



# Pre-Enrolment Pack



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## Welcome

Thank you for considering to study with EIM International Training. We look forward to meeting you in person when you hopefully enrol in one or more of our courses. We look forward to helping you achieve the most out of your stay here. We know you're going to enjoy it.

This Pre-enrolment Pack is designed to give you all the information you need to prepare for your stay here and to settle into your studies and the local culture quickly and easily if you decide to enrol. We are sure there will be many things you want to know so feel free to contact us if you have any questions.



**Nick Bottrall**

**CEO**

## Campus Locations

### Cairns

Cairns campus of EIM International Training is located in the heart of Cairns, one of Australia's most northern and beautiful cities and the international gateway into Tropical North Queensland. The city of Cairns is located on the northeast coast of Australia in the state of Queensland about 2500km from Sydney and 1800km north of Brisbane by road. Residents and visitors to Cairns are lucky enough to have two of the world's greatest natural treasures on their doorstep in the Great Barrier Reef and the tropical rainforests - both of which are World Heritage listed. There are few places on Earth where two such treasures are found side by side.

Cairn's is a small but lively city that combines the best of a relaxed tropical lifestyle with all the comforts and amenities of a city. There is something here for every budget and every interest, from designer shops, art galleries, cinemas, museums, cafes, restaurants and live music venues in the city centre, to a wide range of adrenaline sports and a landscape that is famous around the world.

The Cairns region is famous for its natural beauty and there are walking tracks, waterfalls and watering holes you can swim in as well as the wonderful Botanic Gardens all within easy reach of the centre of town. The Lagoon area and the Esplanade along the waterfront is the social centre of Cairns with plenty of bars and restaurants, as well as free barbeque areas and regular free entertainment.

The Cairns Campus is situated in a building complex and includes four classrooms, a computer lab, private study areas, free wireless internet access, kitchen and a large student common area. There are a large number of cafes and shops within one minute walk of the Campus. It is an intimate campus where you will quickly get to know the other students as well as the friendly and supportive staff.

The Campus reception is open from 8.30am-5.00pm Monday to Friday (excluding the Christmas break between late December and early January and Public Holidays).

## Gold Coast

The Gold Coast campus of EIM International Training is located in the heart of Southport, one of Australia's fastest growing cities and an international gateway. Defined by its spectacular beaches, hinterland ranges, forests, waterways and vibrant communities, the Gold Coast is an outstanding global city which is proudly looking towards the future.

The city of Gold Coast is located on the East coast of Australia in the state of Queensland about 850km from Sydney and 90km south of Brisbane by road. Residents and visitors to the Gold Coast are lucky enough to have great surf, sand and sunshine. The Gold Coast has something for every budget and every interest, from designer shops, art galleries, cinemas, museums, cafes, restaurants, bars and live music venues, to a number of theme parks and 57km of fantastic coastline.

The Gold Coast campus is in the Huntingdon building Southport. The campus includes 5 training rooms, 1 computer lab, free wireless internet access, kitchenette area and ample metered parking. Australia Fair shopping Centre is only minutes away from the Campus. It is an intimate campus where you will quickly get to know the other students as well as the friendly and supportive staff.

The Campus reception is open from 8.30am-5.00pm Monday to Friday (excluding the Christmas break between late December and early January and Public Holidays).

## Australian Culture

Australia is one of the most culturally diverse countries in the world. Both cities welcome international visitors and the locals will make you feel instantly at home in either location you choose.

Australian people are warm and friendly even if they don't know you. It is common for people to conduct a bit of 'small talk' (short, general conversation) before getting down to business, even on the phone. You will get the best reception if you do this too. Try asking 'Hi, how're you doing?' or 'Hi, how're you going?' when you first speak to someone and expect to answer a similar question. You can answer by saying something like 'Good thanks, and you?' or 'Great, it's a beautiful day. How about you?'

## Weather

Cairns is located in the Wet Tropics region, so it is hot and humid during the wet (summer) season with beautiful warm, mild, dry (winter) seasons. The wet season generally occurs between January and March. The average rainfall is 1992mm and it rains on an average of 154 days of the year. The dry season runs from April to December and during these months it is usually warm and sunny every day with fantastic blue skies.

The Gold Coast has a sub-tropical climate with an average 245 days of fine and sunny weather each year. The average annual rainfall is 1400mm which mainly falls in the summer period

(December – February). Daytime temperatures are generally in the mid 20°C range in Summer and slightly cooler in Winter with clear skies and cool nights.

Average Climate (°C)							
	Melbourne	Sydney	Adelaide	Brisbane	Perth	Gold Coast	Cairns
Winter	6 – 15	8 – 16	7 – 15	10 – 21	9 – 18	12 – 22	18 - 26
Summer	18 – 26	19 – 26	16 – 29	21 – 29	18 – 30	21 – 30	23 - 31

## How to Get Here

### By Air:

Cairns Airport has daily flights to and from most key Australian Destinations, including direct flights to and from Brisbane, Sydney, Melbourne and Adelaide. Airlines include: Qantas, Virgin Australia, and Jetstar. Taxis and shuttle bus services are available to and from the City Centre from the airport (approximately 7km).

