



**HALES
INSTITUTE**
★
DIVISION OF MEGT
EDUCATION GROUP

International Students Pre-Enrolment Booklet



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Welcome to Hales Institute

Where you are going



Australia is an English-speaking country. The standard of living and the quality of education are high, while living costs are much lower than most other western countries. Australia is one of the most culturally diverse countries in the world, and is considered one of the safest study destinations.

Australia is the land of contrasts – sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. Surrounded by the Indian and Pacific Oceans, and the only country to occupy an entire continent, Australia has many unique plants and animals. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent, and a desert in the centre.

City Profile: Melbourne

Melbourne is the capital of Victoria, and is the second most populous city of Australia with almost 4 million inhabitants. It is considered one of the most liveable cities in the world.

The city is vibrant, energetic and diverse, and, being known as the Australian capital of fashion, design and good eating offers a variety of cultural and sport events such as the Australian Open, the Formula 1 Grand Prix, the Melbourne International Film Festival, and Fashion Week. Rich in culture, Melbourne also offers one of the most interesting musical panoramas with venues hosting gigs and shows for every taste from classical music to rock passing through to jazz and blues.

The city is recognised for its excellence in education with worldwide recognised Universities and excellent Private Institutes such as Hales, which are considered leaders in Vocational Education.

More information about Melbourne is available from the following websites:

www.melbourne.vic.gov.au – the city’s official website

www.thatsmelbourne.com.au – find out what’s happening in Melbourne

www.melbourne.com.au – your guide to Melbourne tourism information

www.visitmelbourne.com.au

www.visitvictoria.com.au - discover the beauty of Victoria

When you arrive in Melbourne pay a visit to the Visitor Information Centre at Federation Square. Look for the distinctive yellow ‘i’ on blue background sign. Here you will find free brochures and maps, information on public transport, event and ticket sales, as well as internet and e-mail facilities and tour booking services. MVC staff and volunteers are happy to provide comprehensive information and advice on what to see and do in Melbourne and across Victoria

Weather and Seasons

Melbourne enjoys a temperate climate with four distinctive seasons in the year – spring, summer, winter and autumn. Seasons are opposite to those in Europe, North America and most of Asia. It can get chilli in winter, so bring warm clothes, and water and wind proof jacket.

Temperature AVERAGE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Max (°C)	25.9	25.8	23.9	20.3	16.7	17.0	13.4	14.9	17.2	19.6	21.9	26.2
Min (°C)	14.3	14.6	13.2	10.7	8.6	6.9	6.0	6.7	7.9	11.5	13.1	14.9

Lifestyle

Voted the world’s most liveable city, Melbourne has it all. The city has a strong culture of being multicultural, open and friendly towards all visitors and migrants. Also called the “garden city”, Melbourne is full of parks, botanical gardens and some signature places of the city are:

Luna Park - Luna Park is Australia's oldest theme park, boasting a modern collection of rides and amusements. Enter for free!

Docklands - Docklands 10 years ago was a rundown industrial wasteland, today it is unrecognizable as it continues to undergo a vast transformation, a gradual project of extending the traditional business and entertainment district.

Melbourne Aquarium - Take a journey through four amazing worlds- Antarctica, Weird & Wonderful, River to Reef and Sharks Alive at the Melbourne Aquarium.

Southbank & Southgate - is a bustling hub for business, residential, hotels, conventions, the arts as well as being a hot spot for day and night entertainment.

Eureka Tower - Sky deck 88 - With its bold unique design reaching for the highest point of Melbourne’s skyline, Eureka has quickly fought for iconic status

St Kilda - Since it’s a beach area, there are many backpackers seeking sun, and an abundance of the fun activities associated with the beach

The Royal Melbourne Show - For children, this is THE event of the school holidays.

Theatres and Theatre Groups – There are many varied theatres and theatre companies in Melbourne, both professional and amateur groups. Just one example is The Victorian Arts Centre - Australia's premier performing arts centre which plays host to the Melbourne Theatre Company, the Australian Ballet, Australian Opera, Victoria State Opera, and Melbourne Symphony. Among the many others are the Malthouse Theatre, Her Majesty’s Theatre, and numerous theatre companies performing regularly in the outer suburbs.

Courses and Facilities

Location

Hales Institute is located in the heart of Melbourne’s central business district, on busy Swanston Street less than five minutes walk to Flinders Street Station. Close by are tourist hotspots such as Federation Square, City Square, and the Yarra River. It is also surrounded by a large number of diverse restaurants, bars and shopping precincts. It is easily reached by tram and by train. Please visit the following links for more information:

www.metlinkmelbourne.com.au - your guide to all public transport in and around Melbourne, including information on timetables, routes and fares for buses, trams and trains

www.maps.google.com.au and www.whereis.com.au – easy way to use maps to find the locations of various places.

*Please note that practical classes may take place at other training venues, such as our Commercial Cookery classes at our training kitchens in South Melbourne.



Hales’ city campus,
55 Swanston St.

