



ABM Further Education International Student Handbook 2024

Including Policies and Procedures for International Students

abm.edu.au



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WELCOME TO ABM FURTHER EDUCATION



CEO Doogie Kim

Welcome to ABM Further Education in Sydney! We are thrilled that you've chosen us for your educational journey.

Sydney is a vibrant city with endless opportunities, and our college is in the heart of it all. Our dedicated faculty and staff are here to guide you in your chosen vocational field, providing a platform for your academic and personal growth.

Please remember, we are more than just a college. We're a community that cares about your success. Whether you need academic support or simply a friendly conversation, we're here for you.

Your journey with us will be an adventure full of possibilities. Embrace it with an open heart and a curious mind. Here's to your exciting and transformative experience at ABM Further Education!

Best Regards,
Doogie Kim/CEO

WHY STUDY IN SYDNEY, AUSTRALIA?

Sydney Australia is a great decision for international students because it offers many benefits, such as:



- High-quality education and research facilities, with qualified and experienced teachers and professors. Sydney has some of the best universities and colleges in the world, ranking among the top 100 in various subjects. Sydney also offers a range of vocational and technical courses that provide practical and industry-relevant skills and qualifications.
- Multicultural and inclusive environment, where students can learn from different perspectives and cultures, and make friends from around the world. Sydney has a diverse and vibrant population that speaks over 250 languages. Sydney also has many events and festivals that celebrate the diversity and richness of its culture.
- Natural beauty and attractions, such as the iconic Sydney Opera House, the Sydney Harbour Bridge, the Sydney Harbour, and the beaches. Sydney is a city that has something for everyone, whether you are looking for art, history, nature, or entertainment. Sydney also has a mild and pleasant climate, with four distinct seasons.
- Opportunity to explore the rest of Australia and its unique wildlife, landscapes, and culture, through various travel and exchange programs. Australia is a vast and diverse country, with many wonders to discover and experience. Australia also has a friendly and welcoming attitude towards international students, with many support and assistance services available.

WHY STUDY WITH ABM FURTHER EDUCATION?

ABM Further Education differs from other providers in several ways.



- ABM Further Education is a new and innovative vocational education and training provider in Sydney, Australia.
- It offers a range of courses in business management, cookery, hospitality, and more.
- It has industry-leading trainers, state-of-the-art facilities and equipment, and work experience opportunities.
- It is located in the heart of Sydney CBD, close to public transport, shopping, dining, and entertainment options.
- It provides nationally recognised qualifications, practical skills and knowledge, and friendly and professional support.
- It is affordable, flexible, and relevant for international students.
- Classes are kept to a maximum of 30 students.
- The delivery location is Mezzanine 56/58 York Street, Sydney is close to Town Hall train station 3-minute walk from Queen Victoria Building and a variety of facilities.

Studying at ABM Further Education will ensure you receive an exceptional level of service and a high-quality education.

WHAT WE OFFER OUR STUDENTS

We want you to enjoy yourself while you are learning at ABM Further Education. We have a supportive network of people to make your time with us fulfilling and fun.

We offer our students:

- Bright, spacious classrooms and commercial kitchen set up with modern equipment, for students to learn,
- Excellent location close to public transport,
- Mentorship via our trainers and assessors, to help you manage your program and any difficulties that might affect our studies,
- Student Services staff to help in other areas, including personal welfare and guidance,
- Free internet access to support your study,
- Email access to teachers and staff at any time.

About ABM Further Education

ABM Further Education is a new and innovative vocational education and training provider in Sydney, Australia. It offers a range of courses in business management, cookery, hospitality, and more. Whether you want to start your career, advance your skills, or pursue your passion, ABM can help you achieve your goals.

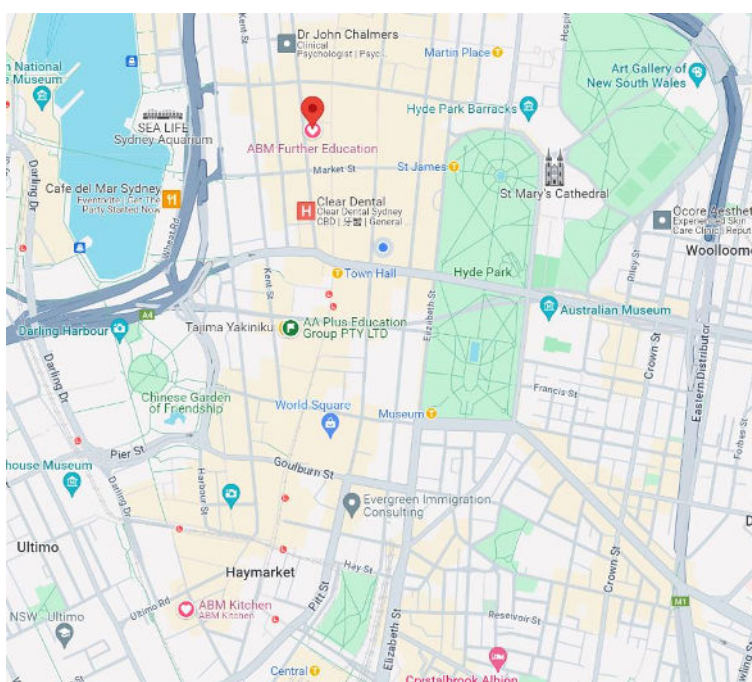


At ABM, you will learn from industry-leading trainers who have extensive experience and knowledge in their fields. You will also have access to state-of-the-art facilities and equipment, as well as work experience opportunities with ABM's business partners. You will be supported by friendly and professional staff who will assist you with your academic and personal needs.

ABM is located in the heart of Sydney CBD, close to public transport, shopping, dining, and entertainment options. You will enjoy the vibrant and multicultural atmosphere of Sydney, as well as the natural beauty and cultural diversity of Australia. You will also meet and make friends with students from different countries and backgrounds, and enrich your learning experience.

ABM is committed to providing you with the finest educational opportunity and helping you succeed in your chosen career. By studying at ABM, you will gain nationally recognised qualifications that are valued by employers and recognised by other educational institutions. You will also develop practical skills and knowledge that will prepare you for the real world.

If you are looking for a quality education that is affordable, flexible, and relevant, ABM is the right choice for you. To find out more about ABM and its courses, please visit ABM's website or contact us at info@abm.edu.au. We look forward to welcoming you to ABM and supporting you on your educational journey.

