

- Students enrolled in a package of courses seeking a refund after completing their English language course (or any other course other than their principal course of study), but prior to completing six months of their principal course will be considered to have defaulted after the commencement date and will be dealt with in accordance with as above
- Where a student enrolled in a package of courses at Ironwood Institute and is eligible for a refund, the refund amount will be calculated based on each individual course tuition fee.
- Where an articulation to a Higher Education course is offered as part of a package of courses, a deposit may be required to be paid directly to higher education provider. Ironwood is not responsible for the payment of fee or refund process and students are required to read and understand the fee and refund policy of the higher education provider

REFUNDS IN THE EVENT OF IRONWOOD DEFAULT

In the event of Ironwood default, within 14 days of the default, Ironwood will:

1. Either offer the student an alternative place at Ironwood's expense, that is accepted in writing;
- OR
2. Refund the student the unused portion of the prepaid fees as per ESOS (Calculation of Refund) Specification 2014

If Ironwood is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator

CALCULATIONS OF REFUNDS

Refunds of Tuition fees will be calculated under the relevant ESOS provision- Refer to the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

<https://www.legislation.gov.au/Details/F2014L00907/Download>

Students will be entitled to refund in the following circumstances:

- Student fails to start a course due to visa refusal
- Compliant student default agreement is not entered
- Other student defaults
- Provider Default

The amount of refund depending on the above circumstances will be calculated as follows:

Method for working out amount of refund in the event student fails to start a course due to visa refusal

The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
- b) \$500.

Method for working out amount of refund of tuition fee in the event of following three situations:

- i. provider default
- ii. provider does not enter into compliant student default agreement
- iii. Other student default (This section would apply where a student whose visa has been refused and has withdrawn from the course after it commenced or has failed to pay an amount, he or she was liable to pay the provider in order to undertake the course)

Refund amount= weekly tuition fee X weeks in default period

$$\text{weekly tuition fee} = \left(\frac{\text{total tuition fees for the course}}{\text{number of calendar days in the course}} \right) \times 7$$

weeks in default period = $\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$

PROCESS TO CLAIM A REFUND

All applications for refund must be made in writing by way of the Refund request form available from the Ironwood office, Ironwood education agent or Ironwood website www.ironwood.edu.au and submitted to the Head of Admissions and Accounts by email, registered mail, courier or personal delivery as soon as practicable.

Physical address: Ironwood Institute, Level 3,68 Grenfell street Adelaide SA 5000 Australia,

Postal address: PO Box 3440 Rundle Mall SA 5000 Australia,

email: admissions@ironwood.edu.au

Verbal notification to Ironwood staff or agents is not valid.

The institute will endeavour to process all refunds within specified time frames. The date the written request for refund is received by Ironwood Institute is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.

Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Ironwood Institute.

- Refund on visa rejection will require a copy of notification of visa refusal.
- Refunds will be paid in Australian Dollars into the applicant nominated bank account.
- Ironwood complaints and appeals process allows students to make an appeal if not satisfied with refund decision.
- Ironwood's refund policy and the availability of complaints and appeals processes does not remove student's right to act under Australia's consumer protection laws where applicable.

GENERAL REFUND RULES

- To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Ironwood Institute until the course start date.
- Tuition fees and Overseas Student Health Cover (OSHC) may be refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course.
- If the student have given misleading information to an Ironwood Institute approved agent, Ironwood Institute and/or any Commonwealth Agencies of Australia, no refund may be given.
- No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- In case of a cancellation by the student or Ironwood Institute , any outstanding fees to Ironwood Institute become due with 7 (seven) days.
- Any costs incurred by Ironwood Institute to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of South Australia.
- Ironwood will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- Ironwood only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with Ironwood. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

RESPONSIBILITIES OF REFUNDS

The CEO/PEO, Ironwood Institute is responsible for ensuring compliance with this policy. Head of Admissions & Accounts will process refund requests, if approved, AND arrange refund payment within specified timeframes

Consumer Protection

The Education Services for Overseas Students (ESOS) Act 2000 as amended provides consumer protection if the institution defaults on the course the student is enrolled in. This protection includes either a refund, or if a refund is not possible, placement in an alternative course through Tuition Protection Scheme (TPS).

“The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies” is written and covered in the student’s written agreement upon enrolment.

Privacy

Personal information you supply and consent to being contacted about is to be used by Ironwood regarding this form for study at the Institute. Ironwood Institute collects information on this form and during your enrolment to meet its obligations under the Data Provision Requirements 2012 of [National Vocational Education and Training Regulator Act 2011](#) and [Education Services for Overseas Students \(ESOS\) Act 2000](#).

Access to student records and student’s personal information may be given to identified Commonwealth and State Government Departments or other government agencies such as but not limited to Australian Skills Quality Authority ([ASQA](#)), Department of Home Affairs ([DOHA](#)) and Department of Education and Training ([DET](#)) and National Centre for Vocational Education Research ([NCVER](#)).

Your information can be disclosed without your consent where authorized or required by Australian law. Ironwood will collect, hold, use and disclose your personal information in accordance with the [Privacy Act 1988](#) (Cth) as amended.

All students have the right to access their personal file held by Ironwood and may also request that updates be made to information that is incorrect or out of date. For complete details refer to Ironwood Institute’s Privacy Policy

2.7 Qualifications issued by Ironwood Institute

Students completing all assessment requirements for a qualification will be awarded a testamur corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

2.8 Further studies -Pathways to university

Graduates of Ironwood Institute courses may gain credit for universities. We have pathways of study with top universities to give you more further study options. You may be able to receive credit towards a related university degree and finish your university studies in a shorter time. This pathway (credit transfer or articulation) creates a clear route to higher qualifications, and in some cases, you may be able to gain two qualifications (diploma and degree) in the time it would take to complete a degree course only.

A university pathway may allow you to:

- gain credit towards a university degree
- gain multiple qualifications at diploma and degree levels
- purchase a single visa package so that you do not need to reapply student visa to complete further study in Australia.

3. Rights and obligations

3.1 Ironwood Institute obligations

- Maintain registration as a Registered Training Organisation (RTO) and its Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration.
- Maintain registration of its courses on the national register (www.training.gov.au) in accordance with all relevant regulations and requirements
- Maintain compliance under the NVR Act 2011 and the Standards for Registered Training Organisations (RTOs) 2015 (www.asqa.gov.au/standards) as well as the ESOS Act (www.legislation.gov.au/Details/C2018C00210) and the National Code 2018 (www.internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Implementation.aspx) and any other relevant legislation, standards or guidelines as required.
- Provide quality training, safe learning environment, duty of care and student support services to ensure that our students complete their studies successfully.
- To comply with all relevant commonwealth, South Australian and local laws to operate as an education provider
- Ironwood Institute will not guarantee that:
 1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
 2. You will be employed at the end of your training, as we are not an employer.

3.2 International student rights and responsibilities

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. The [Education Services for Overseas Students \(ESOS\) framework](#) offers you financial protection in case your education institution does not deliver what it has promised you.

The Australian Government's [Department of Education and Training](#) has published [new fact sheet](#) for international students that contains important information about their rights and responsibilities while studying in Australia. For more information about studying in Australia visit [Study in Australia](#).

Under Australian law overseas students have the right to the following:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from Ironwood Institute and your Ironwood's agent before you enrol
- sign a written agreement with Ironwood Institute before or at the time you pay fees. You do not have to pay the Institute any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements are included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund of their unspent tuition fees if Ironwood Institute is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information.
- access complaints and appeals processes of Ironwood Institute and if not satisfied with an outcome, you can take the matter to the [Overseas Students Ombudsman \(OSO\)](#)
- request to transfer to another institution and have that request assessed by Ironwood Institute if you are not satisfied with the course you are doing at Ironwood and wish to transfer to another education institution registered on Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>
- same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. Please refer to [Fairwork Ombudsman](#) for more information

- Receive support services from Ironwood Institute at no additional cost to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. Please refer to [Ironwood Student support services](#) for complete details
- Safe and equitable learning environment at Ironwood Institute

As an international student on a student visa, you must:

- comply with your [student visa conditions](#)
- ensure you have and continue to maintain your [Overseas Student Health Cover \(OSHC\)](#) for as long as you stay in Australia on a student visa
- Inform Ironwood Institute if you change your address or other contact details
- meet the terms of your written agreement with Ironwood Institute
- maintain satisfactory course progress and attendance
- Must not engage in cheating or plagiarism in exams and assessments. Your enrolment or student visa could be affected or cancelled altogether. If you are struggling with your studies, it's best to ask what [support services](#) can be offered to you by Ironwood Institute
- Follow all other Australian laws (federal, state and local)

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/visa-1/500-?modal=/trav/stud/more/visa-conditions> , or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

If you require more information or have a specific enquiry, please send an email to studentsupport@ict.edu.au.

3.7 Overseas Student Health Cover

It is a [condition of student visas](#) that international students and accompanying dependents must hold valid [Overseas Student Health Cover](#) (OSHC) for the entire duration of their study in Australia. The OSHC rate will vary depending on the personal circumstances and duration of stay in Australia. OSHC is a private health care arrangement, equivalent to Australia's [Medicare](#) system, which helps cover the costs of medical treatments in and out of hospital, should you get sick or have an accident.

Ironwood Institute recommends OSHC provider [Australian Health Management \(AHM\)](#). However, this recommendation does not restrict you from obtaining OSHC from a provider of your choice. A list of approved providers can be found on the [Department of Health and Aging website](#)

If your education provider arranges your OSHC coverage, you will need to know the name of your health insurance provider, the date that your policy starts and finishes and should be aware of the terms and conditions of your policy. If you arrange OSHC coverage yourself, you will also need to know the policy number to include in the visa application.

Exceptions: You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- a Swedish student covered by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately.

If you have a child born after your arrival in Australia, and you only have a single OSHC policy you must change that to a family policy. If family members join you after your arrival in Australia, they will have to demonstrate that they have an OSHC policy for the duration of their visas.

<https://www.homeaffairs.gov.au/trav/visa-1/500-?modal=/visas/supporting/Pages/500/Overseas-Student-Health-Cover.aspx>

3.8 Student rules, policies and procedures

Ironwood Institute has a set of student rules available that apply to all students. These rules provide information about your student rights, the rights of other students and the responsibilities that you have to Ironwood.

Students who breach these rules will be subject to disciplinary procedures and actions and may also be subject to cancellation of enrolment and legal sanctions.

Several Ironwood policies and procedures also contain valuable information that can affect your studies. Our team can provide you with further information and advice on these rules, policies and procedures.