Departments:

Level 1	Level 3	Level 4
<ul style="list-style-type: none"> • Hospitality Classrooms • Hairdressing Classrooms • Hairdressing Salon • Business Classrooms • Hairdressing Office 	<ul style="list-style-type: none"> • Reception • Administration Offices • Accounts Department • Student Support Services Office • IT – Computer Lab 	<ul style="list-style-type: none"> • Hospitality Classrooms • Student Computer Lab • Hospitality Department Offices
Level 8	Level 9	
<ul style="list-style-type: none"> • Student Common room • Hospitality classrooms • Business Department office 	<ul style="list-style-type: none"> • Hairdressing classrooms • Hairdressing Salon • Hairdressing staff room 	

Facilities

Classrooms

At Hales Institute you will find high quality classrooms equipped with the necessary technologies to assist you in your learning. Natural lighting from vast glassed windows is a feature of our campus.

Computer Laboratory

There is shared access to computers and Internet for student use within the student common room at Swanston Street.

There is also a computer lab on Level 4 which is available to students when not in use by classes.

Resource Centre

The City Library is located within minutes of Hales Institute. At the City Library there is a wealth of resources available to students including CDs, DVDs and books. The State Library of Victoria is also quite close; situated only a couple of tram stops up Swanston Street.



Classroom on Level 1, 55 Swanston Street

New State of the Art Kitchens in South Melbourne



In June 2008 we proudly opened new kitchen facilities in South Melbourne. This state-of-art facility is at the forefront of cookery training in Australia.

The complex also incorporates our own café for students to get training “in the field,” and the Hospitality Department provides students with operational activities such as corporate functions to continue to increase their learning experiences

Hospitality Practical classes are delivered at Buckhurst St, South Melbourne

Common room (food and drink)

Hales Institute provides a student recreational common room located on Level 8 of Swanston Street campus. Kitchen facilities, computer and vending machines are provided along with tables and chairs for studying and eating, as well as for relaxing and conversing with fellow students. This is the perfect area for students to relax between classes. Students help ensure that our facilities are well maintained by not bringing any food or drinks into any classroom at any time. Food and drink may be consumed in the Common Room only.

Information Boards

These are located on every level. Information is posted on these boards. Sections of these boards are available to students to put up notices. They are a great way to find information on social activities, rooms available to rent / share, and other general information related to international students living in Australia. Notices must be authorized by staff at the Reception and stay on for 1 month maximum.

Student Support

Being an international student is exciting, but it can also be challenging. Hales Institute offers first class support for all students in all aspects of study, work and personal life. The staff at Reception are available for all general enquiries.

Hales Institute ensures that appropriate student services, both academic and personal are provided to assist students to complete their studies and enhance their personal lives.

The Student Support Services staff can assist students with advice and referrals such as: workplace rights, learning difficulties, health, legal matters and accommodation. Program Coordinators and their team are available to meet with students regarding all academic issues and course related problems.

Hales Institute also provides practical career advice and relevant pathway assistance to link students with industry. The skills development process includes basic employment guidance, resume/cover letter/CV/portfolio creation, interview skills, workplace ombudsman information and long term career planning.

Students are encouraged to speak to staff to discuss issues which can affect study or learning. A trainer is the staff member closest to the students; we encourage the communication between students and their trainers.

The accounts Department will liaise with students on matters concerning payments.

Some specific services provided to support students include:

Student Assistance Line – 1800 011 951

The 24 hour per day/7 days per week Student Assistance Line allows students to receive a personalised response and a full range of referral and information services when the Student Support staff at Hales are not available to support you (especially after business hours and on the weekends). Students can find someone to talk to when they need it most.

The Assistance Line offers help with finding emergency accommodation, transport advice or personal safety, locating a doctor nearby, or help with accessing counseling services if at any time you feel

overwhelmed or depressed. When you are far away from families and close friends, it is important to have someone you can contact and talk with.

Student Safety

Hales endeavours to assist students to remain safe and secure during your time in Australia. Remember these simple safety tips when you arrive in Australia:

1. Whenever possible travel in groups. Risk is increased by travelling alone, especially at night.
2. Keep valuables such as mobile phones, laptops and iPods out of sight and stay aware of your surroundings when travelling on public transport.
3. Outside of peak times and at night travel in the front carriage of the train closes to the driver or sit in the guard's compartment. Where possible do not travel in empty carriages.
4. Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait stay in well lit areas or near open shops.
5. Walk in well-lit areas even if it means your trip is longer. Do not take short cuts through dark isolated areas.
6. If you feel threatened in any way while walking on the street go to a shop or a house with lights on (if at night) and ask for police to be contacted.
7. Do not lose control of your decision making senses and whereabouts by being under the influence of drugs or alcohol



Hales will not require you to attend evening classes in any location which is not within an allowable distance from public transport.

Hales Institute has in place Critical Incident Policy and Procedures which will be activated in the event of an incident which affects its students.

Student Social Events

Hales Institute sponsors a comprehensive calendar of events and activities for students. Students are encouraged to participate to meet new friends and be exposed to the Australian life. Check out the message boards, Hales Institute Facebook page and our website regularly to keep up to the date.

Hales Newsletter

Published once a term, the Hales newsletter contains all the latest news from our college.

ID Tags

It is mandatory that all Hales students wear their identification tags around their necks at all time whilst on campus. This is compulsory. The campus is for Hales students only. If you want to meet your friends or you have visitors, you will need to see them outside of the building.

Hales Courses

Hospitality-Patisserie

Patisserie is a creative and artistic application of bakery skills that inspire the taste buds and delight the eye. This specialist range of product is highly sought today in pastry shops, bakeries, and commercial outlets where a cup of tea and a cake has become an intricate part of our lives. The range of skills developed in these courses produces a variety of specialist pastries for occasions and celebrations, and are highly sought after in the ever expanding catering/hospitality industry.