The Gold Coast Airport is a domestic and international airport. It has daily flights to and from most key Australian Destinations, including direct flights to and from Brisbane, Sydney, Melbourne and Adelaide. Airlines include: Qantas, Virgin Australia, and Jetstar. Taxis and shuttle bus services are available to and from the airport.

### By Car:

Gold Coast is 1hr drive from Brisbane. Most of the big car rental networks in Australia allow one-way car hire.

### By Train:

The airport link train from Brisbane to the Gold Coast is about 1.5 hour journey. The train has several stops along the Gold Coast strip. Gold Coast buses depart from all train stations to all the main destinations.

### By Coach:

There are several daily bus services linking the major cities and towns around Australia. Coach companies include: Greyhound and Oz Experience.

## Getting Around

The Cairns campus is very conveniently located for all of the main city attractions, and is next to the local bus transit mall for easy access to other areas. In general, most areas of the city are easy to access by foot or by bicycle. It is a five minute walk from the campus to the Esplanade and the swimming lagoon, to the Cairns Convention Centre and to everyday essentials such as post office, bank and shops. Many students advertise their bicycles for sale when they leave so you can usually buy a cheap one if you want easy transport.

The Gold Coast campus is very conveniently located for all of the main city attractions, and close walking distance to the tram terminal. In general, most areas of the city are easy to access by foot or by bicycle. It is less than a five minute walk from the campus to the Australia Fair Shopping Centre and to everyday essentials such as post office, bank and shops. The Gold Coast is serviced by trains, buses and taxis & tram.

## Accommodation Options

Both locations offer a range of accommodation options; from flat/shared accommodations, homestay hostels and more. For more information on accommodations in your preferred area, please visit one of the below links:

- Gold Coast: <https://www.studygoldcoast.org.au/live/student-accommodation/>
- Cairns: <https://www.cairnsstudenthub.com.au/support/accommodation-advice/>

## Cost of Living

Cairns and the Gold Coast are very affordable cities with a low cost of living compared to the major cities in Australia such as Sydney, Brisbane or Melbourne. To help you plan for your stay, below is a list of indicative costs, however please remember that these are approximations only.

<b>Food (\$50-\$80 per week)</b>	
Milk (1 litre)	\$2.00
Bread (1 loaf)	\$1.00
Potatoes (1 kg)	\$4.00
Rice (1 kg)	\$3.50
Eggs (1 dozen)	\$3.00
Beefsteak (1 kg)	\$4.00
Cereal (500g)	\$5.00
Fruit Juice (2 litres)	\$5.00
Apples (1 kg)	\$4.00

<b>Personal Effects/Services (\$80-120 per week)</b>	
Toothpaste (140g)	\$3.50
Shampoo (500ml)	\$5.00
Newspaper	\$2.00
Shoes (1 pair)	\$40.00
Jeans (1 pair)	\$50.00
T-Shirt	\$20.00
Hairdresser	(minimum) \$30.00
Cinema Ticket	\$18.00
Public Transport	(day pass) \$7.00

The Cairns Tablelands is the agricultural region of Far North Queensland and you can buy wonderfully fresh, local produce at the fruit, vegetable and food markets in the city such as Rusty's Market (Friday-Sunday) right in the centre of town.

## Major Shopping

The major shopping centre in Cairns is Cairns Central, is a 5 minute walk from the campus.

The Australia Fair shopping centre is only minutes away from the Gold Coast campus so you can easily shop for anything you need, including food, stationery and electrical items.

## Recreational Activities

Cairns is world famous for its natural beauty and amazing attractions. Cairns and the Far North Queensland region are tourism specialists and people travel here from all over the world. Here is a selection of the Top 10 things to do whilst you're here:

1. Dive or snorkel the Great Barrier Reef
2. Have a barbecue with friends by the lagoon
3. Take the Kuranda Railway or Skyrail and visit the rainforest village
4. Go on a crocodile tour on the Daintree River
5. Go skydiving at Mission Beach
6. Shop for local fruit and vegetables at Rusty's Market
7. Enjoy a meal and a drink on the waterfront
8. Cool off in the Crystal Cascades waterfall

9. Walk the Red Arrow track and visit the Botanical Gardens
10. Party all night at the one of the many bars

For more ideas, follow this link: <http://www.cairnsattractions.com.au>.