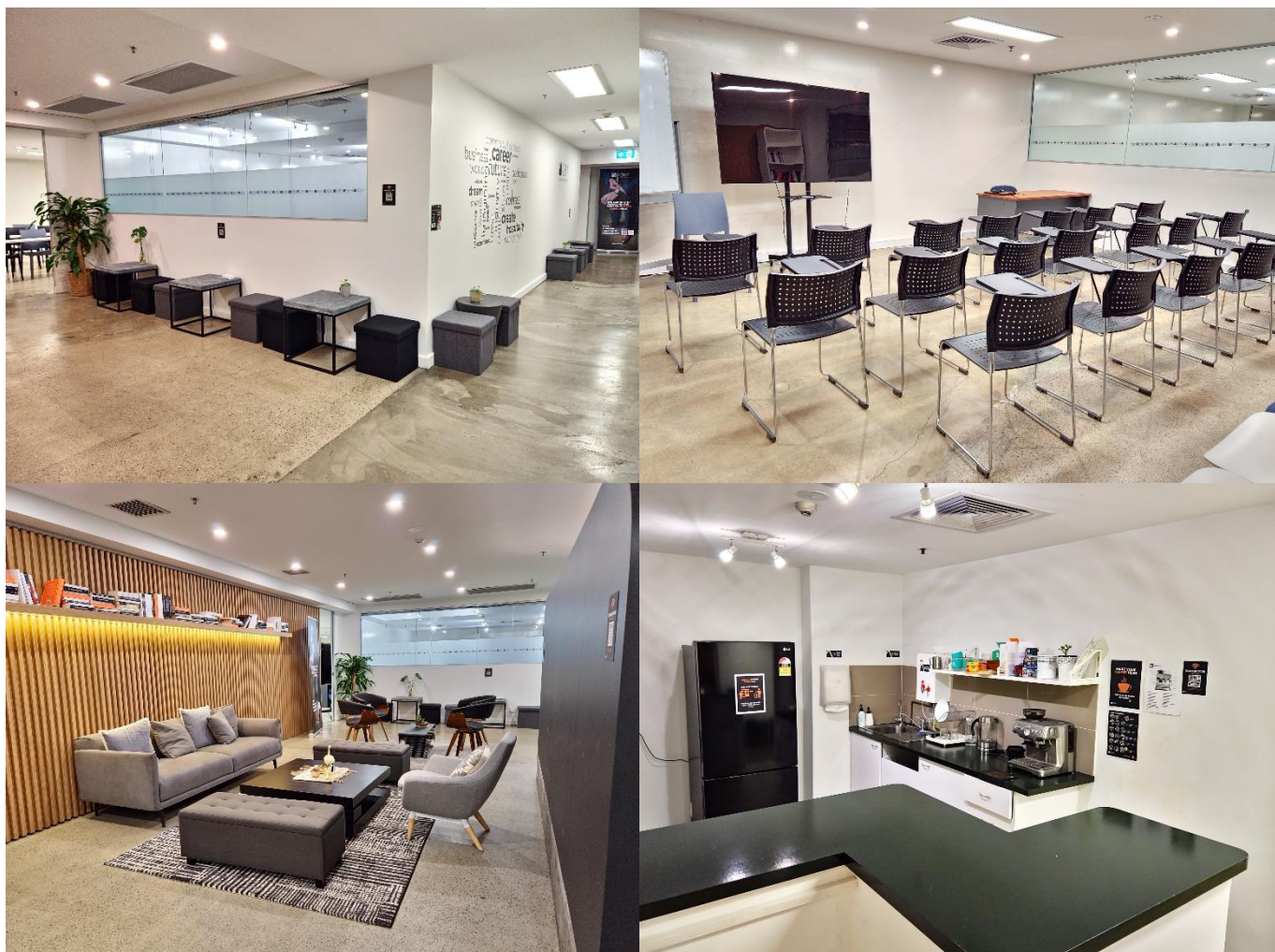


Location

ABM Further Education's campus is located at Mezzanine 56/58 York Street, Sydney NSW 2000.

Our Sydney campus is only 3 minutes' walk from Queen Victoria Building. All essential services from medical centers to major banks and shops are within walking distance.

Our kitchen is only 5 minutes' walk from Central station or 3 minutes' walk from Chinatown Light Rail stop.



STUDENT AMENITIES

The aim of ABM Further Education is to provide students with a clean and harmonious studying atmosphere. We have many facilities at our doorstep, students can access countless food vendors at the local food courts a short distance away.

OUR COMMITMENT TO YOU

As a student, you are entitled to expect us to meet the highest standards in all areas of our business. In recognition of this, we promise to honor the following obligations.



We will:

- always support you throughout your enrolment;
- treat you with fairness and respect;
- provide you with a safe learning environment, free from discrimination and harassment.
- do everything we can to make sure we understand your needs, the needs of our staff, and the needs of the industries in which we operate;
- do everything we can to be flexible in our approach in providing high quality training and assessment services to all our students;
- ensure we provide the highest quality training and assessment services at all times;
- operate professionally and always conduct business in a sound and ethical manner;
- treat student information confidentially, protect student rights to privacy, and ensure the accuracy and integrity of the information we hold about students;
- employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity;
- ensure we fulfill our obligations to maintain compliance with the Standards for Registered Training Organisations (RTOs) 2015 and National Code at all times as regulated by the Australian Skills Quality Authority (ASQA);

OUR TEAM

We're proud to introduce our team, which includes experienced Trainers and Assessors, a dedicated Student Support Administrator, Marketing and Sales professionals, and a diligent Accounting team, each bringing diverse expertise to the table.

Our **Trainers** bring a wealth of industry experience to your learning journey. Their knowledge and passion will guide you in developing skills, ensuring you approach your work with confidence and professionalism.

Effective communication with your trainer can significantly enhance the depth and enjoyment of your learning experience.

Our **Student Support and Administration** staff are committed to ensuring your course progression is seamless. With expertise in addressing administrative concerns, they provide support with minimal disruption, allowing you to focus on your studies.

They are the welcoming faces and helpful voices over the phone whenever you require assistance. Don't hesitate to reach out, no matter the size of the issue.

Our **Sales and Marketing** team is always on the move, capturing photos and videos of your educational experience and seeking feedback from you. They regularly publish posts on our social media pages. If you have anything to share or discuss, please feel free to contact them.

Lastly, our **Accounting** team handles payment processing and addresses all payment-related inquiries.

We are here to ensure a smooth and successful educational journey for you. If you have any further questions, feel free to reach out.