The courses cover all the knowledge and skill development required and takes the student in progressive stages from introductory standards through to qualified levels of application in the first part of the course. The second part of the course takes these practical skills and couples them with theory and management skills that further develop the student's knowledge and job readiness for the industry and a rewarding long-term career.

Hales Institute
Patisserie student



Students will be required to undertake off-campus work placement with approved hospitality industry establishment. All the placements will be conducted in Victoria. Theory classes take place in the main campus on Swanston Street, and practical classes in South Melbourne.

Hospitality-Commercial Cookery

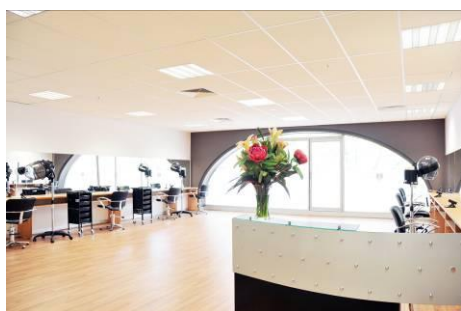
Commercial cookery is a dynamic and popular part of the Hospitality industry and takes shape in a wide variety of applications from 5 star hotel kitchens through to restaurant and cafe applications.

The environment is fast and exciting and provides a dynamic and constantly challenging workplace where skilled operators are highly sought and valued.

The course prepares students with industry-ready skills from talented Industry trainers in a state-of-the-art commercial kitchen facility, with the latest equipment and industry standard applications.

As with the Patisserie specialty, this course concentrates on having the student workplace ready as soon as possible and then develops the theory and knowledge that is required to take that practical skill to a management level.

Students will be required to undertake off-campus work placement with approved hospitality industry establishments. All the placements will be conducted in Victoria. Theory classes take place in the main campus on Swanston Street, and practical classes in South Melbourne.



Hairdressing

Hairdressing is firmly established in one of Australia's ever expanding industries of today. Careers in this industry now cover placements in-house in hotels, private and commercial spa and resorts, and of course salons that cover the latest in hair fashion. This career brings variety and choice as the student takes with them a set of skills and knowledge that can be used almost anywhere.

Hairdressing Salon,
55 Swanston Street

The course provides students with progressive skill development in an environment that encourages growth and creativity. Highly skilled trainers provide individual attention and feedback to students, encouraging each to develop their own personal creativity and flair. As with Hales other courses, the practical element is combined with the theory specific to the industry to prepare students for advancement in their chosen careers. Hales Institute's modern hairdressing salon assists students to develop the best learning outcomes. Both theory and practical classes are held in Swanston Street campus.

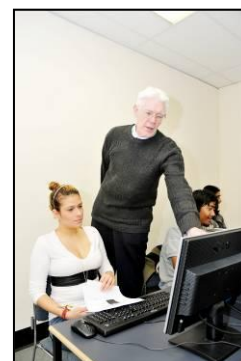
Students are given an opportunity to participate in industry events like The Battle of Colleges. It's a great chance to gain hands on hair and makeup experience.

Information Technology (Multimedia)

Today's world of Multimedia development is exciting and innovative. Our IT courses provide the skills and knowledge for an individual to be competent in designing, developing, and utilizing multimedia. This allows the student to seek work in the area of online services or multimedia development.

The courses initiate and develops skills in a supportive environment with Industry experienced trainers focused on the student's own learning and development. This personal and attentive format provides the best opportunity for development and individual innovation and achievement.

Classes are held in Swanston Street campus.



Multimedia class

Business

Business courses develop students' practical skills and knowledge in a number of functional areas of an organization. This includes administration, recordkeeping, marketing, human resources, management and business development. Students learn how to prepare basic accounts, manage budgets, plan and control projects as well as manage and develop teams. Students also gain skills to recruit select and induct people into an organization and provide a safe work environment.

Classroom sessions are held in Swanston Street campus.

Entry requirements

Each one of Hales courses has specified entry requirements and some may also have pre-requisite skills and/or knowledge which must be demonstrated before enrolment. Ensure you are aware of the entry requirements for your course. These will be identified in the course information published on Hales website. In some cases, you may be offered a Conditional Letter of Offer when one of your courses is dependant upon you reaching specific English language proficiency or where you are required to complete pre-requisite units of competence from a lower level qualification before beginning a higher level qualification.

As a general guide for all Hales Institute courses the English Language proficiency level of IELTS 5.5 is required for all Certificate courses and IELTS 6.0 for Diploma and Advanced Diploma courses. International students must be at least 18 years of age.

