



Student Handbook

INTERNATIONAL STUDENT HANDBOOK

EIM International

Your Pathway to Success Starts Here

At EIM International Training, we are committed to providing high-quality vocational education and training (VET) that meets industry standards and prepares you for success in your chosen field. Our training programs are designed to equip you with the skills, knowledge, and confidence needed to excel in your career.

This Student Handbook outlines essential information about your training journey with us, including your rights, responsibilities, and the support services available to you. As a Registered Training Organisation (RTO), we are regulated by the Australian Skills Quality Authority (ASQA), Education Services for Overseas Students Act 2000 (ESOS) and operate in accordance with the Standards for RTOs 2015, ensuring that our courses meet nationally recognised qualifications and uphold the highest training standards.

Our Vision, Mission and Values

- ✓ **VISION:** We aim to be the number one private RTO in Queensland delivering quality education in the skill shortage sector.
- ✓ **MISSION:** Through the collaboration of passionate people, we will achieve and exceed our customers' expectations.
- ✓ **VALUES:** Passionate, Customer Service, On Purpose, Collaboration and Respect

What You Can Expect from Us

At EIM International Training, we are dedicated to:

- ✓ Delivering high-quality, industry-relevant training that aligns with current workforce needs.
- ✓ Providing flexible learning options to suit your individual needs and circumstances.
- ✓ Supporting you with access to trainers, assessors, and student support services throughout your learning journey.
- ✓ Ensuring a safe, inclusive, and respectful learning environment for all students.
- ✓ Complying with the ASQA standards, ESOS, including transparent policies on assessment, fees, complaints, and student support.

Your Commitment as a Student

As a student of EIM International Training, you are expected to:

- ◆ Engage actively in your learning and assessment tasks.
- ◆ Treat staff and fellow students with respect and professionalism.
- ◆ Follow all policies and procedures provided by EIM International Training
- ◆ Seek support whenever needed—we are here to help you succeed!

We are excited to have you on board and look forward to supporting you in achieving your career goals. If you have any questions or need assistance, our friendly team is always available to help.

Welcome to EIM International Training – where your future begins!

Courses Offered

EIM International provides a wide range of programs, including:

- **Early Childhood Education & Care**
 - CHC30121 Certificate III in Early Childhood Education and Care
 - CHC50121 Diploma of Early Childhood Education and Care
- **Instrumentation & Control**
 - UEE31220 Certificate III in Instrumentation and Control
 - UEE51020 Diploma of Instrumentation and Control Engineering

Course Duration and Structure

Courses are delivered through a mix of classroom-based learning, practical training, and work placements where applicable. Please refer to your specific Training Plan/Lecture Schedule for details.

Admission Process

Entry Requirements

- Academic qualifications
- English language proficiency (IELTS 5.5 or equivalent)
- Relevant work experience (if required for specific courses)

How to Apply

1. Submit an online application with required documents.
2. Receive a Letter of Offer and accept the terms.
3. Apply for a Student Visa (subclass 500).
4. Make tuition payments and prepare for your arrival.

Recognition of Prior Learning (RPL)

Students with prior qualifications or experience secured in Australia may apply for RPL to fast-track their studies.

Pre-Arrival Information

Visa Requirements

Ensure you obtain the necessary student visa and comply with visa conditions, including maintaining full-time enrolment.

Accommodation Options

- On-campus student residences
- Homestay with Australian families
- Private rentals and shared apartments

Cost of Living

Students should budget for living expenses, including rent, food, transportation, and personal costs. An estimated monthly budget is provided on our website.

Helpful Links

<https://www.studygoldcoast.org.au/live/student-accommodation/>
<https://www.studygoldcoast.org.au/live/about-the-gold-coast/>
<https://experiencegoldcoast.com/study/gold-coast-student-hub>
<https://studycairns.com.au/live/student-accommodation/>
<https://studycairns.com.au/finder/fnq-employment/>
<https://studycairns.com.au/play/>

Orientation Program

Our orientation program helps students adapt to life at EIM International. Activities include:

- Campus tour
- Meet and greet sessions with your Trainer
- Information on academic and support services

Induction Schedule

Inductions are typically held on the **Thursday before your course begins**. Attendance at induction is **mandatory** before you start your studies. The induction schedule includes:

- **Welcome & Arrival** – Completion of necessary paperwork (Visa, OSHC verification).
- **Cloud Assess Induction** – Assessment platform overview.
- **USI Verification/Application** – Unique Student Identifier registration.
- **GoCard Concession Application** (*Gold Coast students only*) – Discounted public transport card application.
- **Payment Plan & Lecture Schedule** – Explanation of tuition payment options and class timetable.
- **Blue Card Application** (*For CHC qualifications only*) – Required for working with children.
- **Restricted Electrical Work Permit** (*For UEE qualifications only*) – Application process overview.
- **Campus Tour & Induction** – Introduction to facilities, health & safety guidelines, and course-specific details.
- **Class Orientation** – Overview of assessments, submission process, and an introduction to your first unit (*if applicable*).
- **Induction Checklist Sign-Off** – Confirmation of completed induction.
- **Student ID Photo** – Your student ID card photo will be taken.

Important Information

Campus Details

- **Opening Hours:** Monday to Friday, **8:00 AM – 4:30 PM**
- **Main Contact Number:** (07) 5575 7575
- **After-Hours Emergency Contact:** 0400 999 644

Student Support & Assistance

- **General Support** - Visit the **Student Services Officer** for student support, counselling
- **Payments** – Contact our accounts department via email invoice@eim.edu.au
- **Academic & Career Support** – Speak with your **Trainer** for study assistance, educational guidance, and career advice.

- **Making Payments** – EFTPOS and Credit Card (1.5% Surcharge) Payments can be made at **Reception**. If making payments through direct deposit, you **must** quote your **Student ID#** (i.e. EIM1500) otherwise payments will not be applied and your account will be in default which can affect your student visa.

For any additional assistance, please contact [Student Services](#). We look forward to welcoming you!

Student Welfare

EIM International Training is committed to providing a **safe and supportive learning environment** for all students. If you need to discuss personal concerns, including issues related to your **studies, home life, mental health, or well-being**, you can speak confidentially with our [Student Support Officer](#).

To arrange an appointment, please visit **Reception**.

All discussions will be handled in accordance with **Australian Privacy Laws**, including the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. Your information will remain **confidential**, except where disclosure is required by law (e.g., where there is a risk of harm to yourself or others).

If you require external support, we can refer you to professional counselling, legal services, or crisis support organisations such as:

- [Lifeline Australia](#) – 13 11 14 (24/7 crisis support)
- [Beyond Blue](#) – 1300 22 4636 (Mental health support)
- [Student Ombudsman](#) – for independent dispute resolution

Children on Campus

Under Work Health and Safety (WHS) laws in Australia, EIM International Training must ensure a **safe learning environment** for all students and staff. As such, **students are not permitted to bring children to class**.

This policy aligns with:

- The **Work Health and Safety Act 2011 (Cth)** – ensuring a safe environment for all.
- The **Education Services for Overseas Students (ESOS) Act 2000** – maintaining appropriate study conditions.

If you require **childcare support**, please speak to Student Services, who can provide information on **local childcare options**.

English-Only Policy

EIM International Training is an **English-only college** to ensure compliance with:

- The **Education Services for Overseas Students (ESOS) Act 2000** – requiring international students to develop English proficiency.
- The **National Code of Practice for Providers of Education and Training to Overseas Students 2018** – ensuring that students receive an English-immersive learning experience.

To help all students improve their English and build friendships, **English must be always spoken on campus**. If students repeatedly fail to follow this policy, they may be:

1. **Given a verbal reminder.**
2. **Issued a formal warning.**
3. **Asked to leave the class for non-compliance.**

This policy is in place to **enhance your learning experience** and ensure fairness for all students.

IT Services & Usage Policy

Upon enrolment, students will receive access to:

- **Office 365** – Provides Microsoft applications (e.g., Word, Excel) for coursework.
- **Cloud Assess** – The platform for assessments, units, and forms.