<https://ict.edu.au/student-rights-and-responsibilities/>

3.9 Change of contact details

Students are obligated to notify Ironwood while studying and living in Australia, their current contact details including current residential address, mobile number (if any) and email address (if any) and any changes to these personal contact details within 7 days of the change. All students are required to provide a contact in emergency situations.

3.10 Paying fees

Before the beginning of each term/study period an invoice will be emailed to you. This invoice outlines your course fees. You must ensure that you have paid term fees in full by the due payment date. Students who have not paid tuition fees will not be able to commence or continue their course. If your course has non-tuition fees (e.g. Admin fee, learning resource, PPE), you will need to pay for these before start of class. You may also need to pay additional fees for course uniforms or additional equipment.

3.11 Class attendance

Students who enrol in any of Ironwood Institute's full-time programs are enrolled in a scheduled 20 hours course contact per study week. It is important that you attend all scheduled classes during your study term. If you are sick, you must inform an Ironwood Institute staff member as soon as possible. You will need to provide a medical certificate as proof of your illness.

3.12 Course progress

All primary student visa holders have a **mandatory visa condition** (8202). The condition requires you (among other requirements) to *maintain satisfactory course progress* for each study period as required by Ironwood Institute.

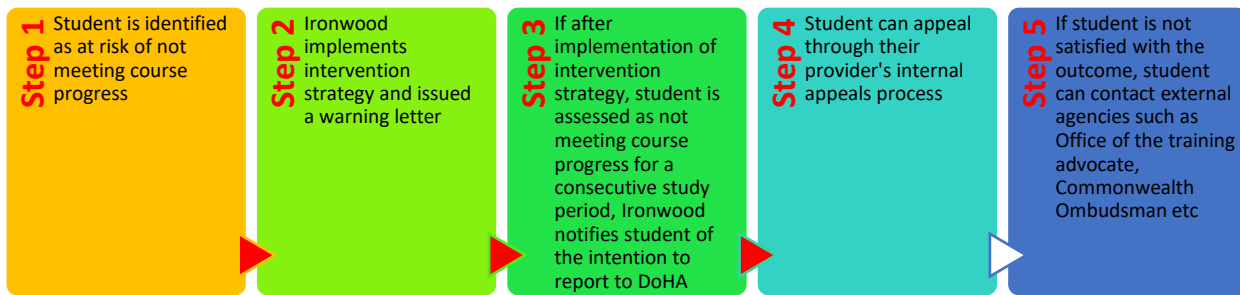
To assist students to maintain the course progress, Ironwood Institute will systematically:

- Monitor students course progress
- Implement an intervention strategy if you are at risk of not meeting satisfactory course progress requirements
- Notify the student if it intends to report you to DoHA if you have been assessed as not achieving satisfactory course progress after an intervention strategy has been implemented
- Report unsatisfactory course progress to DoHA

You, the student, have:

- To meet the course progress requirements
- The right to appeal Ironwood's decision to report you for unsatisfactory course progress

An overview of the process



Attendance of each student enrolled with Ironwood will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, Ironwood does not report students on unsatisfactory attendance alone.

In order to maintain course progress in any particular study period (term 10-12 weeks), you must attend all classes, complete all class activities and assignments and pass all requirements of the course. If you are having difficulties with your studies, talk to your trainer to arrange help.

An intervention strategy will be implemented for students deemed 'at risk' of not making satisfactory course progress. The intervention strategy is developed to support students to successfully achieve their course award.

Ironwood Institute will report students who have breached course progress requirements in two consecutive study periods as required by the Education Services for Overseas Students Act (ESOS).

What is an intervention strategy?

An intervention strategy is a plan, method or action to help you if you are at risk of failing to meet course progress requirements. The aim of an intervention strategy is to help you to improve your course progress to a satisfactory level. Appropriate intervention strategies may vary according to the course and the student but may include some of the following:

- Advising you of available study skills workshops, academic counselling, English language support or other support
- Requiring you to meet regularly with a staff member of your to review your progress before the end of the next study period
- Requiring you to attend a minimum number of classes
- Requiring you to submit assignments or complete assessments within a certain timeframe
- Referring you to other relevant support services, for example, counselling for personal issues, appropriate services such as medical, accommodation or financial counselling services
- Considering a period of suspension of studies

What else do you need to know?

If you fail to meet course progress requirements after the intervention strategy has been implemented in 2 consecutive study periods, Ironwood Institute is obliged to send you a Notice of Intention to Report. The Notice of Intention to Report is to tell you that Ironwood intends to report you to the Department of Home Affairs.

You have an opportunity to lodge an internal appeal first, within 20 working days (Monday to Friday, excluding public holidays). Please refer to our Complaints and Appeals policy and procedure and our course progress policy at www.ironwood.edu.au.

Ironwood must give you a written outcome of the internal appeal and explain the reasons for its decision. We will also advise you that have the right to make an external appeal to an independent body like the Office of the training advocate or the Commonwealth Ombudsman, by a certain time (deadline), before we can report you.

Make sure you read our complaints and appeals process and decide if you want to make external appeal. You have to contact the external body before Ironwood's deadline ends. We recommend that you notify student services that you have lodged an external appeal, so we know not to report you until the external appeal process is complete.

3.13 Course completion

International students are expected to complete their course within the duration specified in their Confirmation of Enrolment (CoE). Ironwood Institute may deliver elements of a course through online or distance delivery and will not exceed more than a third of the total course and students enrol in at least one face-to-face unit on campus in any given study period/semester. Ironwood Institute will only extend the study duration for a course through the issuing of a new CoE in limited circumstances.

For more details please refer to course progress policy in Student Resources section on www.ironwood.edu.au

3.14 Deferral, Suspend, Cancel and Withdrawal

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the Ironwood Institute for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in a registered provider's policy.

Defer	To postpone the commencement of a course until a later time
Suspend/Suspension	To stop a student's enrolment or cause the student to be inactive either temporarily or permanently
Cancel	It is the permanent termination of the student's enrolment and the student's CoE status will be listed as "cancelled"
Withdrawal	Student who has not completed his/her course and does not return to studies after a scheduled holiday break or have applied for cancellation of his or her enrolment to go back to their home country permanently. Ironwood will notify Department of Home Affairs via PRISMS of 'student notified cessation of studies' to cancel the student's enrolment.

Ironwood assess the deferral of commencement of study or suspension of study for the overseas student in accordance with its documented procedures for assessing and approving changes to enrolment. 'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a 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 overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

The deferral, suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk.

For more details please refer to Student Resources section for policy on deferment, suspension, cancellation and withdrawal on www.ironwood.edu.au

3.15 Overseas student transfers

In accordance with the National Code 2018 Ironwood will not seek to enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study unless student has obtained official release from his/her education provider.

Students wishing to apply for release from Ironwood before they have completed six months of their principal course must read the Transfer between providers policy and procedure. The Department of Home Affairs also provides important information about changing courses and education providers.

<https://www.homeaffairs.gov.au/trav/stud/more/changing-courses>

For more details please refer to transfer provider policy in Student Resources section on www.ironwood.edu.au

3.16 Course assessment

A number of approaches for course assessment are used at Ironwood Institute. Depending on the course level assessment approaches may include observation of performance in class, workshops, case studies, projects, assignments, presentations, role-play, written tests, examination, oral tests and practical assessment. Students will be given warning of the time and forms of any assessments and will not be expected to sit for an assessment they have not prepared for. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

3.17 Practical Training Assessment

Practical Training and its assessment is a compulsory requirement for completing horticulture qualifications at Ironwood. Our dedicated trainer/supervisor provides the necessary assistance and duty of care while the students are at practical training. In addition, our trainer/supervisor will carry out the assessment for the assigned task at the site to ensure that the student learns real life skills.

3.18 Plagiarism

Plagiarism is when you take someone else's work and submit it for assessment as your own and neglecting to reference the original source. This can include copying blocks of text from sources such as reference books into your own assignment.

Plagiarism is a very serious offence in Australia, and harsh penalties apply that may include an automatic fail for your unit, which will put your student visa in jeopardy. If you wish to use someone else's work, you must reference it and explain how it relates to and supports your own work and the argument you are trying to make. It is always best to check with your trainer and assessor if in doubt.

3.19 Student complaints and appeals

Ironwood Institute acknowledges that students have the right to complain or appeal a decision, based on valid grounds for an appeal. Students have free access to our complaints and appeal process which is independent and immediately accessible which also includes free access to an independent external body if the student desires. Ironwood has provisions for students to appeal against assessment and enrolment decisions including those made by a third-party partner.

Ironwood ensures that students have access to a fair and equitable process for lodging an appeal against a decision. The complaints and appeals processes does not remove your right to take action under Australia's consumer protection laws where applicable.

In keeping with the ESOS Act, National Code 2018, National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter,
2. An appeal only relates to Ironwood Institute's decision (training and non-training matters) you have 20 days after the issuing of the decision to lodge an appeal

You may complain or appeal:

1. Informally – a brief discussion with the concerned person where the explanation is enough to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

General Guidelines

- Complainants will be given the opportunity to present their case
- A written statement of the outcomes will be issued, providing reasons for decisions reached
- the complainant and any respondent will have the right to have a representative present during any relevant meetings which form part of the grievance handling process. If the students are using a paid nominee, this is at their own expense.
- The complainant and any respondent will not be subject to any discrimination, victimisation or harassment because of actions taken.
- At all stages of the process, a current student's enrolment will be maintained.
- Nothing in this policy and procedure limits the rights of individuals to act under Australia's Consumer Protection laws.
- These procedures do not circumscribe an individual's rights to pursue other legal remedies.

For more details please refer to Student Resources section on www.ironwood.edu.au

To commence the formal process, you must complete a Complaint or appeal Form (available from Student Services at Ironwood reception or <https://ict.edu.au/policies-procedures/>). The following information needs to be provided in writing:

- a) outline the details of the complaint or appeal;
 - b) supporting information that the complainant wishes to have considered;
 - c) an explanation of the steps already taken to try to resolve the complaint informally;
 - d) why the responses received are not considered satisfactory if applicable and
 - e) what the complainant thinks needs to be done to address his/her concerns
- The Complaint Form will be lodged within 7 calendar days of an instance and appeal form within 20 working days of Ironwood's decision. Head of Student Administration will commence the process of considering the complaint and appeal and will acknowledge receipt in writing to the complainant.
 - Head of Student Administration will ensure all steps are taken to resolve the complaint/ appeal as soon as is practical, with the assessment of all complaints and appeals commencing within 10 working days of lodgement.

