



Student Handbook

Welcome

EIM International Training is a Registered Training Organisation (RTO) that is regulated and registered through the Australia Quality Skills Authority (ASQA) for the provision of training and assessment services.

EIM International Training welcomes you to the organisation and hopes you enjoy your learning experience with us. Our vision is to provide quality training and assessment services to our stakeholders across all the locations that we deliver. Our Management team, trainers, assessors and administration staff are responsive and quality focused. We promote a nurturing learning environment, quality training facilities, and professional industry-current trainers and assessors.

Following successful completion of all assessment requirements for the units of study, students will be issued the appropriate nationally recognised qualification which will assist you in achieving your career goals.

Please read the information contained within this handbook and familiarise yourself with the information that effects your participation in training with EIM Training. This handbook can be found on our website.

On behalf of the EIM Team, I wish you the very best for your studies and I share a motto with you...

"You are your greatest asset. Put your time, effort and money into training, grooming, and encouraging your greatest asset." - Tom Hopkins



Nick Bottrall

CEO

Our Mission and Values

At EIM International Training we endeavor to be a sustainable quality education provider, by combining a diverse approach with a personalised student focus, to support a clear and achievable student pathway and learning outcome.

Our Guarantee

At EIM International Training we are committed to providing a pleasant, friendly environment for the duration of your selected course of study.

On receipt of your payments, we guarantee you with our full support for the entire course duration through to your completion.

Induction Schedule

Inductions are usually conducted on the Thursday before your course starts. Inductions follow the below schedule:

- Welcome arrival, paperwork check (Visa, OSHC)
- Cloud Assess induction assessment
- USI verification/application
- GoCard concession application (Gold Coast)
- Payment plan and lecture schedule explanation
- Blue Card application (CHC qualifications only)
- Restricted Electrical Work Permit (UEE Qualifications only)
- Campus tour, Induction, health & safety information, course specific information
- Class orientation including overview of assessments, how to submit assessments and a look through your first unit (if not yet started)
- Sign off induction checklist
- Student ID Card photo taken

You **must** attend induction before starting your course.

Important College Information

Basic Campus Information

- **Opening Times:** Monday to Friday, 8:30am – 5:00pm
- **Main Phone Number:** (07) 5575 7575
- **Emergency Out of Hours Phone Number:** 0400 999 644
- **Help and Advice:**
 - For student support, counselling or payment queries see the Student Services Officer.
 - For study support, education counselling and careers support see your Trainer.
 - To make payments, see the Receptionist.

Student Welfare

If you have a requirement to confidentially discuss your studies, home life or other personal issues, please talk with our Student support Officer. To make an appointment, see our Receptionist.

Children

Students may not bring their children to class.

English Only Policy

EIM International Training is an “English-only” college. We believe this helps all of our students improve their English and make good friends. Please speak English in all areas of the college at all times. If you ignore this request, you may be asked to leave your class. Please remember all International Students are here to improve their English and study, therefore please respect your fellow students.

IT Services

Upon your enrolment for a course, you will be provided with an Office 365 account and a Cloud Assess account. The purpose of these accounts are listed below:

- Your Office 365 account will grant you access to the full suite of Microsoft applications (such as Word and Excel) to assist you in completing your assessments
- Cloud Assess is the platform that you will complete your assessments, units and forms on

All students are required to bring their own laptops to class. There is free WiFi access on campus available to all EIM International Training students. This is to be used to assist you with your studies and it is not for personal use. Additionally, you are not permitted to download films, music, video clips or other large files using the provided WiFi. Your internet usage is monitored, so behave.

Transferring to Another Provider

If a student wishes to transfer to another provider less than 6 months into their 'principal course', they will require a release and as such will be required to have paid 6 months of tuition based on the existing student payment instalment agreement signed at induction before that release can be actioned.

Adaptations to this policy are at the discretion of the CEO only.

Personal Leave

If you are feeling ill and you cannot attend class, please call the college reception to notify us that you will not be attending. If you are absent because of illness for two days or more, you must get a doctor's certificate and bring it to Student Services.

Lateness

In Australia it is polite to arrive on time. If you arrive more than 10 minutes late to your class you should apologise to the Trainer and not make a habit of it. If you are more than an hour late to your class you may be refused access to the class. Repetitive lateness can result in non-progression.