Device & Internet Usage

- All students must bring their **own laptops** to class.
- **Free WiFi** is provided for academic purposes only.
- **Downloading** or streaming non-educational content (e.g., movies, music, video clips, or large files) is strictly prohibited.
- **Internet activity is monitored**, and inappropriate use may result in **disciplinary action**, in line with:
 - **The Telecommunications Act 1997 (Cth)** – governing lawful internet use.
 - **The Cybercrime Act 2001 (Cth)** – prohibiting unauthorized use of networks.

Violations of this policy may lead to:

1. **Restricted** access to IT services.
2. Formal **warnings**.
3. **Suspension** of WiFi privileges.
4. Further **disciplinary** action as necessary.

By using EIM International Training's IT services, you agree to adhere to **ethical and lawful use** of digital resources.

Transferring Between Schools

Transferring to another education provider within the first six months of your principal course at EIM International Training requires careful adherence to institutional policies and Australian regulations.

Policy Overview:

- **Six-Month Restriction:** International students are generally restricted from transferring to another registered provider within the first six calendar months of their principal course. The principal course is defined as the main course of study, typically the final course if you are enrolled in a package of courses. This policy aligns with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- **Release Requirements:** To initiate a transfer within this six-month period, you must obtain an official release from EIM International Training. Approval for a release is contingent upon:

- **Financial Obligations:** You must have settled all outstanding tuition fees as per your signed payment instalment agreement. Specifically, payment for six months of tuition must be completed before a release is considered.
 - **Letter of Offer:** A valid enrolment offer from another registered provider must be submitted along with your transfer request.
 - **Exceptional Circumstances:** Requests for transfer prior to completing six months of the principal course are assessed on a case-by-case basis. Exceptions may be granted under compassionate or compelling circumstances, such as:
 - Serious illness or injury, supported by medical documentation.
 - Significant political upheaval or natural disaster in your home country, necessitating a return.
 - EIM International Training's inability to deliver the course as outlined in the written agreement.
- The final decision regarding exceptions rests with the Chief Executive Officer (CEO) of EIM International Training.

Application Process:

1. **Submission:** Complete and submit a written transfer request to the Student Services department, including:
 - A completed Withdrawal Form.
 - A copy of the Letter of Offer from the prospective institution.
 - Supporting documents for any claims of compassionate or compelling circumstances.
2. **Assessment:** Your request will be evaluated in line with EIM International Training's policies and the ESOS Act requirements.
3. **Outcome Notification:** You will receive written notification of the decision.
 - **If Approved:** A release will be granted at no cost, and you will be advised to contact the Department of Home Affairs to discuss any visa implications.
 - **If Denied:** You will be provided with reasons for the refusal and informed of your right to appeal the decision through EIM International Training's complaints and appeals process, which must be initiated within 20 working days of the refusal notice.

Important Considerations:

- **Visa Implications:** Transferring to another provider may affect your student visa status. It is your responsibility to seek advice from the Department of Home Affairs regarding potential visa requirements or changes.
- **Financial Refunds:** Be aware that transferring to another provider does not automatically entitle you to a refund of fees paid. Refunds are processed in accordance with EIM International Training's Fees, Charges, and Refunds Policy.

For detailed information, refer to the Student Terms and Conditions and the Refund Policy for International Students available on the [EIM International Training website](#).

Attendance & Leave Policy

EIM International Training is committed to ensuring compliance with the Australian Skills Quality Authority (ASQA), Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and the Education Services for Overseas Students (ESOS) Act 2000. As an international student, maintaining satisfactory attendance and academic progress is a visa requirement under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018, Standard 8).

Personal Leave (Sick Leave & Absences)

- If you are **unwell and unable** to attend class, you must notify College Reception as soon as possible via phone or email.
- If you are **absent for two or more** consecutive days due to illness, you must provide a valid medical certificate from a registered Australian medical practitioner.
- **Medical certificates** must be submitted to Student Services and may be required for visa compliance reporting.
- Frequent absences due to illness may require **further medical documentation** and a review of your academic progress.
- If you are absent for more than **five consecutive days** without notification, you may be reported to Immigration as per visa regulations, which could impact your student visa status.

Punctuality & Lateness

- **Punctuality** is expected—it is considered respectful and professional in Australia to arrive on time.
- If you arrive more than 10 minutes late, you must apologise to your Trainer and avoid making lateness a habit.
- If you are more than an hour late, **you may be denied entry to class**, and the absence will be recorded.
- **Repeated lateness** may impact your course progression and result in an intervention strategy being implemented.
- **Chronic lateness or absenteeism** can result in warnings, probation, and reporting to the Department of Home Affairs, potentially affecting your student visa status.

Holiday & Leave of Absence

- Students must follow the **lecture schedule** provided at the start of the course.
- International students **cannot take holidays outside** of designated term breaks unless there are compassionate or compelling reasons, which must be approved by EIM International Training.
- **Acceptable reasons** for extended absences include:
 - Serious illness or injury (with medical documentation).
 - Family emergencies (e.g., bereavement, critical illness of an immediate family member).
 - Unavoidable personal circumstances (subject to approval and evidence).
- **Holiday requests** outside scheduled breaks must be submitted to Student Services with supporting documents and will be assessed on a case-by-case basis.
- **Unapproved absences** may lead to academic warnings, course withdrawal, or visa compliance actions.

Compliance with Visa Regulations

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

- ✓ **Satisfactory attendance** (at least **80% attendance** as required by CRICOS).
- ✓ **Satisfactory academic progress** (passing required assessments and units).
- ✓ **Compliance with reporting obligations** under the **ESOS Act** and **National Code 2018**.

Failure to adhere to attendance and leave policies may result in an **intervention strategy**, formal warnings, or **reporting to the Department of Home Affairs (DHA)**, which may affect your **student visa status (subclass 500)**.

For further information, refer to the EIM International Student Terms & Conditions and Attendance & Academic Progress Policy on the [EIM International website](#).

Refund and student agreement

As an international student at EIM International Training, you have entered into a **Student Agreement** upon completing your application form. This agreement outlines the terms and conditions governing your enrolment, including our **Refund Policy**.

Key Points to Understand:

- **Written Agreement Requirement:** In compliance with the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**, EIM International Training must have a formal **written agreement** with each overseas student before accepting any course fees. This agreement details the course services provided, applicable fees, and the conditions under which refunds may be granted.
- **Refund Policy Compliance:** Our Refund Policy adheres to the guidelines set by the **Australian Skills Quality Authority (ASQA)** and the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**. It specifies the circumstances under which refunds are applicable, including provider default scenarios where EIM International Training is unable to deliver the agreed course. In such cases, we are obligated to refund any unspent tuition fees to the affected students.

Your Responsibilities:

- **Review the Agreement Thoroughly:** It is crucial that you **carefully read and understand the Student Agreement**. This document contains essential information about your rights and obligations, including fee structures, refund entitlements, and the process for withdrawing from a course.
- **Seek Clarification When Needed:** If there are any aspects of the agreement or refund policy that are unclear, please do not hesitate to **contact our Student Services team**. We are here to assist you in comprehending all terms to ensure a smooth educational experience.

Adhering to the Student Agreement and understanding the Refund Policy is vital for maintaining compliance with Australian educational standards and ensuring your rights as an international student are protected.

Plagiarism & Academic Integrity

EIM International Training is committed to upholding the highest standards of academic integrity. Plagiarism and cheating are serious offenses that violate both **Australian Copyright Law** and the **Education Services for Overseas Students (ESOS) Act 2000**. All students must complete their assessments **independently** and acknowledge any external sources used in their work.

What is Plagiarism?

Plagiarism is the act of presenting someone else's work, ideas, or intellectual property as your own **without proper acknowledgment**. This includes:

- **Copying** content from books, websites, articles, or another student's work.
- **Paraphrasing** another person's work with minor changes but maintaining the same meaning, form, or structure.
- **Combining multiple sources** into a new document without citation.
- **Submitting group work** as individual work when not permitted.
- **Allowing another student to copy your work** for assessment purposes.