Skills Recognition by Recognition of Prior Learning (RPL) and Credit Transfer

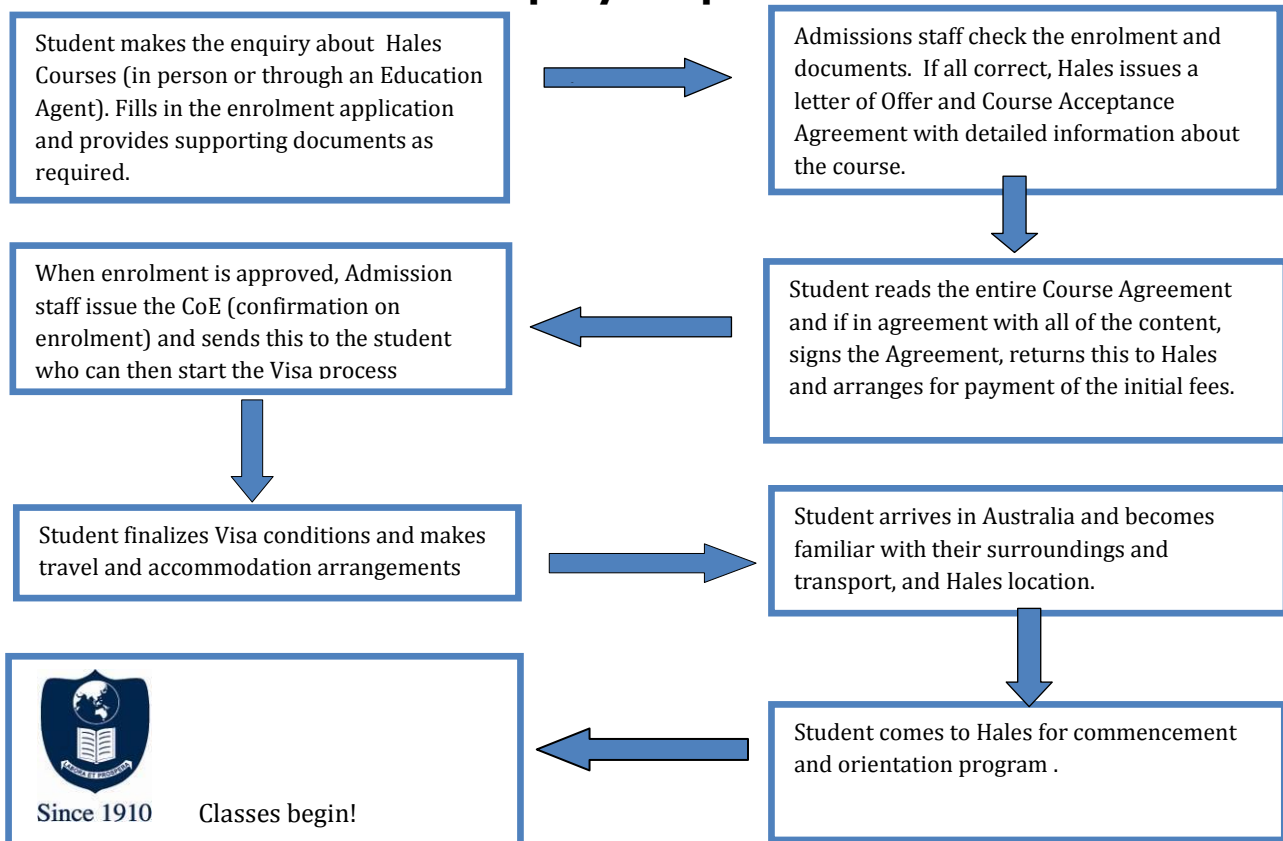
If you have already completed similar qualifications or have experience in the same field as your chosen course, you can apply for RPL or Credit Transfer for the subjects that you already have skills and knowledge. Qualifications and Statements of Attainment issued by any other Australian Registered Training Organisation (RTO) are recognized for credit by Hales Institute.

RPL and Credit Transfer may shorten the length of your chosen course or the number of units of study you need to complete by class work.

If you believe you may be eligible for RPL or Credit Transfer you should contact Hales for a Skills Recognition Application Kit and further information pertaining to the application process. It is best if you apply for Skills Recognition before commencing your course.

For information relating to dates and applicable charges, please contact us on info@hales.edu.au

Enrolment Process - Step By Step:



Things to Do (Your Checklist)

Before Leaving Home:

- Apply for passport or make sure the expiry date is long enough
- Arrange student visa
- Arrange and confirm your travel arrangements
- Arrange travel insurance
- Arrange accommodation
- Advise Hales Institute of your travel and arrival details
- Arrange for immunizations and medications from my doctor
- Apply for an international credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Arrange transport from airport to accommodation

Pack bags being sure to include the following:

- Ensure you have names and contact details for your accommodation and for Hales Institute
- Arrange enough currency for taxis, buses, phone calls etc.

Important documents (prepare a document portfolio):

- THIS HANDBOOK!
- Passport with Visa
- Letter of offer from Hales
- eCoE (confirmation of enrolment)
- Receipts of payments (eg tuition fees, OSHC)
- Certified copies of qualifications & certificates
- Travel insurance policy
- Bank statements, bank books
- Insurance policies
- Personal ID cards, drivers license, birth certificate (or copy)
- Medical records/prescriptions
- Credit card or bank account documentation

*NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss. If you are travelling with your family you will need to include their documents as well. **Keep all documents in your carry-on luggage.***

Upon Arrival in Australia:

- Call home to let family/friends know you have arrived
- Settle into your accommodation
- Contact institution
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend Hales international student orientation session
- Get student ID card from Hales Institute
- Advise Hales of your health insurance details unless obtained through Hales
- Open a bank account
- Collect any textbooks and course materials required before first class
- Start classes (be early or at least on time)
- Apply for tax file number if seeking work
- Get involved in student life and associations (e.g. music, sporting and cultural clubs)

Arranging Your Visa

The Australian Government's Department of Immigration and Citizenship (DIAC) provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit www.immi.gov.au/students/index.htm for the latest information.

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due their experience in the field.