Taking a Holiday

Students need to keep to the lecture schedule given and cannot take holidays unless allocated by the lecture schedule. A medical certificate or evidence of strong compassionate reasons will be required if there are prolonged absences.

Refund Policy and Student Agreement

You will have signed this agreement when you filled out your student application form and there is also a link provided to you at the time of your induction, please ensure you have read it carefully and ask if you don't understand anything. It is important you follow the student agreement during your time at the college.

Plagiarism

Plagiarism is the act of copying or borrowing the work or ideas of another author without acknowledgement or to use the words written or ideas expressed by someone else as your own. Plagiarism is part of the Copyright Act 1968 and may have punishable consequences by Law if an offence occurs.

Plagiarism, or copying and using another's work without proper recognition, is not permitted, nor is it permissible for anyone to allow another person to copy their work for the purposes of assessment.

All work submitted by students for assessment purposes must be the independent work of the student. Where group work is required, the assessments must be the original work of the group.

Students who are writing essays or reports, must list their sources, such as books and journal articles, in a list of references appended to their work.

Plagiarism may take several forms. Any of the following, without full acknowledgement of the original source, constitutes plagiarism, i.e.

- Direct duplication, by copying (or allowing to be copied) another's work, whether from a book, article, web site, another student's assignment, or any other material or art form.
- Paraphrasing of another's work, with minor changes but with the essential meaning, form and/or progression of ideas is maintained.
- Piecing together sections of the work of others into a new whole.
- Producing assessments in conjunction with other people (e.g. another student or friend) which should be your own independent work.

Where a student's work is found by an assessor to be plagiarised, the following outcomes may apply:

- Require the student to undertake additional assessment in that subject.
- Return a mark of Not Yet Satisfactory for the piece of assessment.
- Return a "Not Yet Competent" for the unit of competency.
- More than one of the above.

Students are required to sign a statement noted on the Unit Cover Sheet for each assessment piece (prior to presentation) that indicates that the student named on the cover sheet, is the student enrolled in the course, and the authentic assessment applicant. The signature also declares that he/she has read the Student Instructions pertaining to the assessment which includes acknowledging (by signature) that the assessment is authentic, and the student's own original work. Furthermore, the signature indicates that the student is aware of the penalties that apply to students who have been found to be cheating.

Where a student is found to be cheating, the following outcomes may apply:

- The student may be required to undertake additional assessment in that Unit of Competency.
- Require the student to undertake additional assessment in that subject.
- Return a mark of Not Yet Satisfactory for the piece of assessment.
- Return a "Not Yet Competent" for the unit of competency.
- More than one of the above.

Course Progress

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 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 in at reception when you arrive and leave. This is so that we have a record of 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 the Department of Home Affairs (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 meeting with the Training Manager. After this your progress will be monitored and you will have another progress meeting at a later date to ensure progression.

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 (www.homeaffairs.gov.au).

As stated in our Terms and Conditions, "you may be refused entry to a subsequent course if you have not fully completed a lower level course of which you have also enrolled". All students are expected to complete every course they enrol in. If you are enrolled in more than one course, you may not be allowed to start your second course (or third etc) if you do not complete the previous one. In this case you would be required to re-enrol in any outstanding units at an additional cost to yourself. This may also mean that enrolment dates of subsequent courses have to be changed and this could affect your student visa. Every effort will be given to assist you in completing all your units on time.

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.

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:

You will be expected to complete assignments outside of class time. This may also include work on study skills, research for the next class, preparation for an oral assessment, or completion of a written assignment, for example. EIM International Training cannot guarantee progress in your skills if you do not complete set work. Your trainer is available to help you if you are having difficulties with any aspect of your course.

In summary:

We expect students to progress in their courses at the rate outlined on their lecture schedule. 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.

Vocational Placement Policy – Childcare**Policy**

EIMINT is dedicated to helping students achieve their goals for completing their chosen qualification. As the Early Childhood Education and Care qualifications the completion of vocational placement hours as a mandatory element, EIMINT believes that students need to be able to demonstrate underpinning skills and knowledge before engaging in placement. To ensure these educational prerequisites are met, students will be required to complete all theory for a minimum of 8 units of competency prior to engaging in vocational placement.