Plagiarism is a violation of the **Copyright Act 1968 (Cth)** and may result in **legal consequences** in addition to academic penalties.

Academic Integrity in Assessments

- **Independent Work:** All work submitted must be the student's own original work unless **group assessments** are explicitly permitted.
- **Referencing:** When using information from books, journals, websites, or other sources, students **must** include proper citations in a reference list.
- **Declaration of Authenticity:** Students are required to sign the **Unit Cover Sheet** for each assessment, certifying that the work submitted is their own and that they understand the consequences of plagiarism and cheating.

Consequences of Plagiarism & Cheating

If plagiarism is detected, the following actions may apply:

- ✓ **Additional assessment required** in the subject.
- ✓ **A grade of 'Not Yet Satisfactory'** for the assessment.
- ✓ **A grade of 'Not Yet Competent'** for the unit of competency.
- ✓ **A combination of the above penalties.**

If a student is found **cheating**, the following consequences may apply:

- ✓ **Reassessment in the unit of competency.**
- ✓ **Additional assessment in the subject.**
- ✓ **A mark of 'Not Yet Satisfactory' for the assessment.**
- ✓ **A grade of 'Not Yet Competent' for the unit of competency.**
- ✓ **Further disciplinary action as deemed necessary.**

Students must maintain **honesty and integrity** in their studies to comply with **ASQA, CRICOS, and ESOS requirements**. Violations of academic integrity policies may impact your course progression and, in serious cases, your **student visa status**.

For further clarification on plagiarism policies, **speak to your Trainer or Student Services** before submitting your work.

Course Progress Policy for International Students

EIM International Training is committed to ensuring that all international students meet the **academic progress requirements** set by the **Department of Home Affairs (DoHA)**, in compliance with the **Education Services for Overseas Students (ESOS) Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8: Overseas Student Visa Requirements)**, and the regulations outlined by **ASQA and CRICOS**.

Maintaining Course Progress

EIM International Training has implemented the **DoHA-approved course progress policy** for all **CRICOS-registered VET courses**. While attendance is **not formally monitored**, students are **expected to attend all scheduled classes for a minimum of 20 hours per week** to ensure academic success.

- **Signing In & Out:** All students **must sign in at reception** when arriving and leaving campus to maintain an accurate record for safety and emergency purposes.
- **Active Participation:** Full engagement in learning activities, including coursework, assignments, and assessments, is required.
- **Independent Study:** Students should dedicate time outside of class for **study, research, and assessment preparation** to meet course requirements.

Monitoring & Intervention for Course Progress

EIM International Training monitors student progress at regular intervals to ensure compliance with DoHA visa requirements.

1. Early Monitoring (First 10 Weeks)

- Your **Trainer will assess your progress** during the first **10 weeks** of study.
- If you are identified as being **at risk of not progressing**, you will be required to attend a **compulsory intervention meeting** with the **Training Manager**.
- Strategies will be discussed to support your progress, including **additional tutoring, study plans, or referral to student support services**.

2. Ongoing Monitoring & Warnings

- If progress does not improve, you will receive a **formal written warning** regarding your academic performance.
- You will have a second **progress review meeting** to assess improvements and provide further assistance.

3. Notice of Intention to Report (NITR) & Appeal Process

If your course progress remains unsatisfactory:

- You will receive a **Letter of Intention to Report (NITR)** stating that EIM International Training intends to report you to DoHA for **unsatisfactory academic progress**.
- **You have 20 working days to appeal this decision** through the internal appeals process.
- If your appeal is unsuccessful or you do not respond, you may lodge an **external appeal** with an independent body such as the **Overseas Student Ombudsman**.
- If no resolution is reached, EIM International Training is required to **report your unsatisfactory progress to DoHA**, which **may affect your student visa status**.

🔗 For more details on how this affects your visa, visit the DoHA website: www.homeaffairs.gov.au

Course Completion & Enrolment Restrictions

- Students **must complete each enrolled course before progressing** to a higher-level qualification.
- If you do not successfully complete a lower-level course, you **may be refused entry** into a subsequent course and will be required to **re-enrol in outstanding units at an additional cost**.
- Changes in enrolment due to **failed units** may also **impact your student visa**, requiring a reassessment of visa conditions and study duration.

Our Commitment to Your Success

EIM International Training is dedicated to helping students succeed.

- ✓ Your **Trainer will provide regular feedback** on your progress.
- ✓ **Informal progress updates** will be provided to keep you on track.
- ✓ If you are struggling, you can **speak with your Trainer at any time**.
- ✓ **Student Services Officers are available** for additional support, including academic guidance and study skills coaching.

Your Commitment to Us

- You **must** complete coursework and assignments **on time**.
- Independent study, research, and assessment preparation **are your responsibility**.
- If you **need help**, ask your Trainer early so that we can provide support.
- **You are required to attend 20 hours of class per week** as per DoHA student visa conditions.

Summary

✈ **Students must progress according to their lecture schedule.**
✈ **Failure to show satisfactory progress will result in intervention strategies, written warnings, and potential reporting to DoHA.**

✈ **Attendance of 20 hours per week is required under student visa conditions.**

✈ **Seek help early—EIM International Training is here to support you!**

For further details, refer to the **Student Progression Policy** in the **EIM International Training Policy & Procedure Manual**.

📞 Need assistance? Contact **Student Services** or **your Trainer** for guidance.

Vocational Placement Policy for International Students

EIM International Training (EIMINT) is committed to ensuring students gain the practical skills required for their chosen qualification while complying with CRICOS, ASQA, and the ESOS Act 2000. Vocational placement is a mandatory requirement for specific courses and provides students with essential workplace experience.

Vocational Placement Policy – Early Childhood Education and Care

Policy Statement

Vocational placement is a compulsory component of Early Childhood Education and Care qualifications. To ensure students have the necessary underpinning knowledge and skills before engaging in a real-world setting, students must complete all theory for a minimum of eight (8) units of competency before starting their vocational placement.

Placement Procedure

1. Attend and participate in all scheduled classes.
2. Complete the theory components for at least the first 8 units of competency as per the individual lecture schedule.
3. Trainer assessment: Once the theory for these units has been assessed as competent, vocational placement can be arranged.
4. Securing Placement:
 - Placement may be facilitated by EIMINT, or
 - Students may arrange their own placement with an approved provider.
5. Placement Conduct & Reassignment:
 - If a student is placed by EIMINT and is deemed unsuitable by the placement provider due to attitude or behavioural misconduct, EIMINT will not arrange an alternative placement.
 - If a student rejects an arranged placement without a valid reason, EIMINT will not arrange another placement, and the student will be responsible for securing their own placement.

Vocational Placement Policy – Instrumentation & Control (UEE31220 Certificate III) Policy Statement

Vocational placement is a key component of the UEE31220 Certificate III in Instrumentation and Control (CRICOS 103413M). Students must demonstrate theoretical competency across all 29 units before undertaking workplace training. EIMINT ensures that only students who have completed all required units and maintained satisfactory attendance and progression are eligible for placement.

Placement Procedure

1. Attend and actively participate in all scheduled lectures.
2. Complete all 29 units of competency within the UEE31220 Certificate III in Instrumentation and Control qualification.
3. Trainer assessment: Once all theory components have been assessed as competent, the student becomes eligible for vocational placement.
4. Securing Placement:
 - o EIMINT may assist with placement, or
 - o Students may secure their own placement with an approved industry provider.
5. Placement Conduct & Reassignment:
 - o If a student is placed by EIMINT and the provider deems them unsuitable due to attitude or behavioural misconduct, EIMINT will not arrange another placement.
 - o Students who fail to secure a placement through EIMINT due to misconduct will be required to independently find an alternative placement.

Compliance & Responsibilities

📌 Student Responsibilities:

- ✓ Attend all scheduled classes and complete theoretical coursework as required.
- ✓ Demonstrate professional conduct during placement.
- ✓ If arranging independent placement, ensure the provider is approved and meets regulatory requirements.