In order to apply for a 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.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC 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 a good 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 small amounts or offer additional services for which they charge. You can check the Hales Institute website for a contact listing of education agents we recommend. **Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

From 1st of July 2010, DIAC also requires all students to hold **Overseas Student Health Cover (OSHC)** for the complete duration of your visa. You can obtain OSHC through Hales Institute with your enrolment, or you can obtain your own Health Cover. You must show Hales evidence of your Health Cover when you arrive.

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 International Student Orientation date to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

You should fly into Melbourne – Tullamarine International Airport which is the closest international airport to Melbourne. Visit www.melbourneairport.com.au . Melbourne CBD is located about 20 km from Tullamarine International Airport.

Quarantine:

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 the Australian Quarantine and Inspection Service (AQIS) homepage www.aqis.gov.au :

Read "**What can't I take into Australia?**"

<http://www.daff.gov.au/aqis/travel/entering-australia/cant-take>

And also let your family and friends know “**What can't be mailed to Australia?**”

<http://www.daffa.gov.au/aqis/mail/cant-mail>

Baggage allowances

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 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

Hales Institute dress code is neat and clean, casual is acceptable. 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 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. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, or a graduation ceremony. For festive occasions, you may want to bring traditional dress and accessories.

Where your course requires uniform for the practical part of the curriculum, it will be provided by Hales Institute. Please don't buy second hand uniform or materials as they will not be accepted. Please remember that closed shoes are required for any practical activities and the workplace.

Other Items that you may need (most can also be purchased in Australia)

alarm clock	music CDs or iPod	scientific or graphics calculator	your optical prescription
bath towels	sporting equipment	camera	photos of friends and family
dictionary (bilingual)	toiletries	micro recorder for lectures	swimming costume
small sewing kit	umbrella and rain coat	spare spectacles or contact lenses	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: In the picture, the red dot on the right hand switch indicates that the switch is on and power is flowing through that socket.

On Your Flight

Wear comfortable, layered clothing so that you are able to make adjustments according to the local weather. Remember – if you are flying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath, and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an **Incoming Passenger Card** to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products.** This includes fruit given to you during your flight. If you have items you don't wish to declare, you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **AU\$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

Entry into Australia

The Emergency Assistance Phone Number in Australia is 000

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). 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.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see **Quarantine Detector Dogs** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products or illegal drugs. 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 odors. Sometimes a dog will sit next to your bag if it sniffs a target odor. Sometimes dogs will detect odors 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.

Australian Customs and Quarantine

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.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mail is also screened. Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.

Airport Arrivals Hall

You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.

Getting from the Airport

Shuttle Buses Adult trip to the city center costs \$16.

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

Taxis

The costs vary depending on the destination. The trip to the city center would cost approximately \$50.

Keep in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

Accessing Money:

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$1500 to AU\$2000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to obtain some money as soon as possible after arrival. You can do this at the airport. Once you have arrived in Melbourne, you can also change money at any bank or at currency exchanges.

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank will charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo** (if your ATM card has international access). Check this with your financial institution before leaving home. Memorise your PIN number – do not keep it in your wallet or purse with your card and do not give it to anyone. When entering your PIN, shield the ATM keypad with your hand or body. Keep the transaction record and compare to your statement. Be cautious when strangers offer to help you at the ATM, even if your card is stuck or you are experiencing difficulty with the transaction. After completing an ATM transaction, secure your card and cash immediately before walking away from the ATM. If you require emergency help, call 000.



Credit Cards

All major international credit cards are accepted in Australia but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Bringing your Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Citizenship See: **Arranging Visas**). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centers; and

- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: www.immi.gov.au

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. You will need to provisionally enroll your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

Arranging Accommodation

Hales Institute can help you arrange temporary accommodation for first few weeks of your stay in Melbourne. There are many accommodation services that may be appropriate and students are always able to discuss any issues or concerns regarding accommodation arrangements. All students are encouraged to have accommodation organized prior to arrival in Australia but the Student Support Services can refer students to appropriate accommodation services.

Temporary/Short-term Accommodation:

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive for short term stay, but you may need to bring your own pillow and sleeping bag if you choose this option. Here are just four reliable backpackers in Melbourne CBD.

<p><i>The Greenhouse Backpacker</i> Level 6, 228 Flinders Lane, Melbourne, 3000 Manager: Stephen Gaff Phone: (03) 9639 6400 Fax: (03) 9639 6900 greenhouse@friendlygroup.com.au</p>	<p>Nomads Hostel Melbourne 198 A'Beckett St, Melbourne, 3000 Free call (within Australia): 1800 447 762 Phone: 03 9328 4383 Fax: (03) 9328 4863 bookings@nomadsindustry.com</p>
<p>Melbourne Metro YHA 78 Howard Street, North Melbourne 3051 Phone: (03) 9329 8599 Fax: (03) 9326 8427 Manager: Michael Latham Email: melbmetro@yhavic.org.au</p>	<p>LeStudent8 Melbourne 205 Bell Street, Melbourne, Free Call (within Australia): 1800 006 493 Phone: (03) 9485 0200 Fax: (03) 9485 0180 Website: www.lestudent8.com</p>

There are many useful websites for finding hostels, such as:

www.hostels.com

www.hostelworld.com

www.hostelbookers.com

www.vipbackpackers.com

Homestay

This is a common form of accommodation where students live with an Australian family, couple or single person/s in their own home. The cost may be between AU\$195- A\$245 per week.