Procedure

1. Arrive at class on time and stay for the duration of the training.
2. Work through and complete all theory for a minimum of the first 8 units of the individuals lecture schedule.
3. Once theory for at least the first 8 units has been assessed as competent by the trainer, vocational placement will be facilitated.
4. This will be via EIMINT or the student obtaining placement through their own initiative.
5. If student is placed by EIMINT and the placement provider deems the student unsuitable due to attitude and/or behavioural misconduct, or if the student rejects the placement arranged by the provider without valid reason, EIMINT will not facilitate a second placement. This must be achieved through the initiative of the student.

Vocational Placement Policy – Instrumentation**Policy**

EIM International Training (EIMINT) is dedicated to helping students achieve their goals for completing their chosen qualification and for gaining the vocational hours and work place experience to cement their learning process.

For students to be able to complete the required vocational placement hours under the EIMINT banner, students of the UEE31220 Certificate III Instrumentation and Control (CRICOS 103413M) course are required to have completed all 29 units of competency within the qualification.

Progression and attendance need to be up to date before students can be considered for assistance into vocational placement.

Procedure

1. Arrive at class on time and stay for the duration of the scheduled lecture.
2. Work through and complete theory for all 29 units of competency within the UEE31220 Certificate III in Instrumentation and Control qualification.
3. Once all theory has been assessed as competent by the trainer, vocational placement will be facilitated.
4. This will be via EIMINT or the student obtaining placement through their own initiative.
5. If student is placed by EIMINT and the placement provider deems the student as unsuitable due to attitude and/or behavioural misconduct, EIMINT will not facilitate a second placement. This must be achieved through the initiative of the student.

Completion of a Course

- All unit assessment pieces must be handed in by students before 4.00pm on the final day of their Confirmation of Enrolment. No assessments will be accepted for marking after this date.
- Any required editing must be completed and the assessment re-submitted within two weeks of the final date of the student's Confirmation of Enrolment. This date will be confirmed to the student by the Assessor.
- Any assessments submitted after this given date will not be marked as part of the enrolment period. If a student has not successfully completed a unit/s by this final date, no qualification certificate can be issued and the student will instead receive a Statement of Attainment, and should they desire the qualification they will need to re-enrol in order to complete the unit.

Re-sit Policy

Students are offered two attempts at all assessment tools, and if still deemed not competent the Trainer will meet informally with student to discuss issues and resolve difficulties. A student may then sit the assessment again at an additional cost. You will also have the opportunity to re-enrol in the specific unit of competency. You will be given plenty of support from your Trainer to help you through the required work.

Graduation

At the end of your course you will be presented with a Certificate or Statement of Attainment. If you require a replacement certificate a fee will be charged prior to issuing. Refer to administration fees.

In the case that a Student finishes their course by more than a month earlier than their enrolled end date, your CoE duration/end date will be reduced to reflect this and your status changed to finished under PRISMS.

Change of Address

You must inform the College immediately if you change your home or email address and/or phone numbers. This is especially important for students on student visas.

Medical Insurance

Student Visa holders must have Overseas Student Health Cover (OSHC) for the full duration of their study, which needs to be organized personally. It is up to you which supplier you use. Medical costs in Australia can be very high. Health services not covered by OSHC include: dental treatment, glasses/contact lenses, medication. You will be required to submit evidence of your current health cover to the College. Health cover is a requirement of a student visa.

Working Rights – Student Visa Holders

Student visa holders can work up to 48 hours per fortnight during their course terms and unlimited during holiday periods.

Tax File Numbers (TFN)

If you want to work in Australia you need to apply for a TFN (Tax File Number). You can apply for a TFN online, go to www.ato.gov.au. You will need to provide your passport number and postal address. It takes approximately 4 weeks to receive your TFN. If you have applied for a TFN and start working, just tell your employer you are still waiting for your TFN.

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 the college
- Make satisfactory course progress for each study period.
- Advise the college 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 the college 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 48 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 www.homeaffairs.gov.au.

Code of Behaviour

The EIM Code of Behaviour requires the following rights and expectations to be respected and adhered to at all times.

What Students can expect of the RTO:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have any disputes settled in a fair and rational manner.
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteousness at all times.