📌 Provider Responsibilities:

- ✓ Ensure that all placements meet the requirements of CRICOS, ASQA, and ESOS legislation.
- ✓ Only place students who have completed mandatory theoretical components.
- ✓ Support students during vocational placement while ensuring workplace safety and compliance.

📌 Visa Compliance:

- ✓ International students must comply with all placement requirements to maintain academic progress under the National Code 2018, Standard 8.
- ✓ Failure to complete vocational placement may delay course completion and impact your student visa (subclass 500) status.

For further details, speak to Student Services or your Trainer.

Completion of a Course

To successfully complete a course at EIM International Training, students **must submit all required assessments** within the designated timeframe as per their **Confirmation of Enrolment (CoE)**. This policy ensures compliance with **CRICOS, ASQA, and ESOS requirements**, and helps students maintain satisfactory course progress.

Assessment Submission Requirements

- ✓ **All first-attempt assessments must be submitted no later than 4:00 PM on the final day of the student's CoE.**
- ✓ Assessments **will not** be accepted for marking if submitted after the CoE end date.

Re-Submission Process for Additional Attempts

- If a student is required to resubmit an assessment for a **second or third attempt**, they will have **10 calendar days after the CoE end date** to do so.
- The **Assessor will confirm the exact due date** for re-submissions.
- **No assessments will be marked if submitted beyond this 10-day period.**

Course Completion & Certification

- If all assessments are **successfully completed within the required timeframe**, students will be **issued a qualification certificate**.
- If a student has **not completed all required units** by the end of the resubmission period, they will receive a **Statement of Attainment** for the units successfully completed.
- Students who wish to complete the remaining units to obtain the full qualification will need to **re-enrol in the course**, which may involve additional costs and visa considerations.

✎ **Note:** Failure to complete required assessments within the CoE timeframe may affect **course progression and student visa compliance** under **National Code 2018, Standard 8**.

For further assistance, students should consult their **Trainer or Student Services** before the CoE completion date.

Re-Sit Policy

At EIM International Training, we are committed to supporting students in successfully completing their assessments while ensuring compliance with **CRICOS, ASQA, and ESOS requirements**.

Assessment Attempt Guidelines

- ✓ Students are provided with **two attempts** for each assessment.
- ✓ If a student is still deemed **Not Yet Competent (NYC)** after the second attempt, the **Trainer will conduct an informal meeting** to discuss challenges and provide guidance for improvement.

Third & Fourth Attempt Process

- ✓ Students will be given a **third attempt** at the assessment at no additional cost.
- ✓ If the student is **still not competent after three attempts**, they may:
 - **Sit a fourth attempt** at an **additional cost** (Refer to the **EIM International Training website** for current fees and charges).
 - **Re-enrol in the unit of competency**, which may also involve additional fees.

Trainer Support & Assistance

- ✓ Trainers will provide **ongoing support** to assist students in understanding the required content.
- ✓ Students are encouraged to seek **help early** to avoid repeated assessment failures.

✦ **Important:** Re-enrolling in a unit due to multiple failed attempts may affect your **course completion timeframe** and could impact **student visa conditions** under **National Code 2018, Standard 8**.

For detailed information on **fees for additional assessment attempts**, visit the **EIM International Training website** or speak with **Student Services**.

Graduation & Certification

At the successful completion of your course, students will be issued one of the following:

- ✓ A **Certificate** – Awarded upon successful completion of all required units within the qualification.
- ✓ A **Statement of Attainment** – Issued if a student has completed **some but not all** units within the course.

✦ Replacement Certificates:

- If you require a **replacement Certificate or Statement of Attainment**, a **fee will apply** before re-issuance.
- Refer to the **EIM International Training website** for details on **administration fees**.

✦ Early Course Completion & Visa Implications:

- If a student **completes their course more than one month before** their original **Confirmation of Enrolment (CoE) end date**, the **CoE duration will be updated in PRISMS** to reflect the earlier completion.
- This may **impact student visa conditions**, and students should check with **DoHA** regarding any visa changes.

Change of Address & Contact Information

✦ Important Notice for International Students

Under the **Education Services for Overseas Students (ESOS) Act 2000**, student visa holders **must notify the College within 7 days** of any change to:

- ✓ Residential address
- ✓ Email address
- ✓ Phone number

This is a **legal requirement** to ensure compliance with visa conditions and to receive important notifications from **EIM International Training and the Department of Home Affairs (DoHA)**.

Failure to update your contact details may result in **delays with visa-related communications** and could affect your **student visa status**.

To update your details, please visit **Student Services** or submit a request via the **EIM International Training student portal**.

Medical Insurance (Overseas Student Health Cover - OSHC)

Under **Australian immigration law**, all international students holding a **Student Visa (Subclass 500)** are **required to maintain Overseas Student Health Cover (OSHC)** for the **entire duration of their visa**. This requirement is mandated under the **Education Services for Overseas Students (ESOS) Act 2000** and is a **condition of your student visa**.

Key OSHC Requirements:

- ✓ OSHC **must be arranged before arriving in Australia** and **maintained throughout your stay**.
- ✓ You are responsible for **selecting an approved OSHC provider**—a list of providers is available on the **Department of Home Affairs (DoHA) website**.
- ✓ Students must provide **evidence of current OSHC** to **EIM International Training** upon enrolment and **whenever requested**.

Medical Costs & Coverage:

✓ OSHC covers **basic medical expenses** such as doctor consultations, hospital stays, and some prescription medications.

✗ OSHC **does not cover**:

- Dental treatments
- Optical services (glasses/contact lenses)
- Some prescription medications
- Physiotherapy and other allied health services

To access **additional health services**, you may need to purchase **extra private health insurance**. For more information on **OSHC providers and coverage**, visit www.privatehealth.gov.au or refer to your OSHC provider's website.

Working Rights – Student Visa Holders

Work Restrictions Under a Student Visa (Subclass 500):

- ✓ International students can work **up to 48 hours per fortnight (every two weeks) during study periods**.
- ✓ During **scheduled holiday breaks**, students can work **unlimited hours**.
- ✓ Work hours include **both paid employment and unpaid work** if it is part of a work-integrated learning component.

Important Compliance Notes:

- ✓ **Working more than 48 hours per fortnight during study periods is a breach of your visa conditions** and may lead to visa cancellation.
- ✓ Students should check their **CoE dates and term schedule** to ensure they do not exceed permitted work hours.
- ✓ Before commencing work, students should confirm their rights and entitlements under **Fair Work Australia** at www.fairwork.gov.au.

Tax File Number (TFN) – Working in Australia

✦ Applying for a TFN:

- ✓ To legally work in Australia, students **must apply for a Tax File Number (TFN)** from the **Australian Taxation Office (ATO)**.
- ✓ You can apply for a TFN **online** at www.ato.gov.au.
- ✓ The application process requires:
 - **Your passport number**
 - **An Australian postal address** for TFN delivery

✦ Processing Time & Employer Notification:

- ✓ It takes **approximately four weeks** to receive your TFN.
- ✓ If you start working **before receiving your TFN**, inform your employer that your application is in progress.

✦ Superannuation & Tax Obligations:

- ✓ If you earn **more than AUD 450 per month**, your employer must pay **superannuation** (retirement savings) on your behalf.
- ✓ Upon leaving Australia, you may be eligible to **claim your superannuation refund**—visit www.ato.gov.au for details.

✦ Visa Compliance Reminder:

Failing to maintain **OSHC**, **exceeding work limits**, or **not updating your details with DoHA** may lead to **visa cancellation** under the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8: Overseas Student Visa Requirements)**.

For any questions regarding **OSHC**, **working rights**, or **tax obligations**, please contact **Student Services** or visit the **EIM International Training website** for additional guidance.

Responsibilities for Student Visa Holders (Subclass 500)

As an **international student on a Student Visa (Subclass 500)**, you must comply with the conditions set by the **Department of Home Affairs (DoHA)**, the **Education Services for Overseas Students (ESOS) Act 2000**, and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**.