MAIN CONTACTS DETAILS

Position	Name	Email	Phone
PEO	Doogie Kim	doogie@abm.edu.au	02 9160 4507 0482 796 010
Academic Manager	Richard Kiefer	rkiefer@abm.edu.au	
Course Coordinator Kitchen Management	David Oh	david@abm.edu.au	
Assistant Academic Manager	Michal Tomcik	michal@abm.edu.au	
Campus Manager	Hannah Cong	hannah@abm.edu.au	
Student Services Coordinator	Felipe Castro	studentservice@abm.edu.au	
Student Services Officer	Ekaon Yoddamnern	studentservice@abm.edu.au	
Marketing Manager	Mihye Kwon	mihye@abm.edu.au	
International Student Recruitment Officer	Felipe Floit	marketing@abm.edu.au	
Finance manager	Kay Hong	kay@abm.edu.au	
Account Officer	Rohan Rajamanthri	accounts@abm.edu.au	
Finance Assistant	Christina Bautista	accounts@abm.edu.au	
Finance Assistant	Rhegin Ycoy	accounts@abm.edu.au	
Admission Officer / Team Leader (Philippines)	Sharon Lagria	admissions@abm.edu.au	
Admissions Officer (Philippines)	Lyka Facelo	admissions@abm.edu.au	

USEFUL SERVICES AND CONTACTS

Emergency Services: Phone: 000 (for Fire, Ambulance, and Police emergencies)

Translating and Interpreting Service: Phone: 131 450

Lifeline 24 Hour Counselling, Advice, and Referral Services: Phone: 13 11 14

Complaints or Problems: Website: www.oso.gov.au (Office of the Student Ombudsman)

CRICOS Legislation and Regulation: Website: <https://internationaleducation.gov.au/regulatory-information/Pages/regulatoryinformation.aspx>

International Student Legal Advice: Phone: 9698 7645

Work Health & Safety: www.safework.nsw.gov.au

Protection of Student Fees: Website: www.tps.gov.au (Tuition Protection Service)

NSW Transport Information (Bus/Train/Ferry): Phone: 131 500

RTO and CRICOS Registration: Website: www.asqa.gov.au (Australian Skills Quality Authority)

Study Information: Website: www.studyaustralia.gov.au

Alcohol and Drug Information Service: Phone: 1800 250 015

Sexual Assault, Domestic and Family Violence Counselling Service: Phone: 1800 737 732

Department of Home Affairs: Phone: 131 881

NSW Multicultural Health Communication Service: Phone: 9332 9710

Family Planning (for Pregnancies): Phone: 8752 4300

Sydney Sexual Health Centre (for Sexually Transmitted Diseases): Phone: 9382 7440

ACCESS AND EQUITY



ABM is committed to providing all students with equal opportunity to pursue their training and development. Where possible, we conduct flexible training to meet the specific needs of individual students. The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. Recruitment to ABM is carried out in an ethical manner in accordance with Access and Equity principles.

- ABM will, where possible, remove barriers and open developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism, and offensive behaviour.
- All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
- A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
- All trainers / assessors are responsible for observing and being advocates for the policy.
- This policy will be widely disseminated in the organisation.
- ABM policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
- The CEO, or their delegate, will be responsible for the implementation and maintenance of the access and equity policy.

Should you have any access and equity issues you may approach your trainer in the first instance. If you do not wish to do so you may contact the CEO.

COURSE INFORMATION

ABM Further Education delivers the following seven nationally recognised courses to international students.

- BSB40120 Certificate IV in Business (CRICOS Course Code 107908M)
- BSB50120 Diploma of Business (CRICOS Course Code 107904D)
- BSB60120 Advanced Diploma of Business (CRICOS Course Code 107905C)
- BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code 107907A)
- BSB40420 - Certificate IV in Human Resource Management (CRICOS Code 113476B)
- BSB50320 - Diploma of Human Resources Management (CRICOS Code 113477A)
- BSB60320 - Advanced Diploma of Human Resource Management (CRICOS Code 113479K)
- BSB40920 - Certificate IV in Project Management Practice (CRICOS Code 112545B)
- BSB50820 Diploma of Project Management (CRICOS Code 112361K)
- BSB60720 Advanced Diploma of Program Management (CRICOS Code 112362J)
- ICT50220 Diploma of Information Technology (CRICOS Code 112363H)
- ICT60220 Advanced Diploma of Information Technology (CRICOS Code 112364G)
- SIT40521 Certificate IV in Kitchen Management (CRICOS Course Code 109578H)
- SIT50422 Diploma of Hospitality Management (CRICOS Course Code 111165M)
- SIT60322 Advanced Diploma of Hospitality Management (CRICOS Course Code 111166K)

Refer to the website or course flyers for more information.

HOW TO APPLY FOR ENROLMENT?

When you are ready to apply for enrolment, you will need to:

1. Read the course information to ensure you understand that this course is suitable for you.
2. Read this document, being the International Student Handbook, that contains our Policies and Procedures for International Students, ensuring you fully understand your requirements and obligations.
3. Download from our website at www.abm.edu.au and complete the “International Application for Enrolment” form or click ‘ENROL NOW’, alternatively you can request one to be sent to you via mail or email.

- Fill in the form in full and sign it.

This acknowledgement states that you have read, understood, and agree to abide by the Policies and Procedures, rules and regulations contained within the International Student Handbook.

4. Attach the following items with the Enrolment Form, can be electronically:
 - A passport photo of yourself,
 - A copy of your passport including your residential address,
 - A certified copy of your English language translation of your secondary school examination results,
 - A certified copy of your English proficiency level, score of IELTS 5.5 or equivalent.
5. Send in your Application for Enrolment along with the requested documents to: Email: info@abm.edu.au
Or

ABM Further Education Mezzanine 56/58 York Street, Sydney NSW 2000 AUSTRALIA

Please Note: Any documents sent to ABM Further Education must be certified by an official. ABM Further Education reserves the right to check the validity of all documents tendered.

OFFER OF PLACEMENT

Once the International Application for Enrolment and the attachments have been received, your application will be assessed, and we will contact you to discuss your application. When your application is accepted, ABM Further Education will send you an official “Letter of Offer & Acceptance” for entry into your chosen course.

NOTE:

- An offer will only be given to those students who meet all entry requirements and who are enrolling in a full-time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay all stated fees to confirm your place on the course.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment and Student Identification Number. This will complete the enrolment process.
- If ABM Further Education grants you course credit which leads to a shortening of the student’s course before the student visa is granted, the CoE will indicate the actual net course duration for the course.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to the Department of Education and Training via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please note that the Letter of Offer will be based on the following conditions:

- The ABM Further Education agrees to “recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with ABM Further Education”.
- The ABM Further Education will assess any students’ prior qualifications and proficiencies, to ensure they are appropriate to undertake the course e.g. that they have achieved the minimum level of English required to study at ABM Further Education.
- Evidence is provided that the prospective student has been assessed on English proficiency and meets the requirements of the course.

STUDENT TIMETABLE

Students will be provided, prior to enrolment, with a timetable relevant to their course of study.

The timetable will include the days and times each student is required to attend ABM Further Education.

All students must attend **20 hours** per week as stated in their letter of offer.

Additional breaks will be provided as required under with Australian public holidays.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-paced learning at home furthering addition to class hours spent at ABM Further Education.

Living in Australia

The following information is taken from the “Study in Australia” website. For more information visit www.studyinaustralia.gov.au

Introduction

Australia is known globally as being one of the world’s most diverse and welcoming countries, and it is something for which we take great pride. In fact, of Australia’s 23 million population, almost half (47%) of all Australians were either born overseas or have one parent born overseas. We also know a thing or two about languages, with more than 260 languages spoken in Australian homes. In addition to English, the most common are Mandarin, Italian, Arabic, Cantonese and Greek.