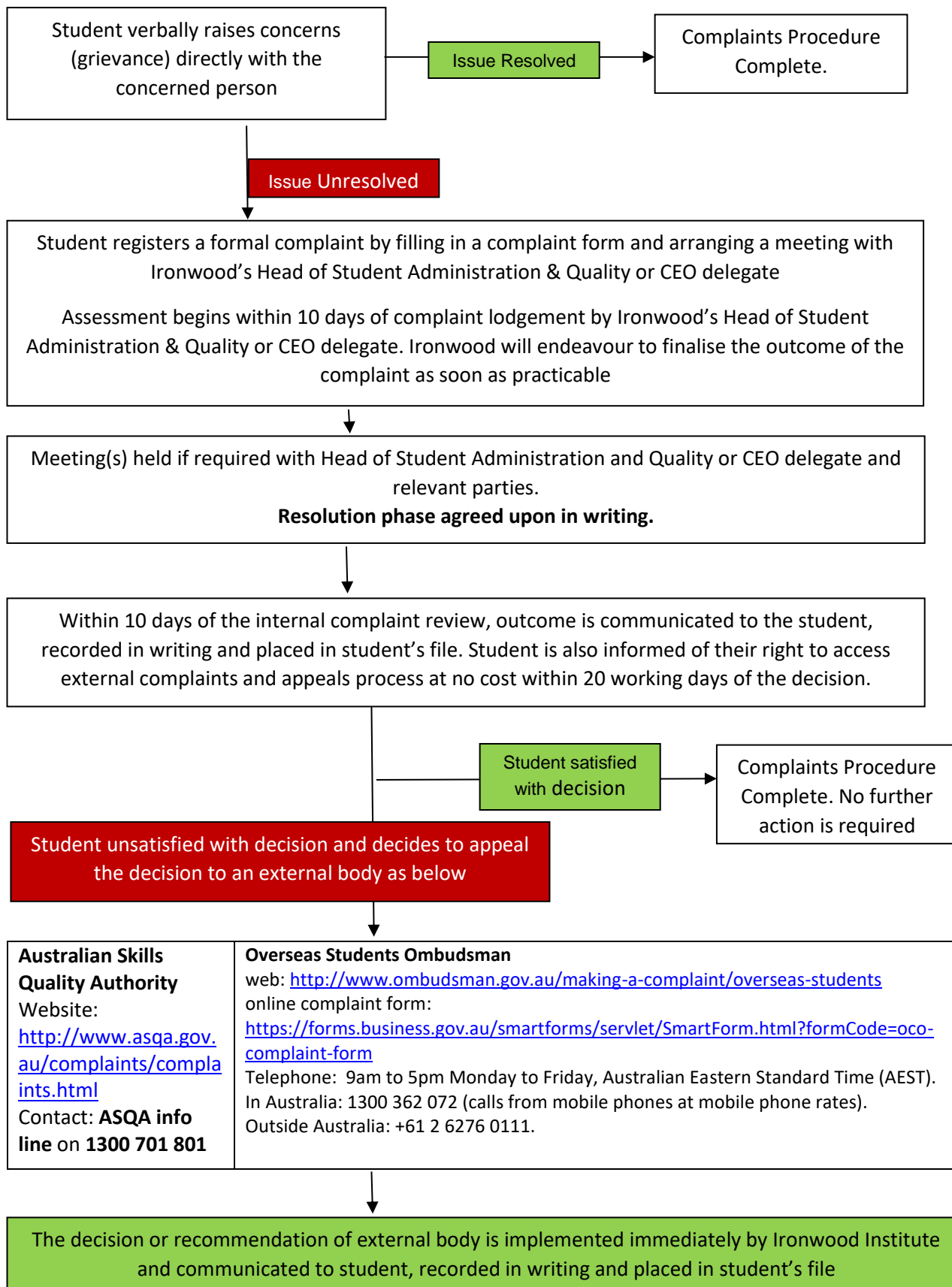
Complaints or appeals wherever possible are to be resolved as soon as practicable.

The details of the independent external bodies for complaints and appeals are as below:

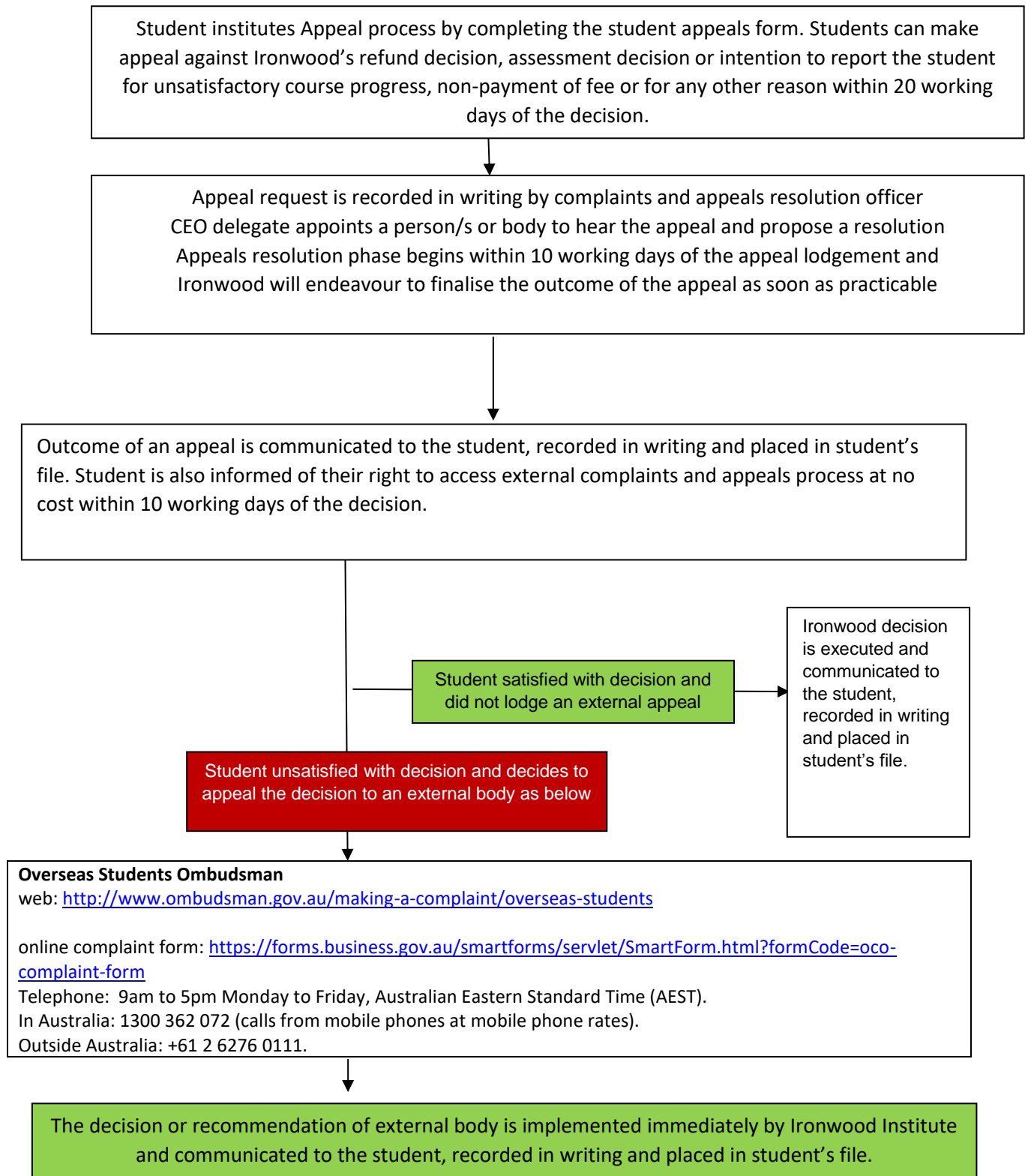
<p>Commonwealth Ombudsman http://www.ombudsman.gov.au/contact-us Hours 9:00am to 5:00pm Monday to Friday, Australian Eastern Daylight Time Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates) International: +61 2 6276 0111</p>	<p>Australian Skills Quality Authority Website: http://www.asqa.gov.au/complaints/complaints.html</p>
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Complaints: Online Complaint Form Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601	Contact: ASQA info line on 1300 701 801
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Complaints Flow Chart



Appeals Flow Chart



3.20 Student support services

Overseas students require certain support services as they are living and studying in an unfamiliar environment. Ironwood provides access to certain services to ensure the mental and physical wellbeing of their overseas students.

Ironwood provides a key requirement of our support services to all international students with an Orientation program that is run every month. This orientation program covers topics such as:

- support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- any relevant legal services;
- emergency and health services;
- the registered provider's facilities and resources;
- complaints and appeals processes;
- requirements for course attendance and progress, as appropriate;
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Ironwood provides free of charge, access to a range of services that are either given inhouse or access to affordable external providers. These services may be:

- English and academic support services;
- tutoring support;
- study skills centres;
- counselling and mental health support;
- career services;
- housing and tenancy services;
- financial support services; and
- health and disability services.

Our student support team is available 24 hours a day, 7 days a week, 52 weeks of the year. Our support team consists of 3 staff members:

Navtej Bal	Jennifer Bourne	Camilo Esparza
CEO	Student support and administration	Head of academics
0433 316 132 (24hrs 7days)	08 82270300 (office hours only)	08 8227 0300 (office hours only)

For more details please refer to student support services policy in Student Resources section on www.ironwood.edu.au

3.21 International Student Orientation at Ironwood

Once your enrolment has been confirmed, you will be advised of the Orientation date, time and venue. The institute will provide student orientation to all International students before the commencement of their studies with Ironwood.

It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000 as amended. There is lot of information to understand and consider as you transition into new environment both from living and study perspective in Adelaide Australia.

The purpose of orientation is to familiarise you with your rights and responsibilities while studying at Ironwood as an international student and to make you feel conformable with institution, its staff and its services.

It will cover all the aspects of training and assessment, visa conditions, information on the enrolled course, the rights and responsibilities of students and Ironwood Institute student support services, appeal and complaint procedure, critical incidents, dos and don'ts, cross culture, social inclusion and living in Adelaide and about Australia, etc, will be clearly defined.

By attending orientation, you will be able to:

- See and talk to the most important people you will need to know at the institution.
- international office staff and their duties
- Student support services
- Find your way around the campus
- Library
- Computer rooms and facilities
- Recreation and eating areas
- Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.