The Gold Coast is famous for its natural beauty and amazing attractions. Here is a selection of the Top 10 things to do whilst you're here:

1. Currumbin Wildlife Sanctuary
2. Warner Bros. Movie World
3. Sea World
4. Tamborine Rainforest Skywalk
5. Paradise Country Aussie Farm Tour
6. Get Wet Surf School
7. Infinity Attraction
8. National Bridge Rainforest Circuit
9. Australian Outback Spectacular
10. Carrara Markets

For more ideas, follow this link: <http://www.visitgoldcoast.com/things-to-do>.

## Banks

There are lots of bank options available in Australia, including NAB (National Bank of Australia), Commonwealth, Westpac, and ANZ (Australia and New Zealand Bank). Each bank has a range of account options you can choose from but a simple savings account will suit most people and generally has the lowest fees. Most of the major banks have a leaflet explaining their fees and telling you which accounts have no fees.

### **Bank open hours are usually:**

Monday-Thursday:	9.30am – 4.00pm
Friday:	9.30am – 4.30pm
Saturday:	A few banks are open, most banks are closed
Sunday:	All banks are closed
Public Holidays:	All banks are closed

### **Money withdrawal:**

You will find ATMs (see below) in most shopping centres and outside bank branches. You will usually not be charged for withdrawing money from you own bank's ATMs but you may be charged a small fee for using the ATM of another bank. Check with your bank for details.



**Bank vocabulary:**

ATM:	Automated Teller Machine (machine in the wall for withdrawing money)
EFTPOS:	Electronic Funds Transfer at Point of Sale - a method of payment using your bank card
Savings:	An account you can use for your day-to-day expenses
Credit:	Payment using your credit card
Cheque:	A method of payment for people who have a cheque account
PIN:	Personal Identification Number – a private number you use with your card

## **Health and Sickness**

Cairns Base Hospital is the leading hospital in the Far North region and has excellent medical staff. There is also a 24 hour medical centre in the city and a large selection of doctor's surgeries should you need them.

The Gold Coast has 3 major hospitals. The Gold Coast University hospital is leading public hospital on the Coast. The Gold Coast Private Hospital and Pindara Hospital are both private hospitals which are accessible to those who have private medical insurance. The National Home Doctor Service is a service on the Gold Coast for patients who need to be seen by a local doctor and are unable to attend an afterhours medical centre. They can be contacted on 13 7425

If you are on medication, make sure you bring a letter (in English) from your own doctor explaining your condition and what medicines or medical attention you need.

Generally, if you are sick and it is not an emergency, you should wait until working hours and book an appointment with a doctor. If you need to see someone outside of working hours but it is not an emergency, visit the medical centre to see a doctor. If it is an emergency, go to the emergency department at the hospital or call an ambulance. The emergency services number for all of Australia is: 000

## **Overseas Student Health Cover (OSHC)**

This is a requirement for all Student Visa holders. You need to arrange your own OSHC insurance; some students use Medibank Private, Bupa or Alliance when they arrive to Australia. If for any reason your OSHC expires before your course is completed it is your responsibility to make sure you renew your OSHC before the expiry date.

OSHC does not cover dental, physiotherapy, optical, podiatry, chiropractic, alternative therapies, or private hospital services, which may be expensive compared to your home country. OSHC only covers prescription medicines up to a certain value. Show your OSHC card when paying for prescription medicine at the chemist.

## **Working in Australia**

Students on Student Visas can work a maximum of 40 hours per fortnight (as of July 2012) whilst they are studying; full-time during semester breaks and holidays.

You need to apply for a Tax File Number (TFN) or you will pay a higher rate of tax. If you intend to apply for permanent residency later, you should keep all of your payslips as you may need to provide these later on during your residency application. Your employer should contribute superannuation on your behalf. You are entitled to this money when you leave Australia and when your visa has expired. Go to [www.ato.gov.au](http://www.ato.gov.au) to apply or call the Superannuation Information Line on 131 020.

Casual work is available in both Cairns and Gold Coast, often in the hospitality, cleaning and tourism industries. If you are prepared to work hard, you should find work in either of these industries. However, tourism tends to be seasonal and sometimes you may need to wait a while to find work, so it is not a good idea to rely on work locally to pay for your tuition and living fees. You must make sure you bring enough money with you to support you in case you don't find work. If you are looking for farming work in Cairns, you will be required to catch a bus from Cairns to the farming region which is usually within 100kms of Cairns.

Please remember that your studies are your first priority. There is a minimum progress rate at EIM International Training and if you fail to meet this, you may lose your place on the course. Your work must fit around your study timetable. If you let employers know this first, they will usually try to give you a good work schedule.

## **Course Information**

EIM International Training offers a number of courses. Courses are of varying lengths and levels of intensity. Students can enrol every week. See the brochure or website for more information on these courses.

### **Students Under 18**

EIM International Training only accepts students aged 18 years and over.