Australia’s diversity and friendly attitude is matched by its economic stability. To date, Australia has experienced more than 20 years of continued economic growth, weathering the 2008 global financial crisis better than most advanced economies. And we are as competitive on the global economic stage as we are in the world’s sporting arenas! Not surprising, with more than 120 certified sports organisations around the country, covering popular activities such as AFL, cricket, football (soccer), rugby league, golf, tennis, netball and hockey to name just a few.

You may not know but Australia is the biggest island in the world, the sixth-biggest country in the world in land area, and the only nation to govern an entire continent. Within our expansive country, there are more than 500 national parks and more than 2,700 conservation areas, ranging from wildlife sanctuaries to Aboriginal reserves. There are also 20 UNESCO World Heritage sites – more than any other country – including the Great Barrier Reef, Kakadu National Park, Lord Howe Island Group, Tasmanian Wilderness, Fraser Island, and the Sydney Opera House.

Many people around the world know Australia for being a beautiful country but we also enjoy world-class quality of living, with six of our cities in the top 40 cities in the world. We also have a reputation for building ‘big’ things – over 150 in fact from the Big Banana in

New South Wales to the Big Koala in Victoria, the Big Mango in Queensland, and the Big Ram in Western Australia. It is worth a trip to see them all!

Why wouldn't you want to experience the best Australia has to offer? Museums, vibrant multicultural cities to a love of sport, Australia is unique.

The people

Australia's population is currently just over 24.5 million. Population density is among the lowest in the world, with an average of 2.5 people per square kilometer – no-one is within cooed (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the southwestern coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

The places

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you would rather not go far from where you are studying, you will still find there is plenty to keep you entertained.

The potential

Australia offers a unique experience for students. Apart from a world-class education system, the opportunities to get involved in daily life are endless: whether you are into the arts or sport, partying or book clubs, the great outdoors, or cozy cafés, you will find many ways to join in and have fun. So, if you want to get an education and have a life, it really is the place to be.

MONEY MATTERS

It is easy for visitors to Australia to access money. Automated teller machines (ATMs) are located in most Australian towns and all cities, as well as banks that will cash travelers' cheques. The Australian dollar has become increasingly competitive against major international currencies like the US dollar and the euro, so the country is a less economical destination than it used to be. That said, daily living costs such as food and accommodation are still fairly inexpensive. The biggest cost in any trip to Australia, if you want to see a lot of the country, will be transport, simply because it's such a huge place.

ATMs, Eftpos, Credit Cards & Bank Accounts

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks. Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it is done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they will open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate, or an international driving licence with photo.

Currency & Exchanging Money

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50, and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay in cash. Some vending machines will not accept 5c coins.

Changing foreign currency or traveler's cheques (see below) is usually no problem at banks throughout Australia or at licensed moneychangers such as Travelex or Amex in cities and major towns.

Taxes & Refunds

The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. There are exceptions, however, such as basic foods (milk, bread, fruits, and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid. For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit the website at: www.customs.gov.au

Traveler's Cheques

The convenience of internationally linked credit and debit card facilities in Australia means that traveler's cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of traveler's cheques are easily exchanged. You need to present your passport for identification when cashing traveler's cheques.

Shopping Etiquette

Bargaining is not the norm in Australia, unless you are at a second-hand market or buy a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

Tipping is becoming more common in Australia, particularly in cafes and restaurants in the bigger cities; a 10% tip is usual. However, you will not cause offence if you do not tip. Taxi drivers are always grateful if you leave the change.

Australia For Free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer. The list of free or cheap things to do is endless, so there is no need to let a student budget come between you and good times.

Working while you study

You are allowed to work up to 40 hours a fortnight during scheduled course time and as many hours as you wish during scheduled breaks. Family members can also work up to 40 hours a fortnight throughout the year. Students and their family members must not undertake work until the student has commenced their course of study in Australia.

Food

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it is from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Food tourism and food festivals are blossoming. Melbourne, for instance, has its own month-long food-and-wine festival in May. There are harvest festivals in wine regions, and various communities hold annual events, such as Clare Valley's (South Australia) Gourmet Weekend.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

Typically, a restaurant meal in Australia is a relaxed affair. Any table that you have booked is yours for the night unless you're told otherwise. A competitively priced place to eat is a club or pub that offers a 'counter meal'. Here you order at the kitchen, take a number, and wait until it is called. You then pick up the meal yourself, saving the restaurant money on staff and you on your total bill.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no

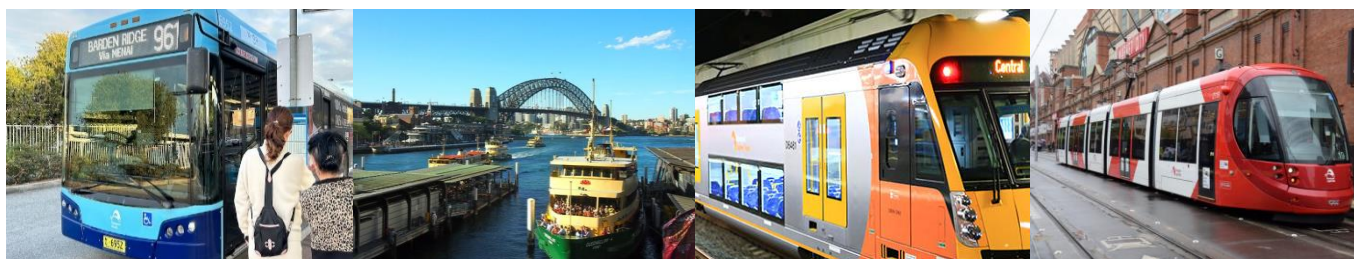
casks) and a corkage charge is often added to your bill.

Shopping

Australians like to shop, as evidenced by the wide variety of local and international brand shops, and the crowds that gather at clearance sale. Big cities can satisfy most consumer appetites with everything from high-fashion boutiques to second-hand emporiums, while many smaller places tend towards specialty retail, be it home-grown produce, antiques or arts and crafts. Many Australian cities have interesting shopping (and eating) precincts located in different neighborhoods, especially in the inner suburbs.

TRANSPORT AROUND AUSTRALIA

Australia's cities have excellent public and private transport options, making it easy for international students to explore. Let's focus on Sydney, a vibrant city with a well-connected transportation system, including buses, trains, ferries, and the light rail.



Getting Around Sydney for International Students:

Opal Card:

Obtain an Opal card for seamless travel on trains, buses, ferries, and light rail within Sydney. Purchase it at various retailers, including airports, or order online at [Opal](#) or by calling 13 67 25.

Light Rail:

Sydney's light rail is an excellent option for commuting, connecting the CBD to the Eastern Suburbs. Check routes and stops on the [Sydney Light Rail](#) website.