Update of address

Upon arrival in Australia, you are required to advise Ironwood of your residential address, email and telephone number and of any subsequent changes to the above. This is extremely important. It is your responsibility and in your own interests to ensure that you always update your address details at Ironwood to ensure you receive important information about your course, fees and possible breaches of your student visa or any other communication.

Collecting your student ID card

When you attend your Orientation session you will receive information about your ID card and get your ID photo taken. Your ID card may give you discounts for transport, bank fees, movies, and some shops and activities. Note: If you lose your card or change your course, you will need to pay for a new ID card.

3.22 Ironwood Student Portal

Student Portal provides online access to their important information from home or away from the College. Students can access their course enrolments, classes, results, and outstanding fees and can update their contact details

Registration is required by the student to access Ironwood student portal which is generally done during the orientation.

3.23 Unique Student Identifier (USI)

Every year almost four million Australians build and sharpen their skills by undertaking nationally recognised training. All students doing nationally recognised training need to have a Unique Student Identifier (USI).

A USI is a reference number made up of ten numbers and letters that:

- creates a secured online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are an international student studying offshore and do not intend on coming to Australia to do your study, you do not need a USI. If you are an International student who will be studying in Australia, you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

Application of a USI will be conducted at your Orientation or can alternatively be done by the student at any point of their commencement of training. For further information or to apply visit www.usi.gov.au

3.24 Campus Location and Training Facilities

Ironwood Institute is located at Level 3, 68 Grenfell Street, Adelaide 5000. The campus is in the heart of Adelaide City Centre, which offers an excellent blend of history, culture, modern lifestyle and congenial learning environment. The site is well connected by public transport (bus, tram and train).

We are constantly updating our information technology and provide around-the-clock support services to our students. The campus is the kind of place where our students will love to learn because it has been designed for them and with their needs in mind.

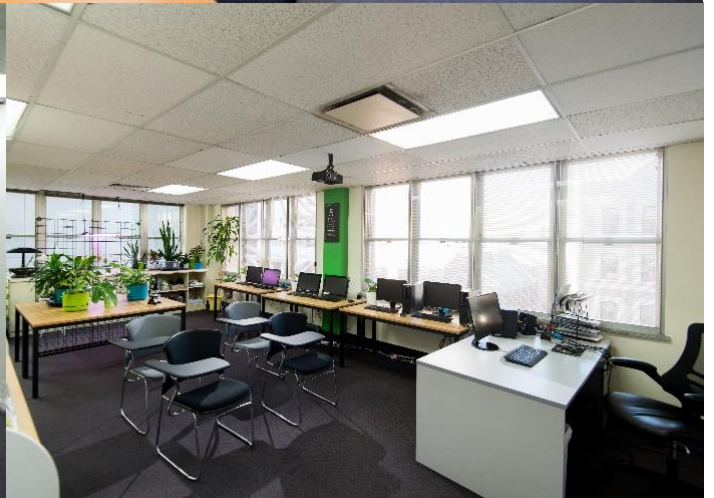
The facility also features leading-edge teaching rooms designed for collaborative learning. All theoretical training and assessment is conducted at this campus. Ironwood has well equipped classrooms and a computer lab having the latest teaching aids and equipment, offering unlimited and free internet access, small group study room, library and demonstration room etc.

The indoor area has the cooling and heating equipment installed, a small kitchenette with clean drinking water, adequate food warming facilities, dining area and washroom facilities.

The ***practical training and assessment for horticulture programs*** is conducted at the commercial site of **Adelaide Plant Growers, 594-598 States Road, Onkaparinga Hills SA 5163.**

This site is approx. 30 Km from Ironwood's Grenfell St campus and is well connected by public transport (buses). The institute does not provide transportation to this site and it is student's responsibility to get there on time on practical training days either on bus or at their own transport medium.

All training and assessment activities are carried out by Ironwood trainers and assessors at this location. Cold drinking water, restroom and washroom facilities are available at this site.



3.25 Working in Australia

International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards).

Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions.

For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements. Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au.

You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa. You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies.

Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders

Work is not always easy to find and Ironwood takes no responsibility to find work for our students. Under no circumstances should students rely on income earned in Australia to pay tuition fees.

3.26 School-aged dependents

All prospective students should be aware that if they have any school-aged dependants coming to Australia with them, they would be required to pay full fees if they are enrolled in either a government or non-governmental school. <https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>

Things to Do Before Leaving Home:

- Apply for a passport
- Arrange student visa
- Contact Ironwood Institute
- Arrange for immunisations and medications from my doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - name and contact details of an institution representative
 - enough currency for taxis, buses, phone calls etc.
- Pack important documents such as:
 - This handbook!
 - Passport
 - Letter of Offer
 - eCoE
 - Certified copies of qualifications and certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Things to do upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation
- Get student ID card
- Advise health insurance company of address and get card
- Open a bank account
- Start classes
- Apply for a tax file number if seeking work
- Get involved in student life and associations

Post Arrival Services at Ironwood Institute

Ironwood provides a range of appropriate services to support both local and international students during their enrolment with the college. The support services have been tailored to meet individual needs of students and provide prompt response to address a wide array of difficulties a student may face, thus ensuring student friendly approach to make their study with Ironwood and stay in Adelaide most enjoyable.

Free Airport Pickup and Student Meet and Greet Program

Ironwood offers free airport pick-up and greet the student at the airport to provide the student with desired level of support. You must submit application form for free airport pickup to Ironwood at least 7 days before your arrival date in Australia and pickup is only available from Adelaide airport.

There is always a few days space between student's arrival and course commencement. This is the most crucial time for a newly arrived student when he/she feels lonely, deprived and homesickness being away from family, friends and familiar environment.

We invite you to visit the campus in order to become familiar with the educational facilities we offer, and to see the environment at our Institute. To maximise the benefits of your visit, you should:

1. Contact the Marketing Manager regarding your proposed visit. Be sure to include proposed dates of the visit, as well as areas of interest (courses, accommodations etc).
2. Give adequate notice of your proposed visit dates.
3. Follow up with a telephone call to confirm dates and times as well as any other special requests.

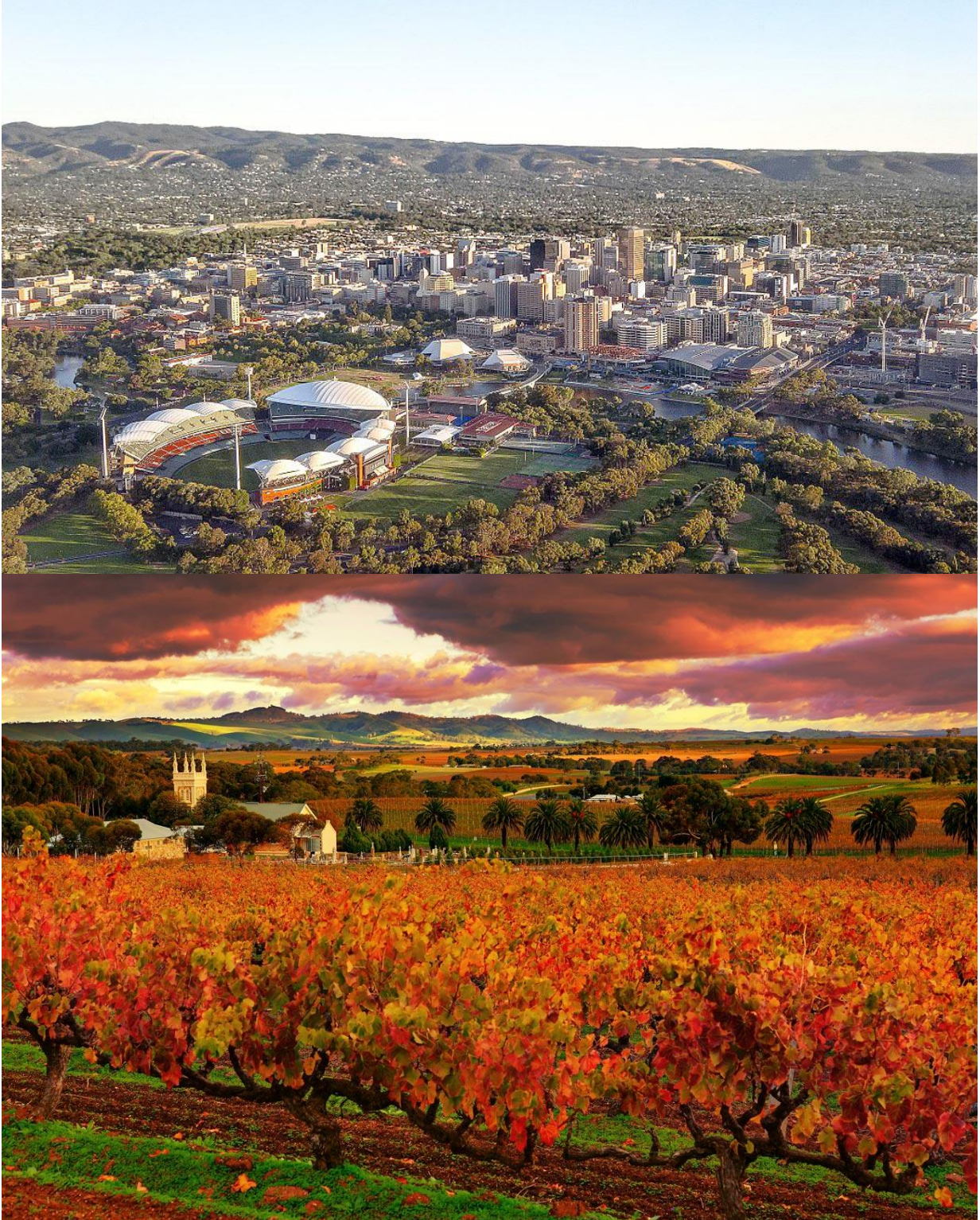
What Ironwood can provide for your planned visit:

- Campus tours, visits to local Adelaide attractions and special interest locations
- Meetings with academic staff in your areas of interest
- Meet with some of your fellow classmates

4. Living in Adelaide

Adelaide is South Australia's vibrant capital city and its economic, educational and cultural hub. The city is consistently voted one of the world's liveable, because there is so much to do and enjoy.

Adelaide is considered to have a Mediterranean climate, which means students will enjoy four distinct seasons. It is a very pleasant place to live, work and study. With so many beautiful parks, green spaces and quiet suburbs, walking and cycling are easy and safe ways to get around.



4.1 Telecommunications

It may be a good idea to have a mobile phone which makes it easy for you to be contacted. Before bringing your mobile phone, check to make sure that it can be used in Australia. Some countries, such as Japan and the USA, operate their mobile phones on networks that are not available in Australia.