### **English Language Requirements**

All students must be able to meet the minimum English language requirement for their chosen course. This is an IELTS score of 5.0 for Certificate III, 5.0 for Certificate IV and 5.5 for Diploma (unless otherwise specified). Please see the brochure for more information on the minimum requirements for these courses or the following websites: IELTS: [www.ielts.org](http://www.ielts.org), Department of Home Affairs (DoHA): <https://www.homeaffairs.gov.au/>

Please note that you will be required to undertake a literacy and numeracy assessment at the college before commencing studies.

## Study Expectations

Australian study methods might be different from your previous study experience. At EIM International Training we understand this and have a great team of highly experienced staff, all of whom are very used to helping students adapt to a new environment and a new study culture. Your Trainer and the Training Manager are available when you need them and if you need additional support, we can arrange it for you. Your trainers will assess your learning style and your specific learning needs in the first week of the course, and as the course progresses.

When you come to classes you should expect to get involved in your lessons. Your Trainers will expect you to ask questions, to answer questions voluntarily, to participate in discussions and to be an active participant in all aspects of the class. You might be asked to give a presentation to your class, to observe other classes, to assess each other's work, to conduct research outside of class time and to complete assignments in your own time. You will certainly be asked to work in groups, pairs and on your own. You may also be required to complete some assignments online. If you struggle with all of this at first, don't worry. The teachers and staff are all here to help you, you just need to ask.

## Progress Requirements

It is the policy of EIM International Training to comply with all State and Commonwealth regulations regarding the progress of student visa students.

EIM International Training has implemented the DET-DoHA approved course progress policy option on all of its CRICOS registered VET courses and therefore does not monitor attendance on those courses although we will expect full attendance (20 hours per week). Please sign the register on the Reception desk when you arrive and leave. This is so that we have a record and who is in the building in case of emergency.

The EIM International Training course progress policy can be read in our Policy and Procedure Manual. If you do not meet DoHA requirements without good reason, you will lose your place at EIM International Training. If this happens, you will not receive a refund and you will not receive a graduation certificate. Student visa holders will be reported to DoHA and this may affect the status of your visa.

There will be plenty of warnings and support before this happens however. Your Trainer will keep a check on your progress over the first 10 weeks. If you are deemed to be at risk of failing to complete the course you will be required to attend a compulsory intervention strategy meeting with the Student Services Officer. After this your progress will be monitored and you will have another progress meeting.

If your progress does not improve, you will be sent a written warning giving notice of the College's intention to report you to DoHA. If you receive a Letter of Intention to Report from us, you have 20 working days to respond with an appeal. If you do not respond, or if your appeal is turned down, you have a chance to appeal externally and then if unsuccessful the College has to report you to DoHA for unsatisfactory progress. Please see the DoHA website for information on how this will affect your visa (<https://www.homeaffairs.gov.au/>).

### **Our Commitment to You:**

Your trainer will give you regular feedback on how you are progressing with your course. The informal progress updates given by your Trainer during the course will give you further information on how you are progressing. Vocational courses are assessed at the end of each unit (approximately every 2 - 3 weeks).

If you have concerns about your progress you can speak to your Trainer at any time. If you would like further support, you can arrange a meeting with the Student Services Officer.

### **Your Commitment to Us:**

Your trainer will give you regular feedback on how you are progressing with your course. The informal progress updates given by your Trainer during the course will give you further information on how you are progressing. Vocational courses are assessed at the end of each unit (approximately every 2 - 3 weeks). If you have concerns about your progress you can speak to your Trainer at any time. If you would like further support, you can arrange a meeting with the Training Manager.

### **In Summary:**

We expect students to progress in their courses at the rate outlined on their timetable. If you do not show satisfactory progress, the Student Services Officer will request you to attend an intervention meeting where strategies will be worked out to see you receive the support you require. You are also required to attend 20 hours a week as per DoHA student visa requirements.

## **Pathways**

Graduates of the college can seek credits to relevant degree programs in Australian universities and/or TAFE programs. There is no guaranteed entry into university programs although some will give up to one year's credit towards their Bachelor Degree. As a general rule, students with high marks will have the best chance of being accepted by a university.

Graduates of the college can also gain direct access to other EIM International Training courses, provided they have achieved the required academic level.

EIM International Training is committed to helping you on your path towards further study or work. The Training Manager is available to help discuss course selection or progress queries and to discuss your further study or career options.

## **Student Services**

EIM International Training staff are available to provide advice on everyday life in Australia such as transport, tourism and medical enquiries, as well as on study and personal related issues. There is the Student Services Officer at the campus to assist you. Here are some of these services:

### **Induction Day**

In your first week at the college we will provide you with an introduction to studying, college expectations, a city safety brief, general information about your campus, an introduction to the college team and a tour of the campus. You will also have your literacy and numeracy assessment and an individual needs interview if you have not already done these prior.