There are many homestay providers operating in Australia and these arrangements will vary from Full Board (2 meals per day), or Part Board (no meals provided). The most common arrangements for homestay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some homestay providers may even do your laundry.

The family is generally chosen by the homestay provider and allows students an excellent way of settling into the country.

Hales Institute uses "Homestay Direct" as its preferred Homestay provider.

Homestay Direct Pty Ltd
Level 6 Suite 610, 343 Little Collins Street, Melbourne, 3000
Phone: 61 3 9670 3133 Fax: 61 3 9670 3199
info@homestaydirect.com.au

Staying With Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

Permanent Accommodation

Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Shared Accommodation

Share accommodation is a fun and affordable option for students. Opportunities can be found in local newspapers and on the internet. Notice boards around the Institute are an excellent way to find share household options with fellow students.

Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy, however it can be quite expensive renting on your own, and you are solely responsible for the rental payments plus the connection fees for utilities and the ongoing bills.

Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payments of the telephone.

To get a list of the properties for lease in your area of choice visit your local real estate agency, check the Classifieds/Real Estate sections of the local newspaper, or visit www.realestate.com.au.

Please remember that information on rights as a tenant can be provided by the Student Support Services at Hales Institute. You can also visit consumer.vic.gov.au or go to Consumer Affairs Victoria at the following address:

Victorian Consumer & Business Centre

113 Exhibition Street Melbourne 3000

Hours of Operation: Monday - Friday, 8.30am - 5.00pm (except public holidays)

Where to Look for Accommodation

The following is a list of places where you can go to find advertisements for accommodation:

Student notice boards around campus

Newspaper classifieds

Real Estate Agent windows & websites www.realestate.com.au

Local shopping centre notice boards

Online student accommodation services

www.au.easyroommate.com

www.share-accommodation.net

www.flatmatefinders.com.au

www.realestate.com.au

Accommodation and Costs

Accommodation and accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation.

Type of Accommodation		No. of Weeks	Weekly Rent/Bond Range (A\$)
House – One to three bedroom		52	250 – 500
Apartment – One bedroom		52	195 – 300
Sharing Rented House/Apartments	Close to City	52	135 – 250
	Within 10km of City	52	105 – 150
	In Zone 2	52	60 – 100
Hostel (One bedroom – shared bathroom)		52	150 - 230
Homestay – Living with Australian family		40	190 - 250

Security Deposit/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than A\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/"security deposit" is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If there is any damage to the property or it is not left in clean condition (including cleaning inside the oven and cupboards) the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit. If you break a lease you may be required to continue to pay the rent until the landlord or agent can find another tenant.

Utilities

Unless someone is already living in the dwelling, a new tenant must have utility services connected and disconnected, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalized and paid for by the previous tenant.

Restrictions

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

Current Address Details

Students on an International Student Visa are no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you MUST maintain a current residential address on your student file AT ALL TIMES.

At the commencement of your course of study, provide in writing, your current contact details. If you have plans to change any contact details, you must inform the Institute in writing within 7 days of the change by completing a 'Personal Data Form' available from Reception. It is your responsibility to maintain current contact details with the Institute.

We will also require you to give us an Emergency contact number in Melbourne, a friend or a relative that we can call if needed.

Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the cost of living in Australia, students should be budgeting for accommodation, utilities, food, health care, transport, books, clothing and entertainment. This is only a guide to living costs in Australia and these expenses will vary depending on the student's lifestyle. The Australian Government suggests approximately \$20,000 per annum as a minimum to cover living expenses. Below is an example of some of the expenses you might encounter when living in Australia:

Initial and Weekly Costs

Accommodation	Renting Shared House / Flat	Personal Flat / Apartment
Bond and Rent in Advance (one month)	\$600 + \$600	\$1000 + \$1000
Utilities connection	\$100	\$200
Weekly Costs		
Weekly rent/board	\$150	\$230
Household items (cleaning etc)	10	30
Food (including lunches, snacks)	80	100
Utilities (gas, electricity, phone)	40	60
Travel/Transport/	30	30
Clothing and Personal Care Items	20	25
Spending money	100	150
TOTAL for 52 weeks	\$22,360	\$32,500

Overseas Student Health Cover (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to in and out of hospital medical services to help you maintain your health. Worldcare is Hales Institute's OSHC provider of choice. If you would like to use another provider – such as Medibank – it will be up to you to organize your health cover. You have to remember that in order for your student visa to be granted you need to provide evidence of visa length health cover.

The cost of OSHC health cover obtained through Hales with your initial course fee is quoted in your Course Acceptance Agreement. For more information about this health cover provider contact Hales Institute or visit www.oshcworldcare.com.au

Academic Conditions

Student Visa Academic Conditions

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

You **must** maintain continued satisfactory attendance in your course and course progress for each study period as required by Hales Institute.

Academic Progress

Students are required to maintain satisfactory academic progress as a condition of their visa and full information about the Monitoring Course Progress is provided at Orientation and information from your teacher during class sessions. Course progress is monitored by Hales Institute. Where a student's successful academic progress is at risk, an intervention strategy is put into place to address the individual's needs. This strategy will be discussed with the student to identify actions that will be most effective.