Ferry / Boat:

Explore the picturesque Sydney Harbour on a ferry, a delightful mode of transport. Ferries connect locations such as Taronga Zoo, Darling Harbour, Luna Park, Watsons Bay, and Manly Beach. All ferries operate from Circular Quay. Learn more [here](#).

Train:

Sydney's train network is extensive, connecting different suburbs. The City Circle loop provides access to central stations. Find more information on [Sydney Trains](#).

Bus:

Buses are available for commuting, especially within the CBD. Note that in the CBD, buses are PrePay between 7 am and 7 pm. Get an Opal card for seamless travel. Explore routes and timetables on the [Sydney Buses website](#).

Important Links:

[Opal Retailers](#)

[Opal Card](#)

[Sydney Buses](#)

[Sydney Trains](#)

[Sydney Light Rail](#)

For daily commuting as an international student, the Opal card will be your key to easy and cost-effective travel. Utilize trains, buses, light rail, and ferries based on your location and class schedule. Ensure you have your Opal card ready for a smooth commute around Sydney.

COST OF LIVING

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

As per <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>, from October 2019, Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- Student/Guardian – AUD 21,041 /year
- Partner/Spouse – AUD 7,362 /year
- Child – AUD 3,152 /year per child
- Education cost for school-aged children- AUD 9,800-12,000/year per child (2022-23)

Student must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

While the Department of Home Affairs, requires student visa student to possess above mentioned fund, cost of living in Sydney varies per student visa student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment) per week can be found in the below links:

- Expatistan (<https://www.expatistan.com/cost-of-living/sydney>)
- Study in Australia (<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>)

VISAS

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

In order to apply for a visa, you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic mission with which you lodge your application.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Usually, we advise to start the process at least 3-4 months before class start date.

Visa Conditions

If you are granted a student visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

Conditions include (but are not limited to) that you must:

- Remain enrolled in a registered course and maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which we granted your student visa, unless changing from AQF level 9/8/7 to lower levels.
- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant. You can only work up to 48* hours in a fortnight. A fortnight means the period of 14 days starting on a Monday.
- Not work in Australia before your course of study commences*. A member of the family unit of a primary student visa holder must not work in Australia until the primary student visa holder has started the course.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.
- Let your current education provider know that you have changed your education provider within 7 days of receiving a confirmation of enrolment from your new education provider, or evidence you have been enrolled by the new education provider.
- Maintain adequate arrangements for the education of your school-age dependents who are in Australia for more than 3 months as a dependent on your visa.
- Not become involved in activities disruptive to, or violence threatening harm to, the Australian community or a group within the Australian community.

*To address workforce shortages, student visa work hours have been **temporarily relaxed**. This measure takes effect immediately for all ongoing students as well as new student arrivals, including secondary applicants. Students will be able to work before their course of study commences. They will also be able to work more than 48 hours a fortnight in any sector of the economy.

General Conditions of your visa

All international students applying to enter a training program being offered by ABM Further Education:

- **Must be over the age of 18. does not deal with underaged students.**
- **Must demonstrate good command of written and spoken English.** Usually need to submit results of IELTS (5.5 overall score) or equivalent results in other English Language tests. However, if a student falls into one of the following student categories, he/she is exempt from providing evidence of English language proficiency requirements with visa application:
 - students who have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
 - citizens and passport holders of one of the following English-speaking countries: UK, USA, Canada, NZ or Republic of Ireland
 - students who have successfully completed in Australia in the English language **either** the Higher Secondary Certificate of Education **or** 50% of the units at the Certificate IV or higher level, in the two years before applying for the student visa.
- **Must have completed an Australian Year-12 equivalent secondary schooling level education/certificate or higher.**
- **Must go through a Language, Literacy & Numeracy Test and Enrolment Interview**
- **May or may not demonstrate suitable work or life experience.**
- **Must meet the following Student Visa 500 subclass requirements** <https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>
 - Be a genuine temporary entrant – <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant>
 - Meet English language test score requirements – <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>
 - Demonstrate financial capacity – <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
 - Hold Overseas Student Health Cover (OSHC) – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>
 - Meet the personal health requirements – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health>
 - Be of good character – <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character>

Under Department of Home Affairs' the Simplified Student Visa Framework arrangements (<https://immi.homeaffairs.gov.au/what-we-do/education-program/what-we-do/simplified-student-visa-framework>) streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page We strongly recommend using the following link:

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool> .

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [DHA](#) for the latest information.

OVERSEAS STUDENT HEALTH COVER (OSHC)

Another requirement is that you maintain Overseas Student Health Cover (OSHC) for the duration of your student visa. You will also be responsible for your own accident and property insurance. It's a good idea to purchase travel insurance before leaving your country to cover lost baggage, cancellation of plane tickets and repatriation.

DEPENDENTS

If you need to bring any dependents with you whilst studying, who are of schooling age you will need to be aware of specific requirements such as the requirement to pay full schooling fees, even for at public (government funded) schools. For more information contact ABM Further Education.

ACCOMMODATION OPTIONS

There are many options for accommodation in Australia to suite the different needs and budgets of all Students.

Homestay

You know that every family is different, even within your home country. So, you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is "normal" behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually, every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

Rental Accommodation

Rental accommodation in Australia varies from one-bedroom apartments to large houses, which are normally rented by a number of tenants living together as "housemates". Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

Your study institution can help you find rental accommodation or show you how you can search for it independently.

If you are renting, you should think about the size of property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent "furnished" or "unfurnished". Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing share house where the current tenants are looking for a new housemate. People who are looking for housemates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, which should be able to help you find other Students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements however we can help you if you are having difficulty in finding suitable accommodation.

Some accommodation options include (but are not limited to):

- Hostels and Backpacker Accommodation – Approximately \$140 per week
- Share Accommodation – Upwards of \$160 per week
- Rental Accommodation – Upwards of \$350 to \$450 per week for a 1 bedroom studio in the inner city suburbs of Sydney

For information on accommodation, you can visit:

- www.hostelworld.com/st/hostels/oceania/australia/sydney/
- www.realestate.com.au
- www.homestaynetwork.com.au
- www.homestayworldwide.com
- www.auzziefamilies.com

You can also visit the https://www.tripadvisor.com.au/Tourism-g255060-Sydney_New_South_Wales-Vacations.html trip advisor site for more comprehensive information.

INTRODUCING SYDNEY

New South Wales is a major global and Asia-Pacific cultural hub. Home to a diverse population of 7.3 million people; NSW is Australia's oldest, largest and most cosmopolitan state. It is also an economic powerhouse, with an economy larger than Hong Kong, Malaysia and Singapore. In addition to its cultural and economic strengths, the global status of NSW is underpinned by its international transport links, with over 1000 flights operating per week. These are just a few reasons why New South Wales is Australia's 'First State'.