Another option is to buy a phone in Australia. Adelaide has a wide range of mobile phone companies, so shop around to find the right phone and price for you. Once you have a phone, it is a good idea to include an emergency contact in your phone contacts. Enter ICE (In Case of Emergency) and the number of a person who should be contacted in case anything happens to you.

4.2 Electricity

In Australia, electricity is 220-240 Volts AC. If you have an electrical device with a different voltage, you will probably need to use an adaptor or transformer. You can buy an adaptor from department, electrical and luggage stores.

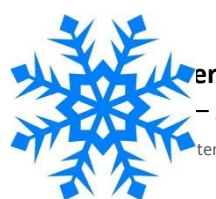
4.3 Adelaide Weather and Seasons



Summer

December – February

average temperatures range from 16.7 - 28.6°C
Occasionally temperatures can soar to 40°C+



Winter

June – August

temperatures drop to between 8 - 16°C



Autumn

March – May

average temperatures between 12.7 - 22.7°C



Spring

September – November

average temperatures between 11.8 - 22°C

4.4 Leisure

According to Study Adelaide, the city is consistently voted one of the world's most liveable, because there is so much to do and enjoy. Adelaide is considered to have a Mediterranean climate, which means students will enjoy four distinct seasons. People from Adelaide go out of their way to make sure there is a warm welcome waiting for international students when they first arrive here. Quite simply, it is a very pleasant place to live, work and study.

With so many beautiful parks, green spaces and quiet suburbs, walking and cycling are easy and safe ways to get around. Naturally, you will enjoy free Wi-Fi in the CBD, and with the city famous for its cafes and restaurants, why not study while enjoying this free service? The city is sandwiched between white sandy beaches to the west and hills 20 minutes to the east. Beaches offer calm, safe swimming waters, while the hills are a great place to discover a couple of South Australia's attractions in a beautiful tree-studded landscape. Further afield are other wine growing regions such as the famous Barossa Valley and farmlands. Between the hills and beaches are many other places loved by students and locals alike. Adelaide is one of Australia's most affordable cities, so your student dollar will go a lot further during a day of shopping in the heart of the city at Rundle Mall or undercover at the Adelaide Central Market. <https://studyadelaide.com/adelaide/city/>

4.5 Accommodation

It's advisable to settle in as early as possible into your permanent living arrangements. You can choose from a range of accommodation options including temporary accommodation such as hotels, motels, youth hostels and backpackers upon arrival, and permanent rentals for long term living.

Study Adelaide states that Adelaide has quality student housing options to suit any budget. Adelaide Student Housing is Study Adelaide's student accommodation portal for over 18-year-olds. The site has been designed to

make it quick and easy for you to find, compare and apply directly to your preferred student housing provider in Adelaide, South Australia. <https://adelaidestudenthousing.com.au/>

University managed

Owned and managed by the Universities themselves, and only open to students that attend those individual Universities. Fully furnished rooms and inclusive of rent and utilities with a simple application process. Usually located on or very close to main University campuses.

Residential Colleges

Residential colleges have a focus on community with pastoral and academic support of students. Choose from private study rooms with shared facilities to shared apartments with a lounge, kitchen and bathroom. Residential colleges include all meals, furniture and wireless internet.

Managed Housing

Living in managed housing is like renting your own place but in a property that has been specifically designed for students. Managed student housing generally come fully furnished to save having to purchase items like in a private rental property. They often require you to sign a rental agreement but come with the support of having a dedicated student accommodation company managing them giving you piece of mind.

Purpose built student accommodation

Think hotel for students. Accommodation that has been purpose-built specifically for students. Located close to campuses with great facilities. Meals are not included, but properties and rooms have kitchens, common areas, student facilities and more.

Student Hostel

Located in the suburbs around Adelaide, student hostels are like share houses specifically for students. You make your own meals, do your own washing, pay your own bills.

Private Rental

Self-managed is where students enter into a rental agreement with a landlord or property owner. Private rental offers maximum independence, and students will be responsible for total utility costs such as gas, water, electricity and internet, as well as meals. Options are available to rent properties that come with furnished, partly furnished, or not furnished at all.

Homestay

Homestay is when a student lives with a local Australian family in their home. It usually includes a furnished room and meals, and access to cooking and laundry facilities. Living in a homestay arrangement is great for students to improve their English language skills, and directly experience Australian culture and lifestyle.

Accommodation Questionnaire

Ask yourself these questions when you are looking at accommodation and what will work for you.

- Do I want to live with other international students?
- Do I want to live alone?
- What is my budget?
- How long will I stay?
- Is it close to public transport?

4.6 Transport

Adelaide Metro is Adelaide's public transport system, run by the Public Transport Services Division of the Department of Planning, Transport and Infrastructure.

Adelaide's transport system is extensive, accessible and responds to a variety of community and individual needs services include buses, trains and trams throughout the greater metropolitan area (Adelaide Metro) and regional bus services (Connect SA).

The Department of Planning, Transport and Infrastructure is responsible for administering South Australian full time secondary and tertiary identification cards.

Plastic Credit card style photographic IDs issued by the tertiary institution of attendance and endorsed with the approved sticker or the expiry date are recognised for concession travel.

Students studying online or by correspondence are not eligible for concession travel.

Tertiary students

Concession fares apply to holders of these South Australian Government approved student ID cards. Concession fares apply only for full time students. Your full time tertiary student card will be issued from your campus student services department.



Metro cards are Adelaide Metro's electronic ticket that lets you travel seamlessly on any bus, train or tram network. Electronic tickets are cheaper than paper tickets and are easily topped up, offer great travel benefits and you can register your card to protect your travel balance if its lost or stolen.

For more information go to <https://adelaidemetro.com.au/Tickets-fares/Fares>

Peak trips

Before 9:01am and after 3:00pm weekdays

All day Saturday

\$1.83

Interpeak trips

Monday to Friday 9:01am to 3:00pm

All day Sunday and public holidays

\$0.98

Cycling

Adelaide is a wonderful city to explore by bike, with its broad, flat streets, beautiful Park Lands and a wealth of bike paths making it very bike-friendly. Many of the major streets have dedicated bike lanes and there are two bike pumps located in the city to help keep bike tyres in good condition. One is centrally located at 25 Pirie Street, the other at the Kurangga Park BMX Track at the corner of Unley and Greenhill roads. You can hire a bike for free thanks to the Adelaide Free Bikes program run by the City of Adelaide and Bike SA. You can find out more at

<https://www.bikesa.asn.au/adelaidefreebikes>

Driving

Driving can make getting around a lot easier, especially if you live in a non-metropolitan area where public transport might not be as frequent. You may also find that driving gives you more freedom and a greater sense of safety, allowing you to stay late at friends' houses without worrying about how you will get home, work evening shifts or organise road trips to explore various parts of South Australia.

You must have a valid driver's licence to drive in Australia and carry it with you always while driving. International students are regarded as temporary residents, which means that you can drive in Australia using your licence from your home country if it is current and valid. If your licence is not written in English, you must also carry a certified translation in English or apply for an International Driving Permit from your home country.

If you don't have an overseas licence and want to apply for a licence in Australia, you will need to apply through the SA motor registry and undergo a series of tests. If you gain Permanent Residency in Australia, you will need to apply for an Australian licence within three months.

4.7 Arranging Visas

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as an international student in Australia. Many students can apply for a visa themselves and this is done online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to apply with the assistance of an accredited agent due to their familiarity and experience in the field. You can check with us for our accredited agents in your country.

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

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

Department of Home Affairs (DoHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit <https://www.homeaffairs.gov.au/> for the latest information.

Migration Agents

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

Education Agents

Education agents promote various Australian education programs and institutions internationally and are an effective way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas.

Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend.

However, some agents do charge tiny amounts or offer additional services for which they charge. You can check with your Australian education provider for contact details of agents they recommend.

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

Ironwood Institute uses education agents as a method of recruiting students and for a full list of approved education agents, please visit our website at www.ironwood.edu.au

Visa Conditions

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

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic course progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless a release is granted
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>



Ironwood Institute often emails students to formally communicate enrolment and study-related issues, so it is important that your email address is current, and you check your inbox regularly.

4.8 Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of your program to allow enough time to attend your student orientation. You will also need time to settle in, adjusting to the climate and overcoming jet-lag.

You should fly into Adelaide International Airport which is the closest international airport to Adelaide. Visit https://www.adelaideairport.com.au/?utm_source=Adelaide&utm_medium=james-schofield5950&utm_campaign=google-place-listing for all information on Adelaide International Airport.

Changes to international security screening: From 30 June 2018, people travelling internationally will be required to present all powders in their carry-on baggage separately for screening for further details please visit <https://www.homeaffairs.gov.au/travelsecure/carry-on-baggage/travelling-with-powders-liquids-aerosols-gels>

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with student visa
- Offer of a place / admission letter from Ironwood Institute
- Electronic Confirmation of Enrolment (eCoE) issued by Ironwood Institute
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, drivers licence
- Medical records and/or prescriptions

If you are travelling with your family, you will need to include their documents as well. **Keep all documents in your carry-on luggage.** In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane.

Students have received on the spot fines for not declaring items. Visit Australian Department of Home Affairs homepage <https://www.homeaffairs.gov.au/> and read:

- Entering or leaving Australia (includes information on what to expect at the border and what you can bring into the country) <https://www.homeaffairs.gov.au/trav/ente>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. It is essential to think about the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Clothing

Students in Australia usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or 'running shoes' are almost standard dress. Shorts are often worn during the summer months and sandals and thongs are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

Primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with the school what uniform requirements are needed if you have dependents that will be attending school.

Other Items

Other items that you might need to include (most can also be purchased in Australia)

- | | | |
|---|--|--|
| <input type="checkbox"/> alarm clock | <input type="checkbox"/> bath towels, bed sheets, pillow cases | <input type="checkbox"/> dictionary |
| <input type="checkbox"/> small sewing kit | <input type="checkbox"/> music CD's, or iPod | <input type="checkbox"/> sporting equipment |
| <input type="checkbox"/> toiletries | <input type="checkbox"/> umbrella | <input type="checkbox"/> camera |
| <input type="checkbox"/> spare spectacles | <input type="checkbox"/> contact lenses | <input type="checkbox"/> optical prescription |
| <input type="checkbox"/> swimming costume | <input type="checkbox"/> photos of friends and family | <input type="checkbox"/> small gifts from home |

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.



Note: The red dot in the picture indicates that the switch is on and power is flowing through the socket



Can I bring my laptop into Australia for business purposes?