### **Out of Hours Emergency Number**

You will feel a great sense of ease knowing a staff member is a phone call away 24 hours a day in the case of an emergency. Your safety is our priority and the team is here to assist you wherever possible. Please note that this number is for emergencies only. All other enquiries should be made to the campus during office hours. Ph: (0400 999 644)

## Student Support

Our Student Services Officer is available to discuss a wide range of student concerns including: culture shock, homesickness, mental and emotional health issues, personal and relationship difficulties and issues affecting attendance and academic performance. Students requiring special or intensive assistance may be referred to external support services if required.

## Academic Support

Our Training Manager or Student Services Officer can advise and support you with your studies at EIM International Training. Trainers are available for individual face-to-face learning support too.

## **Responsibilities for Student Visa Holders**

If you are on a Student Visa in Australia, you have certain responsibilities and restrictions during your time here. As a Student Visa student you must:

- Remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- Maintain satisfactory attendance in your course as required by your college/institute.
- Make satisfactory course progress for each study period.
- Advise your college/institute of your home address within seven days of arriving in Australia. Also, if you change your address during your stay in Australia, you must advise your college/institute within seven days.
- Maintain enough money to pay for travel, tuition and living expenses for yourself, your partner and your dependent children for the duration of your stay in Australia.
- Maintain health insurance for you and your family members while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.
- Work no more than 40 hours per fortnight during each study period.

At EIM International Training we take these responsibilities very seriously and we will advise the Department of Home Affairs (DoHA) if your attendance or course progress is not satisfactory. The consequences of breaking your visa conditions can be serious. For further information about the conditions of a student visa, your rights and restrictions please go to <https://www.homeaffairs.gov.au/>

## **ESOS – Providing Quality Education and Protecting Your Rights**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code.

## Protection for Overseas Students

If you are an international student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses

for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS. EIM International Training is a CRICOS registered institution.

## Your Rights

The ESOS framework protects your rights, including:

- Your right to receive (before enrolling) current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - How to use your provider's student support services.
  - Who the contact officer or officers are for overseas students.
  - When your enrolment can be deferred, suspended or cancelled.
  - What your provider's requirements are for satisfactory progress in the courses you study.
  - If attendance will be monitored for those courses.
  - What will happen if you want to change providers.
  - How to use your provider's complaints and appeals process.

## Terms and Conditions

The following terms and conditions represent the agreement between the student and EIM International Training for the provision of the course:

1. When enrolling into a EIM International Training course you accept the following terms and conditions:
  - a. Agree to comply with EIM International Training Student Policies and Procedures as outlined in the Student Handbook.
  - b. Confirm that you fulfil all entry requirements for the course in which you are applying for.
  - c. Agree to pay all required fees associated with your course plus GST, if applicable.
  - d. Acknowledge and accept the Schedule of Administrative Fees and the Schedule of Fees as published on the EIM International Training website ([www.eiminternational.edu.au](http://www.eiminternational.edu.au)).
2. Upon receipt of the Course Fee, EIM International Training agrees to:
  - a. Process your application for the relevant course.
  - b. Allocate you to a trainer who will provide training and assessment support throughout the course.
  - c. Supply you with initial course material and resources for your course.
  - d. Provide access to learning and administrative support.
  - e. Grade your assessments.
3. EIM International Training will provide you with course materials for subsequent units of competency for your course as you successfully complete your assessments.
4. EIM International Training will issue you appropriate certification or Statement of Attainment for your course within 21 days of your course end date. EIM International Training reserves the right to withhold the issuance of the certification until such time when all course fees are paid in full.
5. EIM International Training may make changes to your course, course materials and the EIM International Training Student Policies and Procedures as reasonably required in accordance to ASQA and the NVR



Standards. EIM International Training may also make reasonable changes to the Schedule of Administrative Fees and Schedule of Fees.