In 1770, the HMS Endeavour, captained by Lieutenant James Cook sailed into Botany Bay. Cook claimed dominion over the territory for Great Britain under the name 'New South Wales'. The claim was formalised by the arrival of the First Fleet in January 1788; which led by Arthur Phillip, established the first European settlement in what is now Sydney. Phillip was appointed the first governor of NSW in February 1788, and the colony became a state in 1901 after Australia was officially declared a nation.

The original inhabitants of NSW, the Aboriginal peoples, have lived in the area for more than 45,000 years and many reminders of this period still exist today. In Sydney and the surrounding areas, there are over 2,000 Aboriginal rock engraving sites and many of Sydney's suburbs have Aboriginal names such as Woolloomooloo, Parramatta and Wagga Wagga. Throughout the 20th century, New South Wales became a popular destination for an increasingly diverse collection of migrants from many nations attracted by the opportunities presented by the growth in the agricultural and mining industries. Today, it is the most populous state in Australia; a cultural and economic hub of global significance, and home to 7.3 million people.

Cultural Overview

Most people would agree that Sydney has a vibrant energy, perhaps a brashness and self-confidence. Sydneysiders are generally very proud of the city and its beautiful harbour and beaches. Some say that many Sydney people just don't care what other people think. Do and wear what you like, so long as you don't interfere with other people's right to enjoy themselves too, but perhaps this isn't too different from elsewhere in Australia.

The beach culture is well entrenched in coastal suburbs, but it shouldn't be forgotten that the centre of Sydney, both geographically and in terms of population, is in the west. So, not all Sydneysiders are obsessed with lying on the beach all day. There's plenty of culture to enjoy as well, with world class galleries, theatre, opera, dance companies. Arts lovers can discover the best of Australia's colonial and 20th century art alongside significant Aboriginal art at Sydney's leading art museum, the Art Gallery of New South Wales. Also worth exploring are the art precincts around Paddington. Music fans will find ample to enjoy from the Sydney Symphony Orchestra or the Brandenburg Orchestra for example.

Sydneysiders also enjoy brilliant food, and you will find a wide range of cuisine options and price points, from world class restaurants like Tetsuyas to the more basic budget Vietnamese outlets or international food chains.

And of course, like most Australians, most Sydneysiders love sport even if it's just a once a year splash out on the Melbourne Cup or watching the start of the Sydney to Hobart Yacht Race on Boxing Day. The main football game in town is Rugby League, but Rugby Union and Aussie Rules are both popular too. Soccer also has a growing legion of followers.

Sydney's Weather

Sydney is blessed with wonderful weather, even in winter the temperature rarely falls below 8°C.

Spring is positively gorgeous in Sydney. The average temperature ranges from 13°C (55F) at night to 22°C (72F) in the day. The weather is cool but is usually very pleasant and sunny. Spring is normally Sydney's driest season, the 2000 Olympic Games were held mid-September for this reason. Spring commences September 1st and extends through to November 30th.

Autumn is lovely with sunny clear days. Autumn starts on March 1 and ends 31st May.

Winter in Sydney can be chilly with strong westerly winds. Winter starts June 1 concludes August 31.

Summer in Sydney is what all Sydneysiders love. It's truly beach weather, so slap on the sunscreen and head to one of the wonderful beaches. Summer starts on December 1st and finishes on February 28/29th.

Swimming and Water Temperature

The Australian east coast is influenced by the East Australian current which brings warm water down the coast from the Coral Sea. Its effects vary from year to year but are strongest in summer and weakest in winter.

Summer water temperatures in Sydney are generally around 22°C. The water is usually most comfortable for swimming between Christmas (25 December) and April. Earlier in December the air temperature is lovely, but the water is colder. As autumn progresses the air temperature is cooler and the water may still be warm.

Rainfall and Coastal / Inland variations

Australia experiences regular drought. Winter can be cool or cold (to local sensibilities) but have clear blue skies. In a protected position out of the wind it can be very pleasant indeed. Summer can be humid.

The coastal suburbs and beaches get more rain than further inland. You might find it's pouring rain in central Sydney or at the beach, but clear at Parramatta if you're thinking of heading out that way. Most of the time in summer rainfall comes as thunderstorms after a hot day and passes quickly.

Inland areas have greater daily temperature variations than the coast, with more days over 40°C. Summer nights inland maybe cooler than they are by the coast, however this may depend on the wind direction. In the mountains, winter is of course colder still, but cooler than the coast in summer, so bear in mind these variants when day tripping or if you're in the western areas for a sunrise balloon flight. For "inland" read Parramatta and anywhere as far west as that eg Richmond, Windsor and Camden areas.

For more information visit <https://www.australia.com/en/facts-and-planning/weather-in-australia/weather-in-sydney.html>

CLIMATE OF AUSTRALIA

Nearly a third of Australia is in the tropics and the rest is in the temperate zone. The coldest areas are in the south-eastern corner of the mainland and Tasmania.

Seasons in Australia

- Spring: September, October, November (Transition months)
- Summer: December, January, February (Hottest months)
- Autumn: March, April and May (Transition months)
- Winter: June, July and August (Coldest months)

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

Australian eastern standard time (AEST) Greenwich time minus 10 hours

Australian Capital Territory, New South Wales, New South Wales, Tasmania, Victoria

Central standard time (CST)

AEST minus 30 mins

South Australia, Northern Territory

Western standard time (WST)

AEST minus 2 hours

Western Australia

Australian daylight-saving time (ADST)

AEST plus 1 hour

end of October – end of May

Daylight Savings is only applicable to the following states:

- Australian Capital Territory,
- New South Wales,
- South Australia,
- Tasmania,
- Victoria

Sydney Events

There's usually something happening somewhere in Sydney whatever the time of year. Click on the blue links to link directly to the various websites.

Cruises

- Cruise around the Sydney Harbour in the luxurious Australian built catamaran. For details visit - [Magistic Cruises](#).
- [Captain Cook cruises](#) – discover Sydney Harbour/Fort Denison Island/Shark Island/Parramatta river/Harbour beaches/Spit Bridge.

Around Circular Quay and The Rocks

- The [Historic Rocks Village](#) area, [Opera House](#) / Circular Quay / [Customs House](#) / [Overseas passenger terminal](#) / [Cadman's](#)

[cottage](#) / [Sailors home](#) / [Sydney Observatory](#) / [Garrison Church](#)

- [Harbour Bridge climb](#) - [Harbour Bridge Pylon lookout](#).
- [Museum of Contemporary Art](#)
- [Susannah Place Museum](#)

Catch all the ferries to different locations and explore areas.