Failure to meet these requirements **may result in visa cancellation** and affect your ability to stay and study in Australia.

Your Responsibilities as a Student Visa Holder

✦ 1. Maintain Enrolment in a CRICOS-Registered Course

- ✓ You **must remain enrolled** in a course registered on the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**.

✦ 2. Maintain Satisfactory Course Attendance & Progress

- ✓ You **must attend classes regularly** and maintain a minimum of **80% attendance** where required.
- ✓ You **must make satisfactory course progress** in each study period, as defined by **EIM International Training's Course Progress Policy**.
- ✓ If your progress is unsatisfactory, you will be placed under an **Intervention Strategy** to support your learning.

✦ 3. Notify EIM International Training of Your Address in Australia

- ✓ Within **7 days of arriving in Australia**, you **must** provide your **residential address** to EIM International Training.
- ✓ If you **change your address, phone number, or email**, you must notify the college **within 7 days**.

✦ 4. Maintain Financial Capacity

- ✓ You must have **sufficient funds** to cover:
 - Tuition fees
 - Living expenses for yourself and any dependents (partner/children)
 - Return travel costs to your home country

✦ 5. Maintain Overseas Student Health Cover (OSHC)

- ✓ You and any accompanying family members **must maintain valid OSHC** for the entire duration of your stay in Australia.
- ✓ OSHC covers medical and hospital expenses but **does not include dental, optical, or physiotherapy services**—additional private health insurance may be required.

✦ 6. Work Restrictions – Maximum 48 Hours per Fortnight

- ✓ Student visa holders can work **up to 48 hours per fortnight** during their study period.
- ✓ During **scheduled course breaks**, students **may work unlimited hours**.
- ✓ **Working more than 48 hours per fortnight** during study periods **is a breach of visa conditions** and may lead to **visa cancellation**.

EIM International Training's Role & Reporting Obligations

✦ Visa Compliance Monitoring

EIM International Training is required to **monitor your attendance and course progress**. If you do not meet the required standards, we will:

- ✓ Provide support through an **intervention strategy**.
- ✓ Issue a **written warning** if satisfactory progress is not maintained.
- ✓ **Report unsatisfactory attendance or progress** to the **Department of Home Affairs (DoHA)** via PRISMS, which may affect your visa status.

✦ Serious Consequences of Non-Compliance

Failing to meet your visa conditions can result in:

- ✗ Cancellation of your student visa.
- ✗ Requirement to leave Australia immediately.
- ✗ Difficulty obtaining future visas for Australia.

✚ For More Information on Your Visa Conditions

Visit the **Department of Home Affairs website** for full details on student visa rights, responsibilities, and conditions:

📧 www.homeaffairs.gov.au

If you have questions about your visa obligations, contact **Student Services** at EIM International Training.

Code of Behaviour – International Student Handbook

EIM International Training is committed to providing a **safe, inclusive, and supportive learning environment** for all students, in accordance with the **Education Services for Overseas Students (ESOS) Act 2000**, the **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)**, and **ASQA and CRICOS requirements**.

The **Code of Behaviour** outlines the **rights, responsibilities, and expectations** for students and staff at EIM International Training. All students **must adhere to these standards** to ensure a respectful and productive educational experience.

Student Rights – What Students Can Expect from EIM International Training

Students have the right to:

- ✓ Be treated with **respect and fairness**, without discrimination based on **race, religion, gender, sexual orientation, cultural background, disability, age, or socio-economic status**.
- ✓ Study in an **inclusive and harassment-free** environment.
- ✓ Work and learn in a **safe, clean, and orderly** educational setting.
- ✓ Have **disputes handled fairly and transparently** through formal dispute resolution processes.
- ✓ Express **ideas, share perspectives, and ask questions** in a respectful academic setting.
- ✓ Be treated with **courtesy, politeness, and professionalism** by all staff and students.

Student Responsibilities – What EIM International Training Expects from Students

Students are expected to:

- ✓ **Follow academic integrity standards** – Cheating, plagiarism, and dishonest conduct are strictly prohibited.
- ✓ **Submit assessments on time** and meet all course requirements.
- ✓ **Attend classes for a minimum of 20 hours per week** as required by the Department of Home Affairs (DoHA) and CRICOS regulations.
- ✓ **Respect and protect campus property**, ensuring it is not damaged or misused.
- ✓ **Act in a professional manner** and respect fellow students, trainers, and staff.

Behavioural Misconduct

Behavioural misconduct is any action that **violates EIM International Training policies** or **disrupts the learning environment**. Misconduct includes but is not limited to:

✦ Breaching Australian Laws

- Violating **Commonwealth or State law** in a way that affects the operations of EIM International Training.

✦ Disrupting the Learning Environment

- **Interfering with the rights of others** to study, learn, or participate in RTO activities.
- **Disrupting educational activities** or the peace and order of the college or vocational placement site.

✦ Failure to Cooperate with Staff

- Refusing or **failing to identify yourself truthfully** when requested by staff.

✦ Health and Safety Violations

- **Engaging in behaviour that endangers** the safety or health of any person.
- **Causing others to feel unsafe** due to threatening, aggressive, or violent behaviour.

✦ Damaging Property or Reputation

- **Causing damage** to EIM International Training facilities, equipment, or property.
- **Acting in a way that harms the reputation of EIM International Training** or disrupts business operations.

✦ Academic Misconduct

- Submitting **false or misleading information** as part of assessments.
- **Helping others cheat or plagiarise** during assessments.

Disciplinary Process for Non-Compliance

Failure to comply with the **Code of Behaviour** may result in disciplinary action. The following procedure will be followed:

Step 1: Initial Warning & Discussion

- ✓ A **member of staff will meet with the student** to discuss the issue.
- ✓ A **record of this discussion** and any agreed actions will be documented, signed by all parties, and placed on the student's file.

Step 2: Formal Meeting with General Manager

- ✓ If the behaviour continues, the student will be required to attend a **formal meeting with the General Manager**.
- ✓ The issue will be discussed further, and a **corrective action plan will be developed**.
- ✓ A **written record** of this meeting will be documented and signed by all parties.

Step 3: Final Written Warning

- ✓ If misconduct persists, the student will receive a **formal written warning** with a set timeframe for improvement.
- ✓ **This warning will be placed on the student's file** and will outline potential consequences of further breaches.

Suspension or Cancellation of Enrolment

If behavioural misconduct continues after these three steps, EIM International Training **reserves the right to withdraw training services**. This may result in:

- ✓ **Suspension or cancellation of enrolment.**
- ✓ **Reporting to the Department of Home Affairs (DoHA)** via PRISMS, which may affect the student's visa status.

Visa Implications:

Under the **National Code 2018 (Standard 8)**, visa-holding students must **maintain good academic and behavioural standing**. **A suspension or cancellation of enrolment may lead to visa cancellation**, requiring the student to leave Australia.

Appeals & Complaints

Students **have the right to appeal** any disciplinary decision through the **Complaints and Appeals Process**.

- ✓ Appeals must be submitted **within 20 working days** of receiving a disciplinary decision.
- ✓ Students can request an **internal review** of their case by EIM International Training.
- ✓ If dissatisfied with the outcome, students may escalate their complaint to an **external body**, such as the **Overseas Student Ombudsman**.

For more information, refer to the **Complaints and Appeals Procedure** available on the **EIM International Training website**.

Need Assistance?

If you have concerns about the **Code of Behaviour** or need support, contact **Student Services** for guidance.

Access and Equity Policy

Commitment to Fairness, Inclusion, and Equal Opportunity

EIM International Training is committed to **equity, diversity, and inclusivity**, ensuring all students have equal access to education and training opportunities. We foster a learning environment that is **free from discrimination, harassment, vilification, and victimisation**, in compliance with **Australian laws and CRICOS, ASQA, and ESOS Act 2000 regulations**.