6. Fees may be paid in advance or in accordance with the payment plan option. You will not be allowed to start your studies until all applicable fees are paid or a payment plan agreement is signed. This includes tuition fees, enrolment fees and administration charges associated with this offer. To pay off your course fees you must:
  - a. Initial deposit, which consists of the holding payment for each course and enrolment fee (if applicable), is due on date of enrolment.
  - b. Commencement payment is due on 1st day student commences study.
  - c. All instalments must be paid on or before the due date. Monthly payments are due on the 1st of every month, as per your payment plan.
  - d. EIM International Training issues Tax Invoices/Statements as a reminder of your payments due.
  - e. If your Instalment Plan is in arrears, you must contact the college as this may affect your ability to continue studying.
  - f. Fees may change without notice. Please confirm fees upon enrolment
7. Overdue fees may result in formal warning letters being issued. If outstanding fees are more than 2 months overdue and 2 payment warning letters have been issued, you will then be issued with a letter advising that you have 20 days to pay or appeal. If full payment is not received for all outstanding monies or no completed appeal form is received within the 20 days, your enrolment for current and future courses will be cancelled.
8. If you fail to pay any part of the course fee by the due date, EIM International Training reserves the right to:
  - a. Withhold provision of the course materials.
  - b. Withhold trainer and assessor support.
  - c. Withhold grading of assessments.
  - d. Withhold the certification or testamur.
  - e. Notify relevant credit agencies of your default.
9. EIM International Training reserves the right to all the content of the course materials, including copyright and all other such intellectual property rights contained therein remain the property of EIM International Training or a nominated third party. You may not reproduce any part of the course materials without the prior written consent of EIM International Training.
10. EIM International Training may extend the duration of your course only in the following circumstances:
  - a. Compassionate or compelling circumstances (see the Policies and Procedures for definition).
  - b. Where the College is implementing an intervention strategy for students at risk of not meeting academic progress requirements.
  - c. Where the College has approved the deferral of commencement of studies or the suspension of study.
11. If you wish to terminate your studies before the completion of your course, you must notify EIM International Training in writing by submitting a Withdrawal Form. Cancelling your enrolment in a course may incur a fee. Refer to the Fees, Charges and Refunds Policy regarding refunds and cancellation fees.
  - a. If you become seriously ill or are required to return home due to exceptional compassionate circumstances (such as death or severe illness of someone in your immediate family) and you can no longer continue your study, EIM International Training may refund the balance of unused fees.
  - b. This refund is entirely at the discretion of the CEO. You may need to provide appropriate evidence, such as a medical certificate.
  - c. Alternatively, the College may choose to hold the fees in credit for 12 months, to be used by you or a close family member. If fees are not used within the 12 month period, a refund will not be applicable.
  - d. Students may re-schedule their course start date via phone or in writing seven working days before course commences.
12. If you fail to notify EIM International Training of your Cancellation Request within 3 months of the agreement date, you will be liable to pay the course fee to EIM International Training in full.
13. In the event that you need to defer your course for a period of time, you will need to submit a Deferral Request form. Courses can only be deferred for a maximum of 12 weeks. Students can appeal for a longer period however this must be approved by the CEO. No refund of Course Fees will apply and you will still be liable for all payments due under this Agreement.
14. If you wish to transfer to another course offered by EIM International Training:
  - a. You will need to submit a Course Transfer Request Form within three months of the commencement of your course.
  - b. EIM International Training reserves the right to refuse a Course Transfer Request. If your Course Transfer Request is successful you will be required to pay a Transfer Fee as outlined in the Schedule

- of Administrative Fees.
  - c. If the new course is of greater value than your current course, then you will need to pay the additional Course Fees to the value of the new course.
  - d. If the new course is of lesser value than your current course then you will need to continue to pay your current Course fee.
  - e. Only one course transfer is permitted per enrolment.
  - f. Please note that Course Fees will not be refunded as a result of a course transfer.
15. If you wish to transfer to another provider:
- a. You will need to submit a written transfer request and provide a letter of offer from the other provider;
  - b. All written transfer requests will be considered carefully and any concerns discussed with the student.
  - c. Transfer requests will not, in normal circumstances, be granted in the first 6 weeks of studies (in the first 6 months of the principle course for Student Visa holders).
  - d. Tuition fees may be transferred between institutions at the discretion of the College, provided that the student's transfer is approved by both institutions, and subject to all Government requirements.
16. Provider Default (student visa holders only):
- a. If the College is unable to deliver your course due to extenuating circumstances, you can apply in writing for a refund of remaining tuition fees only (as per Refund Policy). The refund will be paid to you within 28 days based on written refund application.
  - b. EIM International Training complies with the government sponsored Tuition Protection Service (TPS) as outlined in the ESOS act. You can find more information on the act at [www.aei.gov.au](http://www.aei.gov.au)
17. Refunds:
- a. Refund applications must be made in writing via the Refund Application Form to the College.
  - b. Refunds will be processed in Australian dollars within 28 days of the written application.
  - c. Any refund requests not covered in this policy are entirely at the discretion of the CEO.
  - d. This agreement does not remove your right to take further action under Australia's consumer protection laws.
  - e. You have the right to pursue other legal remedies.
  - f. All administration fees including the enrolment fee and holding deposits for each course are non-refundable.
  - g. For both off-shore and on-shore students where the visa application is refused before the course has commenced, you are entitled to a full refund of tuition fees less an administrative fee of no more than 5% or \$500, whichever is the lesser amount and the enrolment fee (less agent fee if applicable). All refund requests due to Visa refusals must be accompanied by a copy of the Department of Home Affairs issued notification of "Refusal of Application for a Student Subclass 500 Visa."
  - h. For on-shore students accessing the payment plan option, please note refunds of the initial deposit will only occur if the course does not proceed or you do not meet the entry requirements. Refunds after the start date will be at the discretion of the CEO and will be calculated only on tuition not received.
  - i. Where withdrawal notified in writing and received by the College 28 days or more before the nominated start of your course, 100% of the tuition fee, including holding deposit (less agent fee if applicable) will be refunded.
  - j. Where withdrawal notified in writing and received by the College less than 28 days before the nominated start of your course, 75% of the tuition fee (less agent fee if applicable) will be refunded.
  - k. Where withdrawal notified in writing and received by the College on the nominated course start date or after the course starts, no refund of tuition fees will be made.
  - l. Please note: "course" refers to a single course as opposed to a "package" which is two or more courses.
18. Refunds will not be granted if:
- a. The Department of Immigration and Border Protection (DIBP) excludes you from continuing your course.
  - b. You withdraw after the course begins (subject to discretion of CEO).
  - c. EIM International Training reports you to DIBP for any reason or suspends or expels you from the College at any time.
  - d. The course commences on the nominated start date and you do not start on that day and have not previously withdrawn from the course.
  - e. You submit falsified evidence of your eligibility for your course (i.e. IELTS certificate or school certificates) and upon initial assessment do not meet the entrance criteria.