What the RTO expects of Students:

- The expectation that students will not engage in cheating or plagiarism.
- The expectation that students will submit work when required.
- The expectation that students will attend class for a minimum of 20 hours a week.
- The expectation that campus property will be protected from damage or other misuse.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Code of Conduct or EIM Training policies. This includes but is not limited to:

- a. Breaches of commonwealth or state law which impinge on EIM Training operations.
- b. Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO.
- c. Refusing or failing to identify yourself truthfully.
- d. Any act or failure to act that endangers the safety or health of any other person.
- e. Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO, vocational placement site, or any organisation associated with the business of the RTO.
- f. Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety.
- g. Acting in a way that causes damage to EIM Training property.
- h. Acting in a way that is detrimental to the conduct of an educational activity.

Non-Compliance

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

- **Step 1:** A member of the College staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- **Step 2:** Where the issue or behaviour continues, students will be invited for a personal interview with the General Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- **Step 3:** Should the issue or behaviour continue, the student would be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

After the above three steps have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing their enrolment has been suspended or cancelled.

Suspension or cancellation of your enrolment will be reported to DoHA and may affect the status of your visa.

At any stage of this procedure students are able to access the college Complaints and Appeals Procedure to settle any disputes that may arise.

Access and Equity Policy

EIM International Training is committed to the goals of equal opportunity and affirmative action that fosters fairness, equity and respect for social and cultural diversity; an environment that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment, EIM International Training will:

- Advise prospective students of its scope of registration, application processes and selection criteria, fees and costs involved with training, qualifications to be issued on completion or partial completion of courses; competencies to be achieved during training; assessment procedures including Recognition of Prior Learning; complaint and appeal procedures; facilities and equipment; and student support services.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of the courses.

- Ensure that application and selection processes are explicit and defensible and that equity and access principles are observed.

Legal Responsibilities

All EIM International Training staff have a legal responsibility to ensure that discrimination does not occur. Legislation which provides protection against discrimination includes:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Racial Hatred Amendment 1995
- Age Discrimination Act 2004
- Anti-Discrimination Act 1977
- Disability Services Act 1993
- Disability Standards for Education 2003

The Disability Discrimination Act (DDA) 1992

The Disability Discrimination Act aims to eliminate, as far as possible discrimination on the grounds of a disability in areas of education, access to public premises, and employment. The definition of a disability under the Disability Discrimination Act is broad and inclusive of physical, intellectual, psychiatric, sensory, learning, neurological, physical disfigurements and the presence in the body of disease-causing organisms.

All staff members have a responsibility to ensure that students do not experience any form of discrimination.

Under the DDA, training providers are obliged to:

- Ensure learners with disabilities are not unlawfully discriminated against when seeking to enrol in a course of study.
- Negotiate and implement any adjustments necessary to enable learners with disabilities to participate in a course to the same extent as other learners.
- Ensure assessment procedures and methods are adapted to enable learners with disabilities to demonstrate the knowledge, skills or competencies being assessed.

Reasonable Adjustment

Under the DDA it is expected that training organisations will sometimes need to make adjustments to ensure equal opportunity for students with disabilities. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by learners with a disability, rather than provide learners with a competitive advantage. This can include administrative, physical or procedural modifications.

Under the DDA, training providers have the opportunity to claim that reasonable adjustments to accommodate needs of a person with a disability would impose unjustifiable hardship.

Unjustifiable Hardship

The DDA does not require training organisations to admit a student when the services and supports needed by that student would cause unjustifiable hardship to the organisation. Whether or not the adjustments that a learner with a disability requires pose unjustifiable hardship for a Registered Training Organisation will depend on the circumstances of the case. It will be decided on a case by case basis keeping in mind the intent of the DDA. No single factor alone is likely to constitute unjustifiable hardship. All relevant factors must be weighed up to see if, in all the circumstances, there is unjustifiable hardship.

Disclosure

Some disabilities are not visible or obvious and may be referred to as hidden disabilities. These may include mental illnesses and psychiatric disabilities. It is the right of a person with a disability to decide who and when

to tell about their disability. Diagnosis and treatment should be left to the appropriate personnel but is good to investigate and understand the facts about psychiatric disability and not to make prejudgments or assumptions. All people pass through a selection process to gain entry to a course. Selection criteria should only relate to the core components of the course. The DDA is not intended to provide students with a disability with an advantage for entering training. It is to eliminate disadvantage and discrimination. Generally, ability to be employed in the area of the course of study should not be a requirement of selection.