EIM International Training upholds the principles of:

- ✓ **Equal Opportunity** – Every student has the right to **fair and unbiased access** to education and training.
- ✓ **Affirmative Action** – We proactively **support students from diverse backgrounds** to overcome barriers to education.
- ✓ **Respect for Social and Cultural Diversity** – We promote an environment that **values and respects all individuals**.
- ✓ **Compliance with Australian Anti-Discrimination Legislation** – We ensure that our policies align with **federal and state laws**.

Access to Information and Student Recruitment

To ensure transparency and accessibility, EIM International Training will:

- ✓ Provide **clear and accurate information** to prospective students, including:
 - Course scope, fees, and application procedures
 - Selection criteria and Recognition of Prior Learning (RPL)
 - Competencies to be achieved and assessment procedures
 - Complaint and appeal processes
 - Available **student support services, facilities, and equipment**
- ✓ Recruit students in an **ethical and responsible manner**, ensuring that selection processes are **fair, explicit, and consistent with course requirements**.
- ✓ Ensure all students receive **reasonable adjustments** to support equitable learning outcomes.

Legal Responsibilities & Anti-Discrimination Legislation

All EIM International Training staff have a **legal obligation** to **prevent discrimination** in accordance with the following legislation:

- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Human Rights and Equal Opportunity Commission Act 1986](#)
- [Disability Discrimination Act 1992 \(DDA\)](#)
- [Age Discrimination Act 2004](#)
- [Fair Work Act 2009](#)
- [Disability Standards for Education 2005](#)
- [Australian Human Rights Commission Act 1986](#)

✦ Key Legal Protections:

- ✓ **Students cannot be refused enrolment, excluded, or disadvantaged** based on race, gender, disability, age, cultural background, or other protected attributes.
- ✓ **Harassment, vilification, and discriminatory behaviour** will not be tolerated.
- ✓ **Reasonable adjustments must be made** to support students with disabilities or learning needs.

Rights of Students with Disabilities – Compliance with the Disability Discrimination Act (DDA) 1992

Under the **Disability Discrimination Act 1992 (DDA)** and **Disability Standards for Education 2005**, training providers are required to:

- ✓ Ensure that **learners with disabilities are not unlawfully discriminated against** during enrolment.
- ✓ Implement **reasonable adjustments** so students with disabilities can fully participate in their course on **equal terms** with others.
- ✓ Adapt assessment methods and procedures to **allow students with disabilities to demonstrate competency** without disadvantage.
- ✓ Provide **accessible learning environments** in compliance with the **Disability Standards for Education**.

📌 Definition of Disability Under the DDA

The DDA defines **disability** broadly, including:

- **Physical, intellectual, psychiatric, sensory, learning, and neurological disabilities**
- **Disfigurements or medical conditions**
- **Chronic illnesses and the presence of disease-causing organisms in the body**

All EIM International Training **staff and trainers must actively support students with disabilities** and ensure their learning needs are met **without discrimination**.

Reporting Discrimination or Seeking Support

Students who experience discrimination, harassment, or require support can:

- ✓ Contact **Student Services** for assistance.
- ✓ Raise concerns through the **Complaints and Appeals Process**.
- ✓ Seek external support through **Fair Work Australia** or the **Australian Human Rights Commission**.

For further details on **Access & Equity policies**, visit the **EIM International Training website** or speak to **Student Services**.

Reasonable Adjustment Policy

EIM International Training is committed to ensuring **equal access to education** for all students, in compliance with the **Disability Discrimination Act 1992 (DDA)** and the **Disability Standards for Education 2005**.

What is Reasonable Adjustment?

- ✓ **Reasonable adjustment** refers to **modifications or accommodations** made to ensure that students with disabilities can participate in education and training **on an equal basis** with others.
- ✓ Adjustments are **not** designed to give an **unfair advantage** but rather to **minimise barriers** caused by a disability.
- ✓ Adjustments may include **administrative, physical, or procedural** modifications.

Examples of Reasonable Adjustments

- ✓ **Assessment Modifications:** Extended time for exams, oral instead of written assessments, use of assistive technology.
- ✓ **Physical Adjustments:** Accessible classrooms, modified seating arrangements, provision of ergonomic furniture.
- ✓ **Support Services:** Access to interpreters, note-takers, or learning support staff.
- ✓ **Administrative Adjustments:** Alternative formats for learning materials (e.g., large print, Braille, audio recordings).

Unjustifiable Hardship

Under the **DDA**, training providers are required to **make reasonable adjustments**; however, if an adjustment would impose **unjustifiable hardship** on the provider, it may not be required.

Unjustifiable hardship is determined based on:

- ✓ The **nature and cost** of the adjustment.
- ✓ The **impact on the organisation** and other students.
- ✓ Whether alternative **reasonable accommodations** can be made.

EIM International Training assesses each request **on a case-by-case basis** to ensure compliance with **access and equity obligations** while maintaining the **integrity of training and assessment standards**.

✦ For Support & Assistance

Students requiring reasonable adjustments should contact **Student Services** as early as possible to discuss their needs.

Unjustifiable Hardship & Disclosure

Unjustifiable Hardship

EIM International Training is committed to **providing equitable access to education** for all students, in compliance with the **Disability Discrimination Act 1992 (DDA)** and the **Disability Standards for Education 2005**. However, the law recognises that there may be circumstances where making adjustments for a student with a disability would impose an **unjustifiable hardship** on the training organisation.

✦ What is Unjustifiable Hardship?

- ✓ **Unjustifiable hardship** occurs when the adjustments required for a student with a disability would create an excessive **financial, administrative, or operational burden** on the organisation.
- ✓ Whether an adjustment poses **unjustifiable hardship** is determined **case by case**, considering:
 - The **cost** and **impact** of the required adjustments.
 - The **resources available** to the training provider.
 - The **impact on the learning environment** for other students.
 - Whether **alternative reasonable adjustments** can be made.
- ✓ No **single factor alone** determines unjustifiable hardship—**all relevant factors must be assessed holistically**.

✦ Commitment to Fairness

EIM International Training remains committed to making every **reasonable effort** to accommodate students with disabilities, ensuring compliance with **access and equity obligations** while maintaining the **integrity of training and assessment standards**.

Disclosure of Disability

Students with disabilities, including **hidden disabilities** such as **mental health conditions, psychiatric disabilities, or chronic illnesses**, have the **right to decide** when and to whom they disclose their condition.

✦ Key Points on Disclosure:

- ✓ Disclosure is **voluntary**—students are **not required** to disclose a disability unless they seek reasonable adjustments.
- ✓ **Confidentiality is maintained**—any disclosed information is handled in accordance with **privacy laws and EIM International Training policies**.

✓ EIM International Training encourages **open communication** so that appropriate **support services and adjustments** can be provided.

Selection & Admission Criteria

- ✓ **All students must meet course entry requirements**—selection criteria focus **only on the core components of the course**.
- ✓ The **DDA does not provide an advantage** to students with disabilities in gaining entry to a course but aims to **eliminate discrimination and barriers to learning**.
- ✓ **Employability should not be a condition of selection**—a student's ability to be employed in the industry after completing their course **should not impact their eligibility for enrolment**.

Need Support?

Students requiring **reasonable adjustments** or support are encouraged to speak with **Student Services** to discuss available options.

Role of the Registered Training Organisation (RTO)

At EIM International Training, we are committed to providing **inclusive education and training** while ensuring compliance with the **Disability Discrimination Act 1992 (DDA)**, **Disability Standards for Education 2005**, and **ASQA and CRICOS regulations**.

Key Principles for RTO Staff & Trainers

- ✓ **Avoid Making Assumptions** – Each student has **unique needs**; do not assume what support they may require.
- ✓ **Individualised Support** – Not all students from an equity group need the same accommodations—many are capable of **self-adapting** to their environment.
- ✓ **Consult Before Implementing Adjustments** – Discuss **reasonable adjustments** with students **before** making any changes to their learning environment.
- ✓ **Request Only Necessary Information** – Only ask about **adjustments required for learning** rather than personal medical details.
- ✓ **Create an Inclusive Environment** – Ensure that **all students have equal opportunities** to participate in training and assessments.