- f. The college has to temporarily close due to extenuating circumstances such as fire, cyclone or flooding (natural disaster).
  - g. Days are lost due to - late commencement of a course, public holidays or absences during the course.
- 19. You need to provide evidence of your language level before your enrolment is accepted. You will also receive a full language assessment before you are enrolled. If your language level is assessed as being below the entry requirement for your course, you may be required to study an additional language program before commencing your course with us. If this affects the dates of your course, DoHA will be advised and your visa dates may be affected.
- 20. Overseas Student Health Cover (OSHC) (student visa holders only):
  - a. Student Visa holders must be covered by OSHC for the entire period of their studies.
  - b. Should you extend your period of study you will need to maintain your OSHC as a condition of your Student visa.
  - c. Students must provide a copy of the OSHC certificate with their application form or at the induction.
- 21. Induction is compulsory for all students and will be held on the first day of your course or within 14 days of CoE start date. If you do not comply with this, your enrolment can be cancelled.
- 22. Students must notify the College of changes of address, telephone number, email address and fax number immediately they occur. Failure to do this may mean the student may not receive important information which may affect their course, their enrolment or their visa. This is a legal requirement.
- 23. Fees will not be reduced as a result of RPL processes, however may be reduced for credit transfer. Applications for credit transfers and/or RPL must be made at the time of enrolment. If, for Student Visa holders, the length of study is reduced as a result of credit transfers or RPL, DIBP will be advised and your visa dates may be affected.
- 24. Course progress and Attendance:
  - a. It is the policy of EIM International Training to comply with all state and commonwealth regulations regarding the attendance of students.
  - b. EIM International Training has implemented the DEEWR-DIBP approved course progress policy option on all of its CRICOS registered VET courses.
  - c. The EIM International Training course progress policy is available in the Policy and Procedure Manual.
  - d. You may be refused entry into a subsequent course if you have not fully completed a lower level course of which you have also enrolled in.
- 25. It is a requirement that students on vocational courses and work placements agree to abide by industry and/or EIM International Training dress standards, including uniform and safety clothing and footwear. Students who do not abide by our dress standards may not be able to continue their studies.
- 26. It is a requirement all students at the College treat other College staff and students with respect at all times and agree to abide by our Code of Behaviour, including guidelines on language use, behaviour and health & safety. Students who do not abide by our Code of Behaviour may not be able to continue their studies and a refund will not be given.
- 27. EIM International Training has a commitment to access and equity for all students and staff. The College's Access and Equity Policy can be read in the Student Handbook. EIM International Training will not discriminate any person or tolerate discrimination against any person on the basis of race, ethnicity, gender, age, sexual orientation, religion or ability/disability.
- 28. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law. EIM International Training uses students' personal information (such as name, address, attendance records and results) for general student administration as well as for planning, communication, research, evaluation and marketing activities undertaken by the College. Only authorized personnel have access to this information. Your personal information may be disclosed to Commonwealth and State Government Agencies. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

## **Conditions of Enrolment**

The applicant:

- Understands and accepts the terms of EIM International Training's refund policy.
- Understands that courses require a prerequisite level of English language for entry.
- Understands that they will be assessed on commencement of the course and asked to complete a period of English language study if they do not have the prerequisite level of English language for entry.
- Understands that they must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress.
- Understands that they must successfully complete at least 50% of the course, and failing to do so will result in them being reported to the Australian Government (by the end of the second course).
- Understands that they must tell EIM International Training immediately of any change of address.
- Understands that there cannot be a change of institution during the course without a written letter of release from EIM International Training.
- Is aware that school-aged dependants accompanying them will be required to pay full fees at a private or government school in Australia.
- Understands that information collected before and during enrolment is done to meet the College's obligations under the ESOS Act and the National Code 2007 as well as ensuring student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. The information collected can be provided, in certain circumstances, to the Australian State Governments and designated authorities and, the Tuition Protection Scheme Manager. In other instances information collected can be disclosed without consent where authorised or required by law. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach of a student visa condition.
- Agrees that EIM International Training can share information about their course and progress with their parents and recruiting agent with the student's permission.
- Acknowledges EIM International Training's right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.