Laptop computers and other similar electronic equipment for personal use may be brought in duty free provided the Department is satisfied you are taking these goods with you on departure. However, if you are not intending to re-export the laptop on departure from Australia, any applicable Customs duty and GST will be payable if you exceed your passenger concession. For more information please visit <https://www.homeaffairs.gov.au/FAQs/Pages/Can-I-bring-my-laptop-into-Australia-for-business-purposes.aspx>

Entry into Australia

When you first arrive in Australia, you will be required to make your way through Australian Immigration. An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

You may see a Quarantine Detector Dog at the baggage carousel while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.



Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives. Please visit <https://www.homeaffairs.gov.au/trav/ente/goin/arrival> for all detailed information on Arriving in Australia.



5. Your Welfare

5.1 Finance

Banking

There are many banks and automatic teller machines (ATMs) where you can withdraw money from an overseas bank account. Students do not need to pay bank fees in Australia. You can easily open a bank account within the first six weeks of arriving. All you will need is your passport and a student ID card. After six weeks, opening a bank account becomes more difficult, as you will have to show many forms of identification.

Budgeting for ongoing living expenses in Adelaide <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

When you live and study away from home, it can be easy to spend your savings quickly, so it is also a clever idea to prepare a budget to help you manage your expenses.

The Department of Home Affairs (DOHA) has financial requirements you must meet in order to receive a student visa for Australia. As of October 2019, the 12-month living costs are;

- For students or guardians - AUD\$21,041
- For partners coming with you - AUD\$7,362
- For a child coming with you - AUD\$3,152

These costs do not include the expenses associated with course(s) fee at Ironwood Institute

Typical ongoing expenses you may incur:

- Utility payments e.g. electricity, gas and telephone, monthly or every three months
- Living expenses e.g. rent, food, transport, entertainment, weekly
- Educational expenses e.g. photocopy, printing, stationery etc.
- Unexpected expenses e.g. return home, family visits, health costs not covered by overseas student health cover.

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$85 to \$215 per week

On campus - \$90 to \$280 per week

Homestay - \$235 to \$325 per week

Rental - \$165 to \$440 per week

Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing your finances. You can read more at www.money-smart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/

Please refer to StudyAdelaide <https://studyadelaide.com/> as another reliable source for detailed information on living options and associated costs

If you experience financial trouble while in Australia, talk to Ironwood student support staff for assistance.

5.2 Employment

Work permission

As an international student you may be eligible to work in Australia. It is advisable to contact DoHA to find out exactly what your work rights are. International students have work conditions when working on a student visa. You can find conditions listed on the DoHA website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

The main conditions are:

- You must have work permission before you start working
- You cannot start working before your course of study starts
- You can only work up to 40 hours per fortnight during the semester.
- During semester holidays, you may work as many hours as you like.

Finding work

Newspapers and employment agencies

The daily newspapers advertise job vacancies, especially on Saturdays. There are also private employment agencies that are listed on the internet and there are internet employment boards.

- www.seek.com.au
- www.careerone.com.au

- www.indeed.com.au

Recognising your skills

Specialist qualifications that you have already gained from your home country for example in areas such as engineering, construction, metalwork, electrical or catering can be recognised in Australia. Having your qualifications recognised will allow you to look for work in these areas. To find out how to have your skills recognised, you can contact Trades Recognition Australia.

Phone: (outside Australia) +61 2 6240 8778 (within Australia) 1 300 360 992

<https://www.tradesrecognitionaustralia.gov.au/> or Email: traenquiries@industry.gov.au

Working conditions (employer/employee rights)

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

There is a fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

If you believe you are not receiving your minimum rights and conditions at work, contact the Fair Work Ombudsman for free information and advice. There is also an interpreting service available.

Regardless of your type of employment, whether its part time or casual, you must have permission to work in Australia and hold a valid work visa. It is important you understand the rules of your work visa before starting a job, including the number of hours you can work each week. For information on visa requirements, contact the Department of Home Affairs on 131881 or visit www.homeaffairs.gov.au

Your Pay

Tax File Number (TFN)

You must obtain a TFN to be able to work in Australia. The Australian Taxation Office (ATO) issues each working individual with a unique reference number. When you commence work your employer will ask you to complete a TFN declaration form. If you do not provide a TFN your earnings will be taxed at the highest income tax rate – meaning less money for you each week.

Applying for a TFN

You can apply for a TFN free of charge on the ATO website. You will need your passport details to complete the application. Applying online does not require you to physically provide proof of identity documents. The ATO will compare your personal and travel details with the DoHA's records. After validation, the ATO will issue you with a receipt number. Alternatively, you can visit an ATO shop-front for a hard copy application. Your TFN will be sent to the Australian address you provided on your application no more than 28 days after ATO receive your completed application and you have provided the required Proof of Identity documents.

Australian tax year and tax returns

The Australian financial year runs from 1 July to 30 June. Under Australian law, those who work are required to lodge annual tax returns by 31 October of each year. If you are unsure if you are required to lodge a tax return, contact the ATO for clarification. Phone: 13 28 61 www.ato.gov.au

Superannuation

Superannuation, or 'super' as it is known refers to the arrangements which people make in Australia to have funds available for them in retirement. Australian's superannuation schemes are government-supported and encouraged, and minimum provisions are compulsory for employers. Under superannuation law your employer

must pay into your super account a minimum of 9.5% of your ordinary time earnings. As an individual you can choose to make additional contributions to your superannuation fund. For information on getting started with a super fund visit the website of the Australian Taxation Office <https://www.ato.gov.au/Individuals/Super/Getting-started/> In most cases, you can access your contributions when you leave Australia permanently. Contact the Australian Taxation Office for more information.

5.3 Health

Medical needs

What do you do when you are sick?

If it is an emergency, ambulances provide immediate medical attention and emergency transportation to hospitals. ***Charges may apply for emergency transport*** as not all transfers will be covered by health insurance. Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under the heading 'hospitals'. If you need to visit the hospital remember to bring your health insurance card and any medicines that you are currently taking.

If it is not an emergency, go to a doctor or GP (called a 'general practitioner') or visit a medical centre. You can choose whichever doctor or medical centre you wish. ***Note:*** you cannot visit a medical specialist without seeing a GP first. Australian doctors don't give you a full medical check when you see them. They will only deal with a specific medical problem by asking you a series of questions.

What about prescription medicines?

If you take any prescription medicines in your home country, you should make sure that you have a letter from your regular doctor. The letter should include details about your condition and the medication you are taking, in case you need treatment or more medication in Australia.

Health Insurance – Overseas Student Health Cover (OSHC)

Overseas student health cover is compulsory if you have a Student Visa and must cover you for the entire time that you stay in Australia. Ironwood Institutes preferred student health insurance provider is ahm OSHC. This insurance covers you for some medical treatment costs incurred whilst in Australia. Additional fees are associated with these services.

How do I make a claim?

You can claim through ahm oshc online services using your membership number or you can mail your direct to ahm in a reply-paid envelope. For more information about your OSHC, policy, extra covers, finding a doctor, making a claim etc. visit <https://www.ahmoshc.com.au/>

What happens if you become sick?

Go to a doctor or GP (called a 'general practitioner') or visit a medical centre. You can choose whichever doctor or medical centre you wish. To find a provider that is covered by your OSHC, you can find these on the website of your health insurance provider. Telephone the doctor or medical centre and make an appointment. Attend your appointment and be prepared for your doctor to ask questions about your health. The doctor may give you a prescription for medicine.

Remember that not all medicines are paid for by your insurance provider, so it is a clever idea to ask the customer service officer at the health insurance centre which medicines are covered. Ensure that you get a sick/medical certificate from your doctor (they will do this as part of your consultation, but you will to request it if your attendance is affected). You will need to show your membership card when you pay for your medical visit. You pay at the time of service and a receipt will be issued. Keep the receipt if you are making a claim with your provider.

5.4 Assimilating to Australian Culture

In a new country you face a set of entirely new experiences; a new culture, language and a new learning environment. Adjusting to these changes is a process - and involves moving from an experience known as "Culture Shock" to that of "Cultural Adjustment". Cultural adjustment occurs when you can both celebrate your home culture and adapt and integrate into the Australian way of life and its study styles, language, behaviour and attitudes.

The process of moving from culture shock to cultural adjustment is not a one-way journey. You may find that at times you find yourself feeling connected and happy but that others you re-experience feeling homesick and frustrated. The move back and forward between these experiences is normal, so be patient!

The first step in coping with the feelings is being aware that what you are going through is normal.

Some other steps you can take include:

- Be positive* Concentrate on the positive aspects of your decision to come to Australia to study and try to dismiss any negative thoughts you are having.
- Examine your expectations* When confronted with situations that make you uncomfortable or unhappy, examine your expectations. Were you realistic in your preconceived notions of life and people of Australia? Have you generalised too much? Are you too rigid in your mind set? Try to be flexible and change to meet your new circumstances.
- Listen and observe* Human beings are different everywhere. Their behaviour and methods of communication, both verbal and non-verbal, are a result of their history, cultural and social systems. The correctness or incorrectness of their ways compared to yours is not important. You are in Australian society – listen, observe and learn so that you don't interpret or communicate the wrong signals.
- Ask questions* If you don't understand something, including what people are saying or gestures that are used, ask them. You will find most people are happy to take the time to explain things to you.
- Go out and explore* Learning to function in a new culture requires effort and contact. Don't be too shy to meet people or get involved in social activities. Cross-cultural interaction can be difficult, but it can also be fun. Try and see the humorous side of uncomfortable situations and don't be afraid of making mistakes. With time, understanding and knowledge you will soon become 'multicultural'.
- Talk it out* If you come from a culture where people don't talk about their problems, attempt to overcome this. Talking about your adjustment problems, especially to other new international students, will lighten the burden and make you realise that these problems are quite common.
- Seek help* If you continue to have problems adjusting, seek help. Speak to someone from Student Services.

5.5 Safety, law and legal information

In general, Adelaide is a safe city, patrolled by police to keep the public safe from criminal behaviour, however you should always take extra precautions for your safety. Try to always carry a mobile phone with you and if you are ever in immediate danger, or fear for your safety, attempt to remove yourself from the situation and call 000 or 112 and ask for the police immediately. Remember that your rights and those of other people are protected by Australian laws and we all must abide by them.

Personal safety

- Be aware when using public transport at night.
- Planning is important, and you should check timetables in advance. If you do have
- Travel in the front carriage of the train or bus close to the driver. Do not ever travel in empty carriages.
- Try to walk in groups at night as much as possible and walk in well-lit areas even if it

a long wait for the transport, then try to stay in well-lit areas or near open shops.