- <http://www.transportnsw.info/>

Around the CBD and Darling Harbour

- [Museum of Sydney](#)
- [Darling Harbour](#) – Walk Pyrmont footbridge
- [National Maritime Museum](#)
- [Cockle Bay](#)
- [King Street Wharf](#)
- [Sydney Aquarium](#)
- [Chinese Gardens](#)
- [Chinatown](#)
- [Paddy's Market](#)
- [Powerhouse Museum](#)
- [Capitol Theatre](#)
- [Art Gallery of NSW](#)
- [Conservatorium of Music](#)
- [Royal Botanical Gardens](#) – Mrs Macquarie's Chair / Walks and tours / lunch at Art Gallery / Coffee at the Pavillion Cafe / Woolloomooloo / Harry's Cafe de Wheels / Macquarie Street and City - [Hyde Park Barracks](#) / State Library / Parliament House / Sydney Hospital / [Mint Museum](#) / Queens Square /
- Hyde Park / [St Mary's Cathedral](#) / Strand Arcade.
- [Sydney Tower](#) – overview of the city of Sydney.
- [Queen Victoria Building](#) - *above Town Hall Railway Station*
- [The Strand Arcade](#) - just opposite Centrepont Tower. Go up to level 1 for the best range of Australian Designers, both in jewellery and clothing.

SYDNEY AERIAL VIEWS

Sydney Scenic Flights - Explore Sydney Harbour, the Blue Mountains and the Sydney Northern Beaches by scenic flight.

- <http://www.sydneybyseaplane.com/>
- <http://www.seaplanes.com.au/>

Other Locations

Watson's Bay and the Gap – Sydney's famous headland. Visit the famous Doyle's Restaurant or Doyle's Pub and have a leisurely stroll around the road to Camp Cove.

Kings Cross – a lively bohemian history and nightlife - *for more details refer to interesting suburbs.*

Paddington Markets - Paddington - *for more details refer to interesting suburbs (inside Pages)*

Elizabeth Bay House – Historic House/Vaucluse House

Balmoral Beach/Chainman's Beach/Mosman village/walk Mosman wharf to Cremorne Point Wharf. - *Refer to interesting suburbs.*

Manly Beach - Manly to Spit Bridge Scenic walk - Spectacular views of the harbour. *For more details refer to Manly Beach (inside pages)*

Bondi Beach Surfing Lessons

Bondi Beach – Coogee Clifftop Coastal walk via Tamarama Bronte (Waverley Cemetery) Clovelly and Coogee Beaches and continue on along the coast to Maroubra beach.

Northern Beaches to Palm Beach – Pittwater and National Parks. - *refer to Off the Beaten track.*

Sydney National Park– Southern Sydney.

Taronga Park Zoo– see Koalas, Kangaroos, and the famous Seal Show. A great day out. Luna Park– Just For Fun! Sydney Icon. Amusement Park for the young and the young at heart. Next door to Nth Sydney Olympic Pool.

Sydney Fish markets- The best seafood and fish and chips in Sydney.

North Shore: Lavender Bay/Milsons Point/Kirribilli/Cremorne Point

Other interesting suburbs: Balmain/Glebe/Newtown – inner city - *For more details refer to interesting suburbs.*

HOW TO IMPROVE YOUR ENGLISH

If you are interested in furthering your English language skills whilst you are in Australia you can obtain more information from the following website: <https://www.englishaustralia.com.au/>

Please see below for sample information on the courses conducted at the above institution.

ENGLISH AUSTRALIA

English Australia is the representative body for quality public and private English language Institutes in Australia.

- Over 80% of students learning English in Australia study at an English Australia Institute
- English Australia guarantees and protects students' fees.
- English Australia Institutes are located in capital and regional cities throughout Australia.
- For More Information go to <https://www.englishaustralia.com.au/>

MIGRATION AGENTS

A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website <https://www.mara.gov.au/>

EDUCATION AGENTS

ABM Further Education uses education agents to assist in recruitment of our students. Our college is responsible for the actions of our agents in marketing and promoting our courses. All education agents working on behalf of ABM Further Education have completed an agent representation agreement with us and we have conducted reference checks on their suitability and competence. We review the activities and conduct of education agents from time to time to ensure there is a necessary level of professionalism and consistency imparted in how they represent the college.

It is unusual for you to make additional fee payments to education agents once you have been accepted by ABM Further Education. Should you be asked for additional fees please contact ABM Further Education.

Before you make an application to study, our education agent must give you the following information:

- Details on ABM Further Education and its facilities, equipment and learning resources;
- Course content, the qualification gained on completion, duration;
- Teaching and assessment methods;

- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location,
- Accommodation availability, and costs of living;
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance and working rights and that ABM Further Education will be required to keep a record of your academic progress;
- The requirement of ABM Further Education to report to relevant government authorities a student's failure to meet their visa conditions relating to academic performance.
- Withdrawal arrangements.
- Admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at ABM Further Education.
- All students who come to Australia on a student visa must have a primary purpose of studying and must undertake full-time study.
- Any school age dependents that accompany them to Australia are required to pay full fees when they enroll in either government or non-government schools.
- Internal and external complaint and appeals procedures; and
- Available student support and welfare services.

FEES AND CHARGES

The fees applicable to each course and category of student and fee payment schedules are detailed in the Application of Enrolment Form, contact ABM to obtain details.

Additional charges that may apply include:

Enrolment Fee	\$250	Non-refundable
Material Fee (per year)	Refer to ABM's website	Refundable if withdraw before course commencement date. Non-refundable if withdraw after course commencement date.
RPL Fee	\$300 per unit	Non-refundable
Credit transfer fee	\$500	Non-refundable
Re-assessment/No show Fee	\$300 per unit	Non-refundable
Late payment fee	\$200	Non-refundable
Withdrawal Application Fee	\$300	Non-refundable
Late Unit Submission Fee	\$50 per unit	Non-refundable
Deferral Fee	\$200	Non-refundable
Change of Course Fee	\$200	Non-refundable
Change of Session Fee	\$200	Non-refundable
Catch up classes for practical (Kitchen management Students only)	\$250 per unit	Non-refundable

REFUND POLICY

1. Refunds for domestic students

- All course fees for fee-for-service students include a non-refundable deposit which is detailed in the Course Outline and Student Agreement. The Enrolment fee is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the Application Processing Fee, if taken) will apply if ABM Further Education is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that ABM Further Education or any third parties responsible for delivering training/teaching and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be placed into an equivalent course such that the new location is geographically convenient to that student. Otherwise, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where ABM Further Education or any third parties delivering training/teaching and assessment on its behalf ceases to operate.
 - Where ABM Further Education ceases to deliver the course in which a student is enrolled, the agreement is terminated.
 - Where ABM Further Education needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

Currently ABM Further Education does not have any third party for delivery training or assessment services.

- In any of the above situations, ABM Further Education will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days. A Statement of Attainment will also be issued, if applicable.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- No refund will be made if the withdrawal notice is submitted by the student after commencement or in the middle of the term.