The Intervention Strategy Action Plan may include:

- A learning support program
- Additional English language support
- Additional tutoring or learning activities
- Advice and changes to study habits
- Advice re suitability of the course or subjects
- Re-assessment
- Changed course load
- Personal or professional counseling
- Other appropriate actions

Written notification of unsatisfactory course progress will be given to a student where he/she:

- fails to achieve competency in at least 50% of the Units of Competency assessed in two consecutive Terms
- does not adhere to mandatory directions or meet the specified outcomes which have been documented and agreed to within the Intervention Strategy Action Plan or
- does not complete a course within the expected duration of study as specified on the CoE without a valid reason

This notification may also result in notification to DIAC and result in the student's Visa being cancelled.

We all want your time at Hales to be positive and productive. All of our procedures are designed to help you with that.

Attendance

Students are required to maintain a full time study load as part of the student visa requirements (20 scheduled hours per week). If your attendance at class or structured work-placement falls below 70% of the planned course time, a personal Intervention Strategy Action Plan will be introduced to ensure further absences do not impact on your course progress.

Work Limitation

Students who apply for a student visa with permission to work in Australia must note that DIAC regulations allow international students with "Permission to Work" to work up to 20 hours per week during the academic year and unlimited hours during school holidays. Students should not rely on income earned in Australia to pay tuition fees.

Assessments

You should have your assessment(s) completed and submitted by the required date set out in your course schedule or as nominated by your trainer. Sanctions may be imposed for late submission, include deduction of marks or a grading of "Not Yet Competent". Specific details of conditions and penalties are provided at the beginning of each term by your trainer.

Grades

Full details are provided in the Assessment Grades and Resit Polity. Competency based grades – Competent/Not Yet Competent (C/NYC) are awarded for Certificate I up to Certificate IV. Students who

present exceptional performance in Diploma or Advanced Diploma level can achieve a Credit or Distinction where this has been indicated for the subject/unit of study.

Cheating

Any student found cheating will receive an immediate NYC for the examination or assignment work. The student will not be permitted to re-sit the examination or assignment and is automatically disqualified from sitting any additional examinations in that unit. A repeated offence will result in disciplinary action, which could also result in cancellation of the student's enrolment.

Absence from exams

If a student is absent or receives an NYC from an assessment, they will be granted an opportunity to re-sit the assessment. An explanation and supporting documentation is required to explain the reason for the absence. The times and structures of examinations and tests will vary within each course. Trainers will provide details well in advance.

Plagiarism

Plagiarism means copying another's work. This not only means another student's work, but also copying from books *and the Internet* and handing it in as your own. This is cheating.

Hales Institute does not tolerate plagiarism, and any student found to be engaging in this practice will be subject to disciplinary procedures.

Student Administration Information



Reception on Level 3

Course Dates

For information relating to course dates, please refer to your Letter of Offer and to the Hales Institute Website www.hales.edu.au

ESOS Framework

Student visa holders are covered by the Education Services of Overseas Students (ESOS) legislative framework. It is important student visa holders understand their rights and responsibilities under the ESOS framework.

Overseas students are required to make themselves aware of the ESOS framework designed for prospective students (available on Hales Institute website or http://www.aei.gov.au/aei/esos/quickinfo/ESoS_FrameWork.pdf)

Schedules and Timetable

The academic year has four terms of ten weeks per term and holiday breaks of two weeks between terms. There is longer holiday break over the New Year.

VET qualifications are delivered over a specified period as per the Course Agreement, during which all units for the course must be completed.

Students attend classes for approximately three to four days a week timetabled between 8.00am and 10.00pm daily. Your timetable for the term will be provided during Orientation day. It will also be available online and on the Student Portal.

Student Portal

Students can view their results, timetable, attendance and update their personal details online through the Student Portal. You will be given your password and if you have any queries or issues with your portal, please contact reception.

Personal Information Disclosure

Whilst Hales Institute will protect your personal information from unauthorized disclosure, any information that you provide to Hales Institute or that the Institute collects about you may be given to authorized State and Commonwealth Agencies and the ESOS Assurance Fund Manager.

Tuition Fees

You are provided with a Tuition Fees Payment Plan to sign, one copy is kept on your Administration file and one copy is for you to keep. (Some resources and administrative charges may be subject to change due to factors outside the control of the Institute).

It is your responsibility to ensure fees are paid on time. Should you wish to apply for an extension of your instalments due to hardship, make an appointment with the Accounts Department at least five days prior to your instalment date. Please note extensions will only be granted in extenuating circumstances with supporting evidence.

Hales reserves the right to withhold results and certificates if agreed tuition fees have not been paid.

Overseas Tuition Assurance Scheme (OSTAS)

Under Australian law all international student tuition fees are protected under the Overseas Tuition Assurance Scheme (OSTAS). Hales Institute is covered by ACPET OSTAS.

The Scheme ensures that overseas students displaced from any course conducted by Hales, due to our inability to continue the course, will be efficiently relocated with minimal disruption to studies in a comparable course with another ACPET member participating in OSTAS or other approved provider.

ACPET will arrange the relocation to a comparable course for any overseas student who has not withdrawn from the course and requires to be placed, due to:

- the course not commencing on the agreed starting date;
- the course ceasing to be provided after it has started; or
- the full course not being delivered because a sanction has been imposed on the provider.

Under the Scheme, the new provider receiving the overseas student can make no additional tuition charge for the portion of the previous course for which full payment has been made to the original provider. The new provider is entitled to charge the normal tuition fee for any portion of a course not previously paid for by the overseas student, and the student will normally be responsible for meeting any relocation expenses and the purchase of any texts or materials required by the new provider.