- Do stay sober and in control if out late at night. You should not walk alone listening to loud music with your headset on as you cannot hear what is happening around you. And don't text and read when walking – watch when you are crossing the road!
- Remember that it's wise and not rude to avoid conversation or make eye contact with anyone behaving in an anti-social manner.
- means your trip is longer. Avoid short cuts through dark isolated areas and make sure that stay alert if walking alone at night, this includes paying attention to your surroundings.
- It is very unlikely that you'll ever feel threatened but if you do, shout and scream as this will often deter an attacker.
- Try to always make sure that your friends or family know where you are, or where you intend to be. Where possible, you should arrange to go home with friends, or in a taxi to prevent exposure to unsafe situations.

Property safety

Many burglaries happen when a door or window has been left open in a private home or flat.

- Lock up whenever you go out!
- Always lock your car and put valuables out of sight.
- Never leave the keys in the ignition even when paying for petrol.
- Always be careful when using an ATM when withdrawing money from your bank account.
- Put your card and cash away and be vigilant.
- Never write down your pin.
- Keep expensive mobile telephones and other valuable items out of sight on the street. These can be stolen.
- Keep laptop computers with you always. Do not leave them unattended in a library or classroom as thieves are opportunists – don't give them an opportunity.
- Be vigilant when using your mobile phone. If your phone is stolen, call your provider immediately to immobilise it.

Identity security

- Never give your personal details such as full name, date of birth, address, telephone number, or passport number to anyone **except** an official authority such as the Department of Home Affairs (DoHA). Doing so can result in identity fraud which is a very serious offence.
- It is imperative that you do not trust strangers who offer to help you in financial matters; for example, an offer to sell you a cheap computer etc. Students have lost hundreds or even thousands of dollars through such scams.

Fire Evacuation

In the event of an evacuation when the evacuation alarm sounds in a teaching session:

1. Remain calm and await instruction from your trainer and/or fire warden
2. Under instruction from your trainer, move smartly (but do not run) to the nearest emergency exit
3. Descend stairways no more than two abreast
4. Keep to the outside on stairways to allow access for emergency personnel
5. Do not use lifts
6. Walk to the assembly point A – down Gawler Place, towards the mall and under the canopy in the Rundle Street Mall. Assembly point B – head East down Grenfell Street to the corner of Grenfell and Pulteney Street in the small lawn area.

7. Once at the assembly point your trainer will check that all students are accounted for. Do not leave this area until the all clear has been given.
8. Do NOT re-enter any building.
9. Do NOT take refuge in toilets, storerooms, rest rooms or student common rooms
10. Do not leave the assembly area until the all clear has been given.

Beach safety

Spending time at the beach is a popular pursuit in Australia. To make sure your trip to the beach is a safe and enjoyable one, there are a few simple guidelines you can follow:

- › Always swim or surf at a beach patrolled by lifesavers
- › Don't swim at night
- › Swim between the red and yellow flags as they are the safest areas to swim
- › Always swim under supervision, or with a friend
- › Read and obey the signs. If you are unsure of conditions, ask a lifesaver
- › Don't swim directly after a meal
- › Don't swim under the influence of alcohol or drugs
- › Don't run and dive in the water
- › Conditions change regularly, check surf conditions before you enter the water
- › If you get into trouble in the water, don't panic, raise your hand to signal for help, float and wait for assistance
- › Float with a rip current or undertow. Do not swim against it.

For further information and the Beachsafe App: <https://beachsafe.org.au/>

Obeying the law and legal advice

As a visitor to Australia, you are obliged to obey the same laws and follow the same rules as Australian citizens. Breaking the law can result in fines, imprisonment or deportation. Some of the basic laws are listed in this section.

Equality

In Australia all people are equal and should be treated equally under Commonwealth anti-discrimination law. Everyone has the right to be respected and treated in a fair manner. No person should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability or sexual preference

Sexual harassment

Laws about sexual discrimination also makes sexual harassment unlawful. A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature.

It may be sexual harassment when someone:

- › Stares or leers at a person
- › Persists in asking a person out after they have said no
- › Tells dirty jokes or displays offensive printed material in a person's presence
- › Makes unwelcome comments about a person's sex life
- › Touches or brushes against a person on purpose
- › Tries to force a person to have sex.

A student who believes that he or she is being discriminated against should contact Ironwood Institutes Support Services staff immediately.

Religion

Australia recognises all religions. People within Australia are free to have no religion at all or to practice a religion of their choice if it does not break any laws (such as violence against another person).

Marriage

Under Australian law, men and women have equal rights, including whether they wish to enter marriage. Men and women can marry over the age of 18 years. Being married to more than one person at the same time is illegal and can result in imprisonment.

Relationships

The age at which the law recognises your right to have a sexual relationship with another person (known as the legal age of consent) is 17 years in South Australia. This law exists to protect young people. You can find out more about the age of consent from Legal Services Commission of South Australia <http://www.lsc.sa.gov.au/> You can also find out more about sexual health issues from a doctor or GP.

Violence

It is illegal to act violently against another person, in public or at home. Violence at home and against children is called domestic violence and may include: physical abuse or assault, sexual abuse or assault, social abuse, economic abuse, psychological, emotional and verbal abuse. All types of violence are punished harshly with a jail sentence or deportation. <https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence>

Protecting the environment

Native wildlife is protected by law as our native plants, including trees and ferns. Collecting or capturing native wildlife or plants can result in very large fines and imprisonment. Lighting fires in outdoor areas is banned at certain times of the year. Australia has a high risk of bush and forest fires, especially during summer and/or drought conditions.

Littering

It is illegal to litter and pollute the environment. Make sure you dispose of all your rubbish in a proper bin. Adelaide recycles waste such as cardboard and drink bottles – look for a recycling bin before tossing away your rubbish. South Australia has a 10c container deposit refund scheme for more information visit www.recyclingdepotadelaide.com.au

Smoking, drinking and drugs

Smoking is banned in many places in Australia, including all airports, government offices, hospitals and health care facilities, workplaces, restaurants, shopping centres and within four metres of a building entrance. Smoking in motor vehicles is illegal where a person under the age of 16 is present. Smokers must also dispose of their cigarette butts in garbage bins – not on the ground. You must be 18 years or older to drink alcohol legally in Australia. Drinking alcohol is banned in some public places, regardless of age. You must be 18 years or older to buy alcohol, cigarettes and tobacco products and may be required to show proof of age when making a purchase. All drugs, other than those prescribed by a doctor or general practitioner, are illegal in Australia.

Look for a sign – Smoking is not allowed where this sign is displayed.



Sexual Harassment, Racism and Bullying

Sexual harassment is any form of sexual behaviour that is unwelcome, uninvited and unwarranted. This may include touching, sexual suggestions, offensive remarks or messages or displays of sexually offensive material. Racism may involve prejudice, the holding of negative attitudes towards others due to but not limited to their race, descent or national origin.

Bullying is an unwelcome and offensive behavior that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behavior over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines,

sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Students who feel that they are being bullied, sexually harassed or are the victims of any sort of racism should initially contact Head of student administration. He/she will then decide the approach required. The matter will be dealt with in an informal manner involving discussion with the accused and may involve informing the CEO and/or convening face to face meetings with claimant and respondent to assist conciliation. If student is not satisfied he/she will contact the matter to the CEO.

The CEO may establish a formal inquiry and/or refer to external authorities. Following the report produced by such an inquiry, the CEO may decide that the code of conduct has been grossly breached and recommend that the accused be dealt with as per procedure and policy of the College in line with South Australia and Commonwealth law.

Student code of conduct

Ironwood Institute is committed to providing students with a safe and supportive study environment. Students enrolled at Ironwood Institute will share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider Institute community.

Ironwood Institute values:

- difference and diversity
- respect and cooperation
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

All students enrolled at Ironwood Institute are always required to maintain an appropriate code of conduct. Where behaviour is deemed to be improper or inappropriate as outlined below, Ironwood Institute will take appropriate action. While on campus of Ironwood Institute or engaged in any Ironwood Institute sponsored activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

The objective of Ironwood Institute's Code of Conduct is to promote an environment in which students develop a positive and responsible attitude towards the institute environment, clients and colleagues. As part of this, Ironwood Institute supports a system of informed consequence for actions.

A disciplinary procedure exists for the proper management of disciplinary issues. The procedure is designed to ensure fairness and objectivity and its primary purpose is not intended as a form of punishment but a means of providing students with the opportunity to correct or modify their behaviour through fair and objective means.

Student Conduct

Students enrolled at Ironwood Institute should adhere to the following;

- Respect of other people's rights to hold different positions and views in our society;
- Are receptive to others point of view;
- Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex;
- Not to impose their own values on other students.
- Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

Student Misconduct

Ironwood Institute can suspend a student's enrolment on the grounds of misbehaviour. Such acts of misbehaviour will be classified into one of two categories.

- Academic misconduct
- General misconduct

Academic misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within Ironwood Institute:

Assessments

- Student must not help or receive assistance from other student (s)
- Student must not request the loan of or lend materials or devices to other student(s)
- Student must not bring any materials into the assessment venue other than those specified for that assessment
- Student must not use computer software or other devices during an assessment other than those specified.
- Unauthorized absence from class on the day of assessment
- Failure to meet unit requirements, for example non-submission of assignments or Failure to attend class
- Student must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Student must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, student must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Student must not ask another person to produce an assessable item for them.

General misconduct

General misconduct is where a student acts dishonestly, harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an Ironwood Institute's property or the property of others; alters/defaces Ironwood Institute documents or records; prejudices the good name of Ironwood Institute, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of Ironwood Institute;
- Prejudices the good order and governance of Ironwood Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Ironwood Institute
- Fails to comply with conditions agreed in the contract;
- Wilfully disobeys or disregards any lawful order or direction from Ironwood Institute personnel;
- Refuses to identify him or herself when lawfully asked to do so by an officer of Ironwood Institute;
- Fails to comply with any penalty imposed for breach of discipline;
- Misbehaves in a class, meeting or other activity under the control or supervision of Ironwood Institute, or on Ironwood Institute premises or other premises to which the student has access as a student of Ironwood Institute;
- Obstructs any member of staff in the performance of their duties;
- Acts dishonestly in relation to admission to Ironwood Institute;

- Knowingly makes any false or misleading representation about things that concern the student as a student of Ironwood Institute or breaches any of Ironwood Institute rules;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to Ironwood Institute, or any other person while the student is engaged in study or other activity as an Ironwood Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Ironwood Institute premises while acting as an Ironwood Institute student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of Ironwood Institute or for which Ironwood Institute is responsible; or
- Is guilty of any improper conduct.