Learner Rights & Complaints Process

Protection Against Discrimination

Any student who believes they have been discriminated against on the basis of **disability, gender, race, age, or other protected attributes** has the **right to lodge a complaint**. Complaints can be directed to:

- ✓ The **Human Rights and Equal Opportunity Commission (HREOC)**
- ✓ The **Australian Human Rights Commission (AHRC)**
- ✓ The **Federal Court**, if the complaint remains unresolved

Potential Resolutions

If a complaint is upheld, outcomes may include:

- ✓ A formal **apology**
- ✓ A commitment to **enrol the learner with a disability**
- ✓ An assurance that learners with disabilities **will not face discrimination in the future**
- ✓ **Compensation**, if applicable

Legal Responsibilities of the RTO

All individuals associated with EIM International Training—including **front desk staff, trainers, student services personnel, and management**—can **be held accountable** for discriminatory actions.

If a case proceeds to the **Federal Court**, EIM International Training must demonstrate why any refusal to provide reasonable adjustments was based on **unjustifiable hardship**.

Need Assistance?

Students who **experience discrimination or require support** should contact **Student Services** or refer to the **EIM International Training Complaints and Appeals Policy** for guidance.

Relevant Legislation for International Students & CRICOS-Registered RTOs

EIM International Training operates in compliance with **Australian federal and state laws**, ensuring the highest standards of **education, safety, and equity** for all students. Below are key legislations that govern **education, training, privacy, workplace health and safety, and student rights** for international students studying in Australia.

Education & Training Legislation

[Education Services for Overseas Students \(ESOS\) Act 2000](#)

The **ESOS Act** establishes the legal framework for **CRICOS-registered providers** delivering education to overseas students on a **Student Visa (Subclass 500)**. It ensures students receive **quality education** and **consumer protection** while studying in Australia.

 [Read more](#)

[National Vocational Education and Training Regulator Act 2011](#)

This Act regulates **Vocational Education and Training (VET)** providers and establishes the **Australian Skills Quality Authority (ASQA)** as the national regulator, ensuring compliance with **national training standards**.

 [Read more](#)

[VET Quality Framework](#)

A set of **national standards** and conditions used by **ASQA** to assess whether an RTO meets **registration requirements**. It includes:

- ✓ Standards for RTOs
- ✓ Australian Qualifications Framework (AQF)
- ✓ Fit and Proper Person Requirements
- ✓ Financial Viability Risk Assessment Requirements
- ✓ Data Provision Requirements

 [Read more](#)

Student Rights, Equity & Anti-Discrimination Laws

Australian Human Rights Commission Act 1986

This Act protects students against **discrimination, harassment, and human rights violations** in education, employment, and public life. It also establishes the **Australian Human Rights Commission (AHRC)**, which investigates complaints of discrimination.

 [Read more](#)

Disability Discrimination Act 1992 (DDA)

The DDA protects students with **disabilities** from discrimination in **education, employment, and public services**. It requires education providers to **make reasonable adjustments** for students with disabilities.

 [Read more](#)

Disability Standards for Education 2005

This legislation ensures that **students with disabilities** can access and participate in education on **the same basis as other students**, without discrimination.

 [Read more](#)

Racial Discrimination Act 1975

This Act makes it **unlawful** to discriminate against individuals based on their **race, colour, descent, national, or ethnic origin** in any area of public life, including education and training.

 [Read more](#)

Sex Discrimination Act 1984

This Act makes it **unlawful** to discriminate against a person based on their **sex, marital status, pregnancy, or gender identity** in education and employment.

 [Read more](#)

Queensland Anti-Discrimination Act 1991

This legislation **protects individuals in Queensland** from discrimination based on attributes such as **age, disability, race, gender identity, sexual orientation, and family responsibilities**.

 [Read more](#)

Privacy & Consumer Protection

Privacy Act 1988 (Including Australian Privacy Principles - APPs)

The **Privacy Act 1988** protects students' **personal information** collected by training providers. It governs how **EIM International Training** stores, uses, and shares student data.

 [Read more](#)

Competition and Consumer Act 2010 (CCA)

This Act promotes **fair trading, competition, and consumer protection** in Australia. It ensures that **education providers provide clear and accurate information** about courses, fees, and refund policies.

 [Read more](#)

Workplace & Health and Safety Laws

Work Health and Safety Act 2011 (WHS Act)

This Act requires **training providers** to ensure a **safe learning environment** for students and staff. It applies to all **vocational placements, internships, and on-campus training activities**.

 [Read more](#)

Fair Work Act 2009

This Act outlines **minimum employment standards** and workplace protections for students engaged in **vocational placements, internships, or part-time work**.

 [Read more](#)

Child Safety & Working with Vulnerable People

Working with Children (Risk Management and Screening) Act 2000 (QLD)

This Act requires individuals working or volunteering with children in Queensland to hold a **valid Blue Card** for child safety screening.

 [Read more](#)

Blue Card System (Queensland)

The **Blue Card** screening system ensures the safety of children by conducting **criminal history and background checks** for individuals working in child-related employment or education.

 [Read more](#)

Immigration & Student Visa Regulations

Department of Home Affairs (DoHA)

The **DoHA** oversees **student visa applications, renewals, and compliance requirements**. International students must comply with **visa conditions**, including:

- ✓ Maintaining enrolment in a **CRICOS-registered course**
- ✓ Attending a minimum of **20 hours per week** of study
- ✓ Achieving **satisfactory course progress**
- ✓ Holding **Overseas Student Health Cover (OSHC)**

 [Read more](#)

Summary of Key Responsibilities for International Students

 **As a CRICOS-registered RTO, EIM International Training is legally required to:**

- ✓ Comply with the **ESOS Act** and **National Code 2018**.
- ✓ Ensure that students receive **quality training and support services**.
- ✓ Provide clear and accurate information about **fees, course requirements, and refund policies**.
- ✓ Protect students' **privacy and personal information**.
- ✓ Maintain **safe and inclusive learning environments** free from discrimination and harassment.

 **As an International Student (Subclass 500), you must:**

- ✓ Maintain **enrolment in a CRICOS-registered course**.
- ✓ Attend classes and **meet course progression requirements**.
- ✓ Hold valid **Overseas Student Health Cover (OSHC)**.
- ✓ Comply with **work restrictions (maximum 48 hours per fortnight)**.
- ✓ Update your **address and contact details within 7 days** of any change.

For any questions about your **rights, visa conditions, or RTO obligations**, please contact **Student Services** or refer to the **Department of Home Affairs website**.

Student Safety Information – International Student Handbook

EIM International Training is committed to ensuring that international students have a **safe, enjoyable, and rewarding** experience while studying in Australia. Please read the following **safety guidelines** to help you stay secure during your time here.

Emergency Assistance

 **In case of an emergency, dial 000** and request **POLICE, AMBULANCE, or FIRE.**

 **If English is a problem:**

- ✓ **Stay on the line** and do not hang up.
- ✓ If you are unsure of your location, **describe what you can see** around you.
- ✓ The operator will assist you even if you cannot communicate in English.

Local Police Contacts

Gold Coast Police Stations

- **Southport:** (07) 5571 4222
- **Robina:** (07) 5656 9111
- **Surfers Paradise:** (07) 5657 6888
- **Broadbeach:** (07) 5581 2800
- **Nerang:** (07) 5503 8999
- **Palm Beach:** (07) 5534 0222



Cairns Police Stations

- **Sheridan Street:** (07) 4030 7000
- **The Esplanade:** (07) 4048 1277
- **Stockland Shopping Centre – Earlville:** (07) 4033 7855
- **Raintrees – Manunda:** (07) 4053 3200

Medical Assistance

If you need **non-emergency medical care**, visit:

 **Gold Coast:** After Hours Medical Centre, 125 Nerang Street, Southport –  (07) 5532 8666

 **Cairns:** 24-Hour Medical Centre, Grafton Street –  (07) 4052 1119

For **serious medical emergencies**, call **000** or go to the nearest hospital emergency department.