Role of the RTO

It is important to remember the following points:

- Do not make assumptions
- Treat every person on an individual basis
- Do not assume that all people from an equity group require identical support as many people are skilled at adapting their environment to accommodate their needs (often the solutions to their needs are simple and inexpensive)
- Consult individuals about their needs before requesting or implementing adjustments
- Only ask for the information that you really need. For example: what adjustments the person requires or how the disability might impact on their study.

Learner Rights

Any learner who feels that they have been discriminated against can lodge a complaint with the Human Rights and Equal Opportunity Commission (HREOC). Complaints can be taken to the Federal court if settlement is not achieved. HREOC can provide advice about the procedure for doing this. Any person in a Registered Training Organisation and anybody or establishment responsible for the control of the training organisation could have a complaint brought against them under the DDA (e.g. front counter staff, individual trainers, Student Services staff, Managers, Managing Director).

Settlement may include:

- An apology.
- An agreement to enrol a learner with a disability.
- An assurance that learners with disabilities will not be treated.
- In a certain unfavourable way in the future.
- Compensation.

Should a complaint proceed to the Federal Court, the training provider would need to show why reasonable adjustments to accommodate the needs of the person with a disability impose an unjustifiable hardship.

Relevant Legislation

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<https://www.legislation.gov.au/details/C2023C00043>

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, visit:

<https://www.legislation.gov.au/details/C2022C00192>

Department of Home Affairs (DoHA)

The DoHA is responsible for immigration, multicultural affairs, national security and law enforcement.

<https://www.homeaffairs.gov.au>

Education Services for Overseas Students (ESOS) Act

The ESOS Act is the legal framework that governs the delivery of education to overseas students studying in Australia on a Student Visa.

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx>

Industrial Relations Act 2016

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-063>

Information Privacy Act 2009

The Information Privacy Act 2009 makes provisions for the fair collection and handling of personal information in the public sector, as well as providing a right of access to, and amendment of, personal information under the government's possession.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<https://www.legislation.gov.au/details/C2023C00188>

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit:

<https://www.legislation.qld.gov.au/details/C2023C00130>

Queensland Anti-Discrimination Act 1991

The objective of equal opportunity and anti-discrimination legislation is to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information visit:

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

VET Quality Framework

A set of standards and conditions used by ASQA to assesses whether a registered training organisation meets the requirements for registration.

<https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018>

Working with Children (Risk Management and Screening) Act 2000

An act to establish a scheme requiring the development and implementation of risk management strategies and the screening of persons employed in particular employment or carrying on particular business to promote and protect the rights, interests and wellbeing of children in Queensland.