Student Misbehaviour

Improper or inappropriate behaviour includes but is not restricted to:

- Being on Ironwood Institute premises and consuming or having consumed alcohol;
- Persistent disruptive behaviour;
- Verbally abusive or hostile behaviour affecting fellow students;
- Smoking or the use of prohibited or illegal substances at Ironwood Institute classes or on premises;
- Deliberate misuse of Ironwood Institute equipment or materials;
- Behaviour of a discriminatory nature;
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Ironwood Institute premises;
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;
- Theft from staff or students at Ironwood Institute;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson at Ironwood Institute property;
- Wilful or malicious damage to Ironwood Institute property or equipment.
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the callout of emergency services such as the fire department, police, ambulance or any other emergency services will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal law in relation to their actions.
- Where fees are due and payable by a student.
- Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability or socio-economic status, whether to other students, staff members or any other person on the Ironwood Institute premises.

Improper or inappropriate behaviour may result, after appropriate investigation, in suspension of enrolment. (Refer to Deferring, Suspending or Cancelling the Students Enrolment Policy and Procedure)

Serious Misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion. Misconduct of a criminal nature will be reported to the appropriate authority.

Student Disciplinary Procedure

In the case where student behaviour conflicts with Ironwood Institute Student's Code of Conduct, disciplinary action will be taken, and the following will occur in a private and confidential manner.

1.0 In the first instance the Head of Student Administration or Head of Academics issues the student with an official warning about his or her behaviour. One copy of this warning goes to the student and another copy will be filed in the student's file.

Note:

In relation to the non-payment of fees, the student will be sent a warning notice once payment is due providing concession days to a student to settle the outstanding fee after which a Notice of Intention to Report (NOITR) if the student failed to respond to the warning notice. The student will be informed that they have 20 working days from the date of the letter to access Ironwood Institute's Complaints and Appeals process.

2.0

In the second instance of unacceptable behaviour the meeting with the CEO will be arranged and decided whether the student's behaviour shall lead to the expulsion of the student from Ironwood Institute. In cases of serious misconduct, the CEO or delegate will make an immediate decision on suspension or expulsion as per the Deferral, Suspension & Cancellation policy.

2.1

The details of all disciplinary interviews and decision will be recorded using the Academic Misconduct form. The student will be informed of the possible ramifications.

2.2

A note will be placed on the Student Management System (SMS) to identify that a disciplinary interview has taken place and that the details are located on the student's file.

If the student is on an international student visa, Ironwood Institute must report the student to the Department of Education and any variation in the student's enrolment as outlined in Ironwood's deferral, suspension, cancellation and withdrawal policy.

A Notice of Intention to Report (NOITR) will be issued and the student will be informed that he/she have 20 working days from the date of the letter to access Ironwood Institute's Complaints and Appeals process.

The Student Code of behaviour requires the following rights and expectations to be respected and adhered to at all time at Ironwood Institute.

- The right to be treated with respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and student work) and ICT's property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure).

- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be always treated with politeness and courtesy .
- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will submit work when required.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the Ironwood staff will contact students at the first instance to discuss the issue or behavior and to determine how the issue ought to be rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. (Step 1)
- If the issue or behavior continues, students will be issued a warning letter and invited for a personal interview with the CEO. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file. (Step 2)
- Should the issue or behavior continue, the student will be issued an intention to cancel the enrolment in writing and a time frame in which to rectify the situation. A copy of the letter will be included in the student's personal file. (Step 3)
- After the discipline procedure has been followed, should the issue or behavior still persist, training services will be withdrawn, and the student will be notified in writing that their enrolment has been suspended or cancelled.
- Suspension or cancellation of your enrolment must be reported to Department of Education and Department of Home Affairs via PRISMS and may affect the status of your visa.

At any stage of this procedure students can access Ironwood complaints and appeals procedure to settle any disputes that may arise

Credit transfers

Ironwood Institute will accept and mutually recognise the outcomes of any other Registered Training Organisation (RTO) ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by other RTO's or AQF authorised issuing organisations.

Certification documentation must be presented as either originals or certified copies of an original. Certified copies must be signed by an authorised signatory or Director Ironwood Institute to verify authenticity. Original Certification documentation will be returned to the applicant.

Ironwood Institute will review and verify the validity and only on approval from the Director of Academics or Head of Student Administration & Quality, will apply a credit to all relevant units of competency/modules.

Course credits are applicable only to the course in which the applicant is enrolled in at the time of applying for it. If an applicant changes courses, course credit granted will be reassessed to ensure that they are still appropriate.

Ironwood Institute are not obliged to issue a AQF qualification or Statement of Attainment that is achieved wholly through recognition of units and /or modules completed at another RTO or RTOs. (ie student cannot complete all of their learning and assessment with another RTO and request Ironwood Institute to issue the qualification under Recognition)

The amount of recognition contributing to the issuance of certification documentation from Ironwood Institute (ie using units/modules completed at other RTOs) is at the discretion of the Director of Academics, Head of Student Administration & Quality or the CEO of Ironwood Institute.

In the event a student wishes to undertake refresher training in a unit/module for which they have been previously awarded recognition, then the student will be advised that the completion of the assessment is not necessary, however, may be offered as an option.

Where the recognised AQF qualification and attributed units/modules forms part of another AQF qualification, the client will only be enrolled in the additional units required to complete the new qualification. In doing so the student's tuition fees will reflect reduced learning load.

For more details please refer to course credit policy in Student Resources section on www.ironwood.edu.au

Recognition policy

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through **formal**, **non-formal** and **informal learning** to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) **formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) **non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) **informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Ironwood Institute is committed to providing effective processes for recognition options to all current and prospective clients.

Ironwood Institute will ensure that:

- It implements an assessment system that ensures RPL assessments comply with assessment requirements of relevant Training Packages, VET Accredited Courses;
- RPL assessment is conducted in accordance with the Principles of Assessment (POA);
- RPL assessment is conducted in accordance with the Rules of Evidence (ROE);
- Recognition is offered to all clients on enrolment;
- Adequate information and support are provided to clients in understanding the process and gathering reliable evidence to support their recognition claim;
- All Recognition applications are processed in accordance with the Ironwood Institute Assessment Policy; and
- Appropriate recognition will be given to AQF Certification documentation issued by other RTOs.
- Recognition is made available to any person prior to enrolment or commencing a course with Ironwood Institute.
- The process of Recognition takes place after the student is enrolled and as early as possible into the student's studies.
- Applying for Recognition will not result in applicants being exempt from completing that subject and receiving course credit unless it is granted.
- Applications for Recognition will be assessed, and the student informed of the outcomes in writing within 10 working days of the application being received.
- All international students will be informed that it is a condition of their visa that they are enrolled in full-time study. If Recognition is granted, the student will be required to enrol in alternative approved studies to make up their full-time study load and Ironwood is required under Section 19 of the ESOS Act 2000 to notify the secretary of any change in course duration.
- For all international students who are granted Recognition before the student's visa is granted, the CoE will indicate the actual net course duration and the fee for that course.
- If the Recognition is granted after the student's visa is granted, the change of course duration will be reported to the Secretary via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act 2000.
- Recognition is used to determine the advanced standing or 'credit', for a training program, that the learner may be awarded as a result of their prior knowledge, skills and experience.

- Recognition is an Assessment process, and as such is subject to all provisions of the Ironwood Institute Assessment Policy.
- Recognition assessment decisions must comply with Principles of Assessment and Rules of Evidence as outlined in the Standards for RTOs and in Ironwood Institute Assessment Policy. (See Assessment Policy)
- All clients may apply for formal recognition of existing competencies against an AQF qualification / accredited course / unit of competency /module that Ironwood Institute is registered to deliver.
- The onus is upon the candidate to demonstrate competence to the satisfaction of the assessors, including the provision of certification documentation.
- Competency may be derived from many sources:
 - work experiences
 - work product
 - life experience
 - training programs offered by industry, private or community based which may or may not have been formally recognised
 - Training programs undertaken overseas (which may or may not be accredited in that country)
 - informal learning programs
 - Certification from another RTO
- Only accredited and approved assessors will conduct Recognition assessments on behalf of Ironwood Institute. (See Assessment Policy)
- Recognition application and assessments are subject to fees
- The minimum acceptable claim for Recognition is a Unit of competency/module.
- Certification documentation will not be issued until all relevant fees are paid in full.
- Information of recognition processes and arrangements are provided to all clients and prospective clients.
- Ironwood Institute provides a record of the recognition to the student including net course duration and course fee which must be signed or otherwise accepted by the student and place it on the students file.

For more details please refer to course credit policy in Student Resources section on www.ironwood.edu.au

6. Useful publications and websites

For up to date information from the Australian Government on changes to policy and regulations check Study in Australia website at: www.studyinaustralia.gov.au and the Department of Education and Training website at <https://internationaleducation.gov.au/Pages/default.aspx>

Education Services for Overseas Student (ESOS) Act 2000. The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education and Training administers the ESOS Act and its associated instruments. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

National Code 2018. The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa. <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) Information on Australian education institutions and courses offered to overseas students. <http://cricos.education.gov.au/>

Department of Education and Training Information for the education community, including information and links for international students. <http://education.gov.au/>

Department of Home Affairs Includes information on requirements for studying in Australia; information for education providers; government policy on immigration and multiculturalism; visas; PR; Australian citizenship; and, migration. <https://www.homeaffairs.gov.au/>

Other important links

- Australian Skills Quality Authority (ASQA) asqa.gov.au
- Office of Training Advocate trainingadvocate.sa.gov.au
- Australian Quarantine and Inspection Service daff.gov.au/aqis
- Overseas Students Ombudsman (OSO) oso.gov.au
- Australian Education studyinaustralia.gov.au and www.australia.com
- Study, work and live in Adelaide studyadelaide.com
- Real Estate realestate.com.au
- Australian Taxation Office ato.gov.au
- Job Search seek.com.au
- Australian Council for Private Education and Training (ACPET) acpet.edu.au
- Australian Health Management AHM (Overseas Student Health Cover) ahm.com.au
- Tuition Protection Service (TPS) tps.gov.au
- Human Rights of International Students <https://www.humanrights.gov.au/our-work/race-discrimination/publications/principles-promote-and-protect-human-rights-international>
- International students: Study your workplace rights! – <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

If you require more information or have a specific enquiry, please send an email to studentsupport@ict.edu.au.

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