Health & Safety Tips

Sun Safety

- ✓ Wear a **hat, sunglasses, and sunscreen (SPF 30+)** when outside.
- ✓ Drink **plenty of water** to stay hydrated.
- ✓ Avoid direct sun exposure during peak hours (11:00 AM – 3:00 PM).

Water Safety & Stingers

- ✓ In **North Queensland (Cairns & Great Barrier Reef areas)**, **marine stingers/jellyfish** are present from **November to May**.
- ✓ **Always swim in designated stinger nets** at patrolled beaches.
- ✓ Look for **warning flags**—a **red flag** means **do not swim**.

Theft Prevention & Personal Security

- ✓ **Limit the cash you carry**—\$20-\$50 per day is usually enough.
- ✓ **Secure your valuables**—keep passports, bank cards, and electronics in a **locked** drawer or safe.
- ✓ Always **lock your doors and windows** when leaving your accommodation.
- ✓ **Never leave belongings unattended** in public places, such as cafés or transport stations.
- ✓ When sightseeing or shopping, **keep your bag zipped** and avoid placing valuables on tables.
- ✓ If you see **suspicious activity**, call the police.

◆ **Tip:** Record details of your valuable belongings (**brand, model, serial number**) in case of theft.

Bicycle Safety

- ✓ **Wearing a helmet is mandatory**—failure to do so may result in a **fine**.
- ✓ **Use front and rear lights** when riding at night.
- ✓ **Follow road rules**—ride **on the left side** of the road and obey traffic signals.
- ✓ **Do not cycle under the influence of alcohol**—police can issue fines or revoke your driver's license.
- ✓ **Lock your bicycle properly** using a secure bike rack.
- ✓ **Record your bike's serial number** in case of theft.

⊘ **Do not lock your bike to a street sign or parking meter**—you could be **finned by the council**.

Car Safety

- ✓ **Seatbelts are compulsory** for all passengers, including in the back seat.
- ✓ **Give way to the right** unless otherwise marked.
- ✓ Maintain a **1-meter gap from cyclists** (or **1.5 meters** in speed zones over 60km/h).
- ✓ Always **follow Australian road rules**—violations may result in fines or loss of your driver's license.

Staying Safe at Night

- ✓ **Never walk alone at night**—stay in a group of **at least 3 people**.
- ✓ **Avoid poorly lit areas**—walk on **main roads** where people can see you.
- ✓ If moving between bars, **stay with friends** and use **public transport or registered taxis**.
- ✓ **Do not accept car rides from strangers** or friends who have been drinking.
-  **Use only registered rideshare services** such as Uber, Ola, or taxis.

General Safety Tips

Personal Awareness

- ✓ Be aware of **your surroundings** and **trust your instincts**.
- ✓ Avoid **carrying large amounts of cash**.
- ✓ If using **public Wi-Fi**, be cautious about entering **bank details or passwords**.

Legal & Visa Compliance

- ✓ Carry a **copy** of your passport and student visa in case of emergency.
- ✓ Be aware of **your visa work restrictions** (maximum **48 hours per fortnight** during study periods).

Emergency Contact Information

- ✓ **Australia's Emergency Number: 000** (Police, Fire, Ambulance)
- ✓ **Crime Stoppers:** 1800 333 000
- ✓ **Translation Services:** 131 450 (if you need an interpreter in an emergency)

Need Help? Contact Student Services

If you ever feel unsafe or need assistance, reach out to **EIM International Training Student Services** for **guidance and support**.

◆ **Stay safe and enjoy your time in Australia!** 😊

Staying Safe in Bars & Nightclubs

Personal Safety Tips

- ✓ **Never accept a drink from a stranger**—you cannot be sure of its contents.
- ✓ **Never leave your drink unattended**—take it with you if you go to the bathroom or dance floor.
- ✓ **Stay with friends**—avoid being alone in unfamiliar settings.
- ✓ **Drink responsibly**—excessive alcohol can impair judgment and put you at risk.
- ✓ **Use registered transport services**—take an Uber, Ola, or a taxi rather than walking alone at night.
- ✓ **Avoid conflicts**—if a situation escalates, **leave the area and seek help from security staff or the police**.

 **If you feel unwell or unsafe, alert security or call 000 for emergency assistance.**

Fire & Emergency Evacuation Procedure

 **In the event of a fire or emergency, follow these steps carefully to ensure your safety.**

- ✓ **Stay Calm** – Do not panic. Follow the instructions of staff and emergency personnel.
- ✓ **Evacuation Alarm** – If you hear the **alarm siren**, prepare to evacuate.
- ✓ **Assess Immediate Danger** – Check for any **falling objects, electrical hazards, or smoke** before moving.
- ✓ **Close Windows & Doors (If Safe to Do So)** – If time permits, close doors and windows to contain the fire.
- ✓ **Follow the Evacuation Route** –
 - **Leave the building immediately** via the marked emergency exits.
 - **Do not use lifts or escalators**—use the stairs.
 - Move **calmly in single file** without running or pushing others.
- ✓ **Assembly Points** – Once outside, move to the designated **emergency assembly area**:
 - **Gold Coast Campus:** Marine Parade
 - **Cairns Campus:** Grafton Street
- ✓ **Keep Roads & Entry Points Clear** – Emergency services require clear access.
- ✓ **Headcount & Roll Call** – Trainers and staff will:
 - **Conduct a headcount** to ensure all students, staff, and visitors are accounted for.
 - **Report missing persons** to emergency personnel immediately.
- ✓ **Do Not Re-enter the Building** – Only return when **authorities declare it safe**.

📍 **Emergency Contact:** In the event of a fire or serious emergency, call **000 (Police, Fire, Ambulance)**.

For any questions regarding **safety procedures**, speak to **Student Services or your Trainer**.
Adjusting to Life in Australia

Studying abroad is an **exciting and rewarding experience**, but it can also come with challenges as you **adjust to a new culture, language, lifestyle, and environment**. Many international students experience **culture shock or homesickness**, which can last anywhere from a few days to a few months and may come and go at different times.

Common challenges include:

- ✓ Finding suitable accommodation
- ✓ Adjusting to new foods, climate, and daily routines
- ✓ Navigating public transport and local services
- ✓ Learning Australian customs and social norms
- ✓ Communicating in English in everyday situations

These feelings are **completely normal** and will improve over time as you **meet new people, explore your surroundings, and build your confidence** in your new home.

📍 **Need Support?**

If you are feeling overwhelmed or need advice, **EIM International Training staff and trainers are here to help**. Speak to your trainer or visit **Student Services** for guidance and support.

Helpful Resources for International Students

📍 **General Study & Student Support Services**

- Study in Australia – www.studyinaustralia.gov.au
- Study Queensland – www.studyqueensland.qld.edu.au
- Study Cairns – www.studycairns.com.au
- Study Gold Coast – www.studygoldcoast.org.au
- Gold Coast Student Hub – www.goldcoaststudenthub.com
- Cairns Student Hub – www.cairnsstudenthub.com.au

📍 **Emergency & Safety Services**

- Queensland Police – www.police.qld.gov.au
- Fire Safety (Queensland Fire & Emergency Services) – www.qfes.qld.gov.au
- Queensland Ambulance Service – www.ambulance.qld.gov.au
- Beach Safety (Surf Life Saving Queensland) – www.lifesaving.com.au

📍 **Local Student Support Hubs**

Gold Coast: www.goldcoaststudenthub.com

Cairns: www.cairnsstudenthub.com.au

Our Commitment to You

At **EIM International Training**, we are committed to providing a **supportive and welcoming environment** for all students. Our goal is to **help you succeed in your studies and make the most of your time in Australia**.

💡 **Remember:** You are not alone! Many students have gone through the same experience, and with time, patience, and support, you will **adapt, thrive, and enjoy your journey** in Australia.

👉 If you need **guidance, advice, or just someone to talk to**, reach out to your **Trainer, Student Services, or visit a Student Hub** for additional support. 😊