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2000-060>

Blue Card

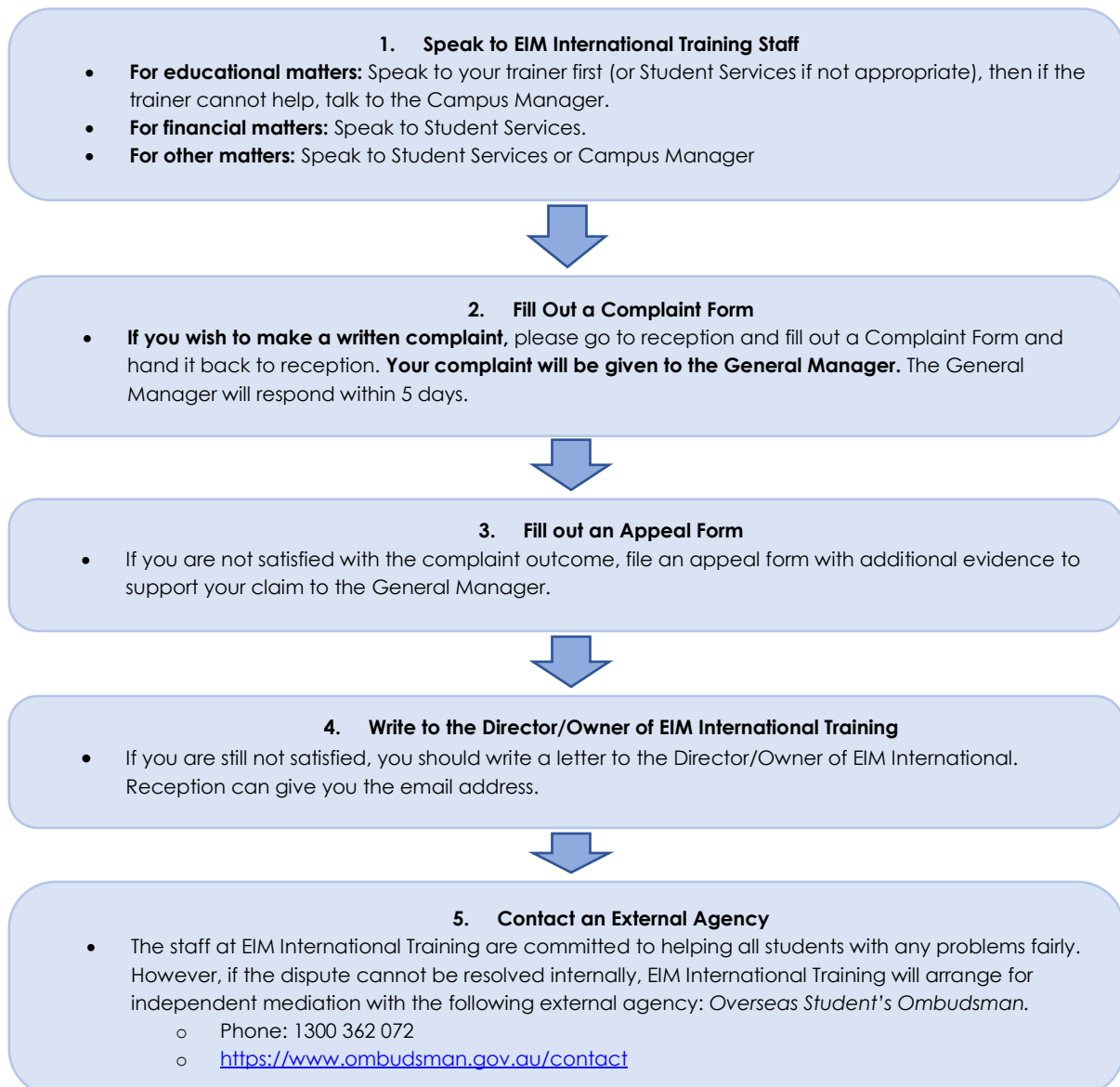
To work or volunteer with children in Queensland, or run a child-related business, a Blue Card is required. This is part of the screening process.

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>

Our Policies and Procedures

The Policies and Procedures Manual of the College includes a range of policies in regards to vocational education & training, such as refunds, complaints & appeals, etc.

Complaints/Appeals Process



- You may nominate a support person to accompany you at any stage of the dispute resolution process.
- Nothing in EIM International Training's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.
- If you are concerned about actions of the college you may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Employment, Small Business and Training. The Director-General of the Department of Employment, Small Business and Training has the power to suspend or cancel the college's registration of a course if a breach of the requirements of registration provision is proved.

Student Safety Information

We hope you have a safe, fun and rewarding stay with us. Please take a moment to read and understand the following information. It's important you stay safe whilst you're here. Remember- be safe and play safe!

What To Do In An Emergency

In an emergency, **dial 000** and ask the operator for either: **POLICE, AMBULANCE OR FIRE**

When English is a problem, don't panic!

If you don't know your location, look around you and describe what you can see. If you can't speak English well enough just hold the phone. Don't hang up as someone will find you.

Police

City Police stations are located at:

Gold Coast	Cairns
Southport: (5571 4222)	City – Sheridan Street: (4030 7000)
Robina: (5656 9111)	The Esplanade: (4048 1277)
Surfers Paradise: (5657 6888)	Stockland Shopping Centre – Earlville: (4033 7855)
Broadbeach: (5581 2800)	Raintrees – Manunda: (4053 3200)
Nerang: (5503 8999)	
Palm Beach: (5534 0222)	

Medical Centres

If you require medical assistance please visit:

- After Hours Medical Centre, 125 Nerang Street, Southport (07 5532 8666) (Gold Coast)
- 24 Hour Medical Centre – Grafton Street, Cairns (4052 1119)

Health

- Please be careful outdoors in Australia as the sun is very strong. We recommend you wear a hat, sunglasses and sunscreen. If you want to lie in the sun, limit your time to only a few minutes and regularly apply sun screen, especially on the beach or the reef.
- Drink plenty of water.
- Stingers/Jelly Fish in North Queensland are very dangerous between November and May. If you want to swim in the sea at the local beaches always swim in stinger nets where lifeguards are present. If you see a red flag, do not swim!

Theft

Keeping your valuables safe can be easy!

- Never carry more money than you need. \$20-\$50 a day is usually enough.
- Leave your passport and other valuables locked in your house.
- Always watch your belongings, especially when shopping or sightseeing.
- If you have a front strap on your backpack keep it done up.
- Never leave valuables such as cameras on the seat next to you.
- Always lock your doors and windows at night or when leaving your accommodation. It's also a good idea to leave your door locked, even when you're home.
- Always record details of your belongings (brand name, model, serial number, colour, etc.)
- If you see someone suspicious hanging around your house or street, call the police.
- Always make a mental picture of anyone who may be suspicious or in trouble (the victim) - gender, height, approximate age, nationality, clothes, build & distinguishing features (e.g. beard, moustache, scars, tattoos etc.)

Bicycles

- Always wear your helmet. (Please do the straps up. If you don't you will be fined).
- Always use lights (back and front) when riding at night.
- Don't ride under the influence of alcohol (you may be stopped by police and can even lose your driver's license).
- The same rules apply for cars as they do for bikes.
- Always follow traffic signals and road rules (ride on the left).
- Don't lock your bicycle to a parking meter or street sign (You will be fined by the council).
- Always use the bicycle racks provided.
- Always record the serial number inscribed on the underside of your bike in case it gets stolen.
- Always lock your bike through the frame and front wheel to a designated bicycle rack.

Cars

- Always follow road rules (give way to the right!)
- Seatbelts are compulsory even in the back seat.
- Leave a minimum gap of 1 metre between your vehicle and a cyclist (1.5m if over 60kph).

Safety at Night

- If you go out at night, never walk alone. Staying in a group of 3 or more is safer.
- If you are walking from a bar to the taxi stand, please walk with friends.
- Never accept a lift (in a car) with strangers, or friends who have been drinking too much.
- Never walk in dark places where no one can see you.

If You Go To A Bar

- Never accept a drink from a stranger.
- Never leave your drink unattended while going to the toilet or for a dance
- Always stay close to your friends.

Fire and Emergency Evacuation

- In the case of a fire, you will hear the alarm siren.
- In the case of a fire or other emergency, check for any immediate danger i.e. falling objects, electrical problems.
- If there is enough time, close windows and doors to confine the fire.

- All persons must evacuate (leave) immediately. Follow the exit signs to the emergency exits. Leave in single file down the stairs, calmly without running or pushing past others. DO NOT USE THE LIFT OR ESCALATOR.
- The fire warden must evacuate all persons from the campus. They must guide students to the assembly area and ensure no students are left on the premises.
- The assembly area is outside the building on the Grafton Street (Cairns) or Marine Parade (Gold Coast) side.
- Keep all roadways and entrances to the building clear.
- Teachers must do a head count of all students in their class and a head count must be done of all campus staff and visitors.
- No one should re-enter the premises until advised by the authorities.

Adjusting to Life Australia

Living and studying abroad is very exciting, however, it can sometimes be difficult and frustrating. Finding accommodation, adjusting to a new way of life, finding out where things are, adjusting to food and climate and speaking a new language can all be very tiring. If at any time you feel it is all too much, don't worry, many people go through the same problem at the beginning of their stay too. We call this culture shock or home sickness. This feeling can last from just a few days to a few months and it comes and goes.

You will gradually feel more comfortable and as you meet people and settle in, you will feel more confident. If you need to speak to anyone or would like some advice or help, speak to one of your trainers or any of our friendly staff at EIM International Training.

Useful Websites

- www.studyinaustralia.gov.au
- www.studyqueensland.qld.edu.au
- www.studycairns.com.au
- www.studygoldcoast.org.au
- www.goldcoaststudenthub.com
- www.cairnsstudenthub.com.au
- **Police:** www.police.qld.gov.au
- **Fire Safety:** <https://www.qfes.qld.gov.au/Pages/default.aspx>
- **Ambulance Service:** www.ambulance.qld.gov.au
- **Beach Safety:** www.lifesaving.com.au

Remember: at EIM International Training we ultimately look forward to enabling strong learning outcomes for you with study you undertake. We want you to have a successful and happy time at EIM International Training and our staff are here to help you achieve this.

If you need more support or information about living as a student in Australia, visit the Student Hubs for your desired location:

- Gold Coast: www.goldcoaststudenthub.com
- Cairns: www.cairnsstudenthub.com.au