If no member of the Scheme offers a suitable comparable course, the ACPET OSTAS will make the necessary financial and administrative arrangements to commission or obtain access to an appropriate course for the specific purpose of offering these students placement. These courses may be delivered by a member of the Scheme, or may be delivered by another registered provider commissioned by the ACPET OSTAS for that purpose.

Other Course Costs (as applicable)

Some requests such as re-issue of documents, re-sit for assessments, RPL, may incur extra charges. All likely charges are listed in your Course Agreement.

Student 'Code of Conduct'

Students are required to follow all rules of the Institute and the instructions from staff representing Hales.

Students are required to act in a non-discriminatory manner at all times and respect the rights of others. Hales Institute supports an environment that is respectful and considerate. Please be aware of others in the lifts and foyers of the building.

Please note that disciplinary action may be taken if a student displays unacceptable behaviour, this action may result in suspension which can affect your attendance and therefore your visa.

Students are also required to adhere to academic rules and regulations as directed by the Institute or its representatives. Where a student is found to have acted in a way that Hales Institute deems to be misconduct, the Institute may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

Deferment, Suspension or Cancellation of student's enrolment

Student Initiated

It is possible for you to initiate deferral, suspension or cancellation of your studies but only in certain limited circumstances as described below.

Course Deferral – Suspending Your Enrolment

Hales Institute can temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is 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 student's studies; or
- 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 student (these cases should be supported by police or psychologists' reports);
- Where the Institute is unable to offer a pre-requisite unit;
- Inability to begin your studies on the course commencement date due to delay in receiving a student visa.

Students will be required to complete an 'Amendment to Enrolment Form' and submit to the Student Support Services Department, as well as have an appointment with the Student Support Services Manager. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application e.g. Medical certificate/s, police report/s, etc.

Withdrawal – Cancellation of Your Enrolment

Students wishing to cancel their enrolment or to change training provider must complete an 'Amendment to Enrolment Form' and submit it to the Student Support Services Department.

All tuition fees and payments and / or penalty payments as outlined in the Fees, Charges and Refunds Schedule will need to be paid. DIAC will be notified of your decision to cancel your enrolment.

Any student who chooses not to return after the expected date of return e.g after the term break the Institute will within 14 days after the event date report the student for cessation of studies.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy and Procedure'.

Provider Initiated

Students may also have their enrolment suspended or cancelled due to misbehaviour and for non-payment of fees due. This misbehavior may include but is not limited to acts of discrimination, sexual harassment and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories:

- Academic Misconduct
- General Misconduct

Students have the right to appeal a decision by Hales Institute in regard to deferral, suspension or cancellation. The Institute will not notify DIAC of any change to the enrolment status until after the complaints and appeals process is completed.

Cancellation due to Unsatisfactory Academic Progress

A student's enrolment may also be cancelled due to unsatisfactory academic progress. Refer to the Monitoring Course Progress Policy and Procedures for full details.

All students are given 20 working days to access the Complaints and Appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments to the Department of Immigration and Citizenship.

Refunds

All students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Administration Department and the Refunds Schedule as per the student's Course Acceptance Agreement will be implemented. All applications for refund must be made in writing by way of the '**Application for Refund**' form and submitted to the Administration Manager.

Complaints & Grievances

Students have access to Hales Institute's grievance, complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against the Institute in its assessment process, decisions relating to academic or attendance records, and any other concern students may have. Refer to the 'Non Academic Grievance Policy' if you wish to appeal the Refund outcome. The Academic Grievance Policy relates to complaints regarding course or academic matters.

Please Note

The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law. Hales Institute also reserves the right to withhold any certification of qualifications achieved by the student if student fees remain outstanding.

People that Matter

Being an international student is exciting, but it can also be challenging. Hales Institute offers first class support for all students in all aspects of study, work and personal life. Please refer to the table below to see who to contact for various matters.

People That Matter	
You and Us	You are the person who matters the most. If you have any problems or issues feel free to express it. We are here to help, and can also assist you to find external support and counseling if required.
Your Teacher/Trainer	Students are encouraged to speak with their teacher and discuss issues which effect study or learning. Your teacher is the staff member closest to you. The communication with your teachers is the first tool to help you in your life at Hales. <ul style="list-style-type: none"> ▪ Course timetable and locations ▪ Assessments, timetable and locations ▪ Assessment outcomes and feedback
Reception	General enquiries ie. <ul style="list-style-type: none"> • Change of contact details • Pick up Student ID / OSHC card • Request / pick up documents • Make appointments with other staff members • Photocopying (charge applicable)
Accounts	Fees and Charges: <ul style="list-style-type: none"> • Payment schedule • Course material payment
Student Support Service	The Student Support Service can assist students with advice & referrals for: <ul style="list-style-type: none"> • Workplace rights • Resume/cover letter/CV/portfolio creation assistance • Interview skills • Men and women's health • Domestic violence • Learning difficulties • Accommodation • Attendance and academic progress issues • Any other aspects concerning students integrating into life in Australia • Student evaluations
Program Coordinators / Managers	Program Coordinators/Managers are available to meet regarding all academic and course related problems, including Course Progress Monitoring, Interventional Strategies and Action Plans.
Campus Manager	Complaints and Grievances