## **Complaints Procedures**

The College has a complaints procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The complaints procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the College. The College will make no charge to the student for its dispute resolution process or referral to the independent mediator.

If you have a complaint or appeal you should take the following steps:

1. For current students, speak to the Trainer or Student Services first (or General Manager if not appropriate).
2. Obtain a copy of the Complaint Form from reception or download it from the EIM International website.
3. Complete the Complaint Form and submit it to Student Services or hand in at reception.

4. Follow up with the College.
5. If the matter is not resolved, ask the College to arrange for independent mediation by contacting the following external agency:

Overseas Student Ombudsman

[ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

1300 362 072 (within Australia) or +61 2 6276 0111 (outside Australia)

### Where to go for More Information

Who?	Why?	How?
EIM International Training	For policies and procedures that affect you	<a href="https://www.eiminternational.edu.au/">https://www.eiminternational.edu.au/</a> or call us
Department of Home Affairs	For visa matters	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a>

## What to Pack

We want you to be as comfortable as possible, so here are a few suggestions of what you might want to bring. Don't worry if you forget anything though, all of these items are available to buy in Cairns and Gold Coast. You know what you like to wear, but remember that Cairns is a tropical region which means it can be hot in the daytime with cooler evenings. It can also be rather wet in the rainy season.

Clothes: Light comfortable clothing, swimwear, open shoes, trainers, hat, sunglasses, long sleeved top and long trousers for cooler evenings, umbrella or light raincoat for the wet season

Toiletries: Sunblock/sunscreen

Electrics: Laptop computer, if you have one (the college has free wireless internet & wi-fi is common in Australia). Adaptors for your electrical equipment (Australia operates on 230-250 volts and uses a 3-pin plug as standard)

Food: Don't bring any food or plants. The quarantine laws in Australia are very strict and you will be stopped at Customs in the airport (be careful with plant based medicines for this reason too). Cairns and Gold Coast has a great mix of cultures and that means there are shops and restaurants selling almost any kind of food you could want. See <https://www.agriculture.gov.au/travelling/bringing-mailing-goods> for more information.

## Checklist

### Before you leave home

- Arrange your flights, passport & visa.
- Change some money into Australian dollars & organise an international ATM card (e.g. Cirrus, MasterCard, Visa etc). If possible, ask your bank to help you set up a bank account in Australia.
- Arrange your accommodation (for your whole stay or at least the first month). We can arrange this for you for a fee.
- Arrange your transport from the airport (for a fee we can arrange pick up for you, or

there are bus and taxi options at the airport).

- If you have any special medical needs, speak to your doctor and make sure you bring everything you need (remember that you cannot bring plant-based material into Australia – if you have to bring plant-based medicines, make sure that you declare them at Customs when you arrive in Australia).
- Give your family and friends a detailed itinerary of your travel arrangements, including a copy of your passport, contact details for each part of your journey and any other important information.
- Check your EIM International Training course and enrolment information and pack any important documents that you need for your course, including a bilingual dictionary.
- Check Australian customs information at <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine> and leave any prohibited items at home.
- Put your passport, airline ticket and flight information, a pen, important telephone numbers, your pick up information and some Australian dollars in your hand luggage ready for your trip. Remember to carry this with you safely throughout your journey (don't leave it anywhere, even just for a moment).

#### **When you arrive in Cairns or the Gold Coast:**

- Go through Customs. If you have medicine, food or other items in your bag which you think may be prohibited, fill out the form and go through the 'SOMETHING TO DECLARE' section. If not, go through the 'NOTHING TO DECLARE' section. You may be stopped and have your bags checked by a customs officer. Don't worry, this is normal, just answer the questions politely and honestly.
- Check into your accommodation.
- Contact your family and friends and tell them you have arrived safely.
- Settle in and start to find your way around the city.
- Attend your induction at EIM International Training.
- Arrange a meeting with the Student Support Officer if you have any personal issues or with the Trainer if you have a study issue.

#### **Before you leave EIM International Training:**

- Check that you have completed all of your assignments and received all of your academic transcripts, certificates or statements of attainment.
- Check that you have paid all of your fees.
- Check that you have returned any items borrowed from the campus (e.g. book etc.)
- Complete an End of Course Evaluation Form – we value your feedback.
- Notified us of your forwarding contact details.

## **Contact Information**

EIM International Training

Website: [www.eiminternational.edu.au](http://www.eiminternational.edu.au) | Email: [admissions@eim.edu.au](mailto:admissions@eim.edu.au)

Phone: (07) 5575 7575