100% refund of Course fees

- Where a course does not start on the starting date outlined in the Letter of Offer (provider default)
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse, or child). At the discretion of ABM Further Education CEO or approved representative, other special or extenuating circumstances have prevented the student from commencing their studies including political, civil, or natural events.
- If an offer of a place is withdrawn by ABM Further Education and this is not due to incorrect or incomplete information being provided by the student.

80% refund of course fees

- Where a student has not met the conditions included in the letter of offer and withdraws 28 or more days before class commencement, the course fees paid will be refunded after deducting 20% administration fee. Enrolment fee will not be refunded.
- If a student has given incorrect or incomplete information and as a result ABM Further Education withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid after deducting 20% administration fee. Enrolment fee will not be refunded.

50% refund of course fees

- Where a student withdraws the offer and the withdrawal is notified in writing and received by ABM Further Education within less than 28 calendar days prior to class commencement, the course fees paid, excluding the enrolment fee, will be refunded after deducting a 50% administration fee.
- No refund of current unit/cluster course fees.
- Where ABM Further Education terminates the student's enrolment because of a failure to comply with ABM Further Education Institute's policies, for misbehavior or unsatisfactory course progress, there will be no refund.
- ABM Further Education will not charge more than \$1,500 from domestic students in advance at any point of time.
- Fees not listed in the refund section are not refundable. Prior to a student enrollment, tuition fees may be altered with or without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- ABM Further Education does not offer or has no future plan to offer courses under any government loan, funding or government-assisted delayed payment arrangement.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

2. Refunds for international students

- All course fees for international students include a non-refundable Enrolment fee which is detailed in the Application form.

A. Full refunds

A full refund (including Application Processing Fee) of any course fees paid will be provided to students in any of the following circumstances:

- If ABM Further Education is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where a course does not start on the starting date outlined in the Letter of Offer (Provider Default)
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse, or child).
- At the discretion of ABM Further Education Institute's CEO or approved representative, other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by ABM Further Education and this is not due to incorrect or incomplete information being provided by the student.

Claiming a full refund

- In any of the above situations, ABM Further Education will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

B. Partial Refunds

Provider default

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

- Partial refunds will also be provided in the same manner as for provider default (as above) where ABM Further Education fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.

Student default

- If an international student is refused a visa (student default) before commencing their course, ABM Further Education will refund the total amount of all course fees (tuition and any non-tuition fees e.g. material fee) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500. However, the Enrolment fee will not be refunded.
- If an international student is refused a visa (student default) but has already commenced their course, tuition fee/Non tuition fees will not be refunded.
- If an international student is refused a visa for providing fraudulent documents, tuition fee/non tuition fees will not be refunded.
- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location, or the student did not pay the fees due; there will be no refund.
- If a student has supplied incorrect or incomplete information and as a result ABM Further Education withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and/or withdraws 28 (or more) days before class commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course less than 28 days before the course commencement, except for the reasons set out circumstances for full refunds, 50% of the deposit paid will be refunded.
- No refund will be made if the withdrawal notice is submitted by the student after commencement or in the middle of the term.

Special circumstances

Special circumstances" under which a refund will be considered and which are beyond the students control:

- In the case of serious illness – varified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a students Visa has not been granted

If required, Australian Business Management Pty Ltd agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the application fees and resources fees).

Claiming a partial refund

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by ABM Further Education to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

C. Circumstances in which a refund will not be paid

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location, or the student did not pay the fees due.
- Students visa refused for providing fraudulent documents.
- Where ABM Further Education terminates the student's enrolment because of a failure to comply with ABM Further Education policies, misbehaviour or unsatisfactory course progress.

3. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system. Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system for a minimum duration of 2 years after the student ceases to be an enrolled student.

REFUND POLICY – PROVIDER DEFAULT AND FEE PROTECTION

In the unlikely event that ABM Further Education is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by ABM Further Education at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If ABM Further Education is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email administrator@a.tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>.

DEFERRING OR SUSPENDING STUDY

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances.

ABM Further Education can only defer or temporarily suspend the enrolment of a student on the grounds of:

- Compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student is unable to attend classes), or
- Misbehavior by the student.

Students may also have their enrolment suspended due to misbehavior which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by ABM Further Education s Pty Ltd to defer, suspend or cancel their studies and ABM Further Education will not notify the Department of Education and Training of a change to the enrolment status until the internal complaints and appeals process is completed.

DEFERRING FOR A PERIOD

Students who would like to defer their studies must first speak to ABM Further Education PEO. An application to defer form must be completed which will need to be approved by the PEO. Prior to applying to defer their program students must ensure that they have paid any outstanding fees.

Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehavior by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

FAILURE TO START COURSE

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to ABM Further Education to defer their studies.

SUSPENSION DUE TO ACADEMIC MISCONDUCT

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another student's work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

A) Student's responsibilities:

1. During Examinations

- a) Students must not help or receive assistance from other students.
- b) Students must not request the loan of or lend materials or devices to other students.
- c) Students must not bring any materials into the examination room other than those specified for that examination.
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class.
- academic misconduct
- general misconduct (see below)

2. Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material, or artistic piece from another source except in accordance with the conventions of the field of study.
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own.
- c) In cases where the assessment task is intended to be individual work does not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

B) ABM Further Education's responsibilities:

PROCEDURAL FAIRNESS

1. Students must be treated fairly, with dignity and with due regard to their privacy.
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

C) Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct.
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ABM Further Education.
3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from ABM Further Education.

NOTIFICATION AND APPEAL

1. Students must be notified in writing of penalties as a consequence of academic misconduct.
2. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision.
3. Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence.

GENERAL MISCONDUCT

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals the provider's property or the property of others; alters/defaces the provider's documents or records; prejudices the good name of ABM Further Education, or otherwise acts in an improper manner.

The ABM Further Education will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of ABM Further Education;
- c) prejudices the good order and governance of ABM Further Education or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of ABM Further Education;
- d) fails to comply with conditions agreed in the contract;
- e) willfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of ABM Further Education;
- g) fails to comply with any penalty imposed for breach of discipline.
- h) misbehaves in a class, meeting or other activity under the control or supervision of ABM Further Education, or on the provider's premises or other premises to which the student has access as a student of ABM Further Education;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to ABM Further Education;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of ABM Further Education or breaches any of ABM Further Education's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to ABM Further Education, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of ABM Further Education;
- o) misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from ABM Further Education premises while acting as a student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of ABM Further Education or for which ABM Further Education is responsible; or
- q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

PENALTIES FOR GENERAL MISCONDUCT

1. Penalties imposed will take into account the nature and the extent of the misconduct.
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from ABM Further Education.

If the student admits to the alleged misconduct, the CEO / PEO may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from ABM Further Education.

The PEO may then impose the penalty of permanent exclusion from ABM Further Education in the case of physical or verbal abuse of students or staff of ABM Further Education, repeated or severe misconduct, or in the case of criminal acts.

FINANCIAL MISCONDUCT

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

NOTIFICATION AND APPEAL

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - procedