



Pre-Enrolment Pack

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Welcome

Thank you for your interest in studying with EIM International Training. We look forward to meeting you in person when you hopefully enrol in one or more of our courses. Our goal is to help you in achieving the most out of your stay here and we are confident that you will find it enjoyable.

This Pre-enrolment Pack has been designed to provide you with all the information you'll need to prepare for your stay here and to quickly and easily settle into the local culture if you decide to study with us. We are sure there are many things that you will want to know, and we encourage you to reach out to us if you have any questions. We are to support you through your new and exciting journey.



Nick Bottrall

Director

Campus Locations

Cairns

Located in the heart of Cairns, the EIM International Training Cairns campus is part of a beautiful and vibrant city and serves as the international gateway into Tropical North Queensland. One of Australia's most northern cities, Cairns boasts proximity to two of the world's greatest natural treasures: the Great Barrier Reef and the Wet Tropics tropical rainforests - both of which are World Heritage listed sites. With such magnificent sights right at its doorstep and a bustling city within, Cairns offers residents and visitors a unique blend of a relaxed tropical lifestyle with the conveniences of modern city life.

A small but lively city, Cairns is a bustling hotspot full of sights to see and memories to make. There is something here for every budget and every interest, such as designer shops, art galleries, cinemas, museums, cafes, restaurants, live music venues and a wide range of adrenaline sports – all easily accessible from the city centre.

The region is widely celebrated for its natural beauty, featuring walking tracks, waterfalls, swimming holes and the stunning botanic gardens. Along the waterfront, you can find the Lagoon area and the Esplanade; these areas form the social hub of Cairns, offering plenty of bars and restaurants as well as free barbeque areas and regular free entertainment.

The Cairns campus includes multiple classrooms, private study areas, free wireless internet access, kitchen and student common area. The campus is situated in a building complex with many cafes and shops within one-minute walk of the site. This intimate campus brings a friendly and supportive atmosphere, encouraging you to connect with your fellow students and support each other throughout your studies.

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

Situated in the bustling hub of Southport, the EIM International Training Gold Coast campus is a key educational hotspot and is an international gateway to Southeast Queensland. Featuring spectacular beaches, vast hinterland ranges and vibrant communities, the Gold Coast is a popular tourist destination and thriving city that is making strides towards the future.

Located on Queensland's iconic East Coast, the Gold Coast provides residents and visitors alike with great surf, sand and sunshine. An abundance of experiences await you here, with stunning beaches, bustling shops, live music venues, cinemas and theme parks to visit. If you can dream it, it's likely on the Gold Coast!

The Gold Coast campus includes multiple training rooms, free wireless internet access, kitchen area and ample metered parking. Located on Nerang Street in Southport, the campus is a short walk from the Australia Fair shopping centre, which can attend to all your needs. This bright and energetic campus invites you to collaborate with your fellow students and help each other through your academic journey.

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).

About Australia

Australian Culture

Australia stands proud as one of the world's most diverse countries, eagerly welcoming international visitors with open arms. There's a strong sense of belonging in Australian culture, with local residents being generally warm and friendly towards others regardless of their origin. A common practice in Australia is engaging in 'small talk' (a term for short, general conversation) before conducting a proper conversation. You can engage in small talk by simply saying something like 'Hi, how are you?' to establish a positive connection; the other person will often respond with a short answer and then a similar question back to you, which you should also provide a short answer to.

Weather

As Cairns is located in the Wet Tropics region, the spring-summer season (September - February) is typically hot and humid and the autumn-winter season (March - August) is warm and dry. Average temperatures can range from as high as 31°C (summer high) to as low as 17°C (winter low) over the year.

With its sub-tropical climate, the Gold Coast typically enjoys an average of 245 days of fine and sunny weather each year, while intense storms and heavy rainfall usually happen over the summer season (December - February). Average temperatures can range from as high as 29°C (summer high) to as low as 9°C (winter low) over the year.

How to Get Here

By Air

Both Cairns and the Gold Coast have their own dedicated airports and are well-connected with daily flights to and from all key Australian locations, such as Brisbane, Sydney, Melbourne, Perth and Adelaide.

By Car

The Gold Coast is a convenient one-hour drive from Brisbane, with one-way car hire options available through most major car rental networks.

By Train

The airport link train from Brisbane to the Gold Coast is a lengthy but cost-effective trip, with the train having several stops across the Gold Coast strip. Gold Coast buses connect all train stations to main destinations.

By Coach

Both Cairns and the Gold coast have several daily bus services linking the major cities and towns around Australia, with multiple options for your route to your destination.

Getting Around

Our campuses are strategically located to provide easy access to main city attractions, both within walking distance and within close reach of public transport. Most areas are easily explorable on foot or by bicycle, offering a simple and environmentally friendly way to become familiar with your surroundings.

Accommodation Options

Both locations offer a range of accommodation options, including 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 provide a generally lower cost of living when compared to the major cities in Australia such as Sydney, Brisbane or Melbourne. See below for a list of indicative weekly expenses; please note that these expenses are subject to change.

Weekly Expense	Gold Coast	Cairns
Food	\$80 - \$110	\$80 - \$100
Personal Effects / Services	\$80 - \$120	\$80 - \$120
Rent (1 Bedroom Apartment)	\$395	\$270

Recreational Activities

Cairns and the Gold Coast feature a large number of varied attractions and activities. From exploring natural wonders to visiting exciting theme parks, there's something for everyone! To see what's on offer, check out the links below:

- **Cairns:** <http://www.cairnsattractions.com.au>.
- **Gold Coast:** <https://www.destinationgoldcoast.com/things-to-do>

Banks

Australia offers a variety of options when it comes to banking, with a large number of banks to choose from. Some of the most popular banks include NAB (National Australia Bank), Commonwealth, Westpac and ANZ (Australia and New Zealand Bank). Most banks are typically open on Monday to Thursday from 9:30a.m. to 4:00p.m., with limited hours on Fridays and. Banks are generally closed on weekends and public holidays, however there are some exceptions – check with your bank of choice for their opening hours.

Health and Sickness

Quality healthcare services are available, with the Cairns Base Hospital and Gold Coast University Hospital acting as the major medical facilities for their respective areas. There's also several smaller practices for specific needs and after-hours medical centres available across the regions for all manner of medical needs.

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 an after-hours 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)

OSHC is a mandatory requirement for all Student Visa holders. It is your responsibility to organise your own OSHC; this can be arranged via organisations such as Bupa, Allianz, or Medibank Private. Ensure that you keep your OSHC up-to-date during your stay.

Working in Australia

As of July 2023, students on Student Visas can work a maximum of 48 hours per fortnight whilst they are studying; with full-time work being permitted during semester breaks and holidays.

To work in Australia, you need to apply for a Tax File Number (TFN); failure to do this will result in you paying a higher rate of tax. Ensure that you retain your payslips, as you may need to provide these later to apply for residency. Your employer should contribute superannuation on your behalf. You are entitled to this money when you leave Australia and when your visa has expired.

Please remember that your studies are your first priority. If you fail to progress through your course at an acceptable rate, 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 of varying lengths and levels of intensity. For more information on specific course details, please visit the 'Courses' section of the EIM International Training website (www.eim.edu.au/international).

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. You will require an overall IELTS score of 5.5 (with no score lower than 5.0) to enrol in any course with EIM International Training. For more information, please visit the IELTS website (www.ielts.org), and the Department of Home Affairs (DoHA) website (<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

When you first start studying with EIM International training, you might find that the study methods we use are different to your previous experiences. We understand this, and our highly experienced team are here to help you with adapting to your new study culture. Your Trainer will be readily available to support you where possible, with additional support time possible upon request. As the course progresses, your Trainer will assess your learning style and specific needs in order to assist you better with your studies.

When you attend class, you are expected to get involved in your lessons. You should ask and answer questions voluntarily, participate in discussions and join in the various activities of your class; you'll often be working in groups as well as working on your own. You might also need to conduct research outside of class time and complete assignments in your own time.

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 DoHA approved course progress policy option on all of its CRICOS registered VET courses, and therefore does not monitor attendance on those courses; however, full study attendance is expected for the duration of your course (20 hours per week). Please sign the register on the Reception desk when you arrive and leave – this is both to record your attendance and to verify the number of people on campus in case of an 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.

However, EIM International Training has policies and procedures to assist you in meeting requirements. We will do our best to ensure you are progress at a satisfactory pace, and will provide several warnings if you are falling behind.

Our Commitment to You:

Your trainer will give you regular feedback on how you are progressing and support you with any concerns or difficulties you might be having with your course. Vocational courses are assessed at the end of each unit (approximately every 2 - 3 weeks). If you would like further support, you can arrange a meeting with the Student Services Officer.

Your Commitment to Us:

You are expected to attend class punctually and to progress through your course at an acceptable pace. For courses with vocational placement, you are expected to meet the requirements of your vocational placement holder. If you require assistance, it is your responsibility to seek help from your Trainer.

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

Upon graduating from EIM International Training, you are able to seek credits towards relevant degree programs in Australian universities and institutions. Please note that entry into these programs is not guaranteed and is at the discretion of the university/institution that you choose. Generally speaking, graduates with proven high performance have a higher chance of being accepted into a university/institution. You can also gain direct access to other EIM International Training courses, provided you 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

Our staff are ready to provide you with advice on everyday life in Australia and managing your studies. For general enquiries and support, the Student Services Officer is available to assist you. Here are some of the services we offer:

Induction Day

During your first week, we will provide you with an induction day to introduce you to studying, college expectations, city safety, your campus and our staff. We will also conduct a literacy and numeracy assessment and individual needs interview with you if this has not already been done prior.

Out of Hours Emergency Number

Your safety is our priority, and our team is here to assist you wherever possible. If you find yourself in an emergency and need to contact our team outside of office hours, please ring our emergency number (0400 999 644). Please note that this number is strictly for emergencies only; all other enquiries should be made to the campus during office hours.

Student Support

Our Student Services Officer is available for discussions with you if you have any questions or concerns. Whether you need support for mental health issues, are worried about your academic performance, or just feeling homesick, our Student Services Officer can help you through it. 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 hold a Student Visa in Australia, there are certain responsibilities and restrictions that apply during your time here. You must:

- Remain enrolled in a course that is 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 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 <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 is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), which can be found at <http://cricos.education.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.eim.edu.au/international).
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 working 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 working 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.qei.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 off-shore students where the visa application is refused, 100% of the tuition fee, including holding deposit (less agent fee if applicable) will be refunded;
 - 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 Home Affairs (DoHA) 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 DoHA 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 and email address immediately when 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, DoHA 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. The EIM International Training course progress policy is available in the Policy and Procedure Manual.
 - c. 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 2018 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 2018. 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 dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution 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 Officer first (or CEO if not appropriate).
2. Obtain a copy of the Complaint Form from reception or get from Induction folder.
3. Complete the Complaint Form and submit it to the Student Support Officer 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

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	https://www.eiminternational.edu.au/ or call us
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/

Preparing for Your Trip

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.

Trip 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 form 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.eim.edu.au/international | Email: admissions@eim.edu.au

Phone: (07) 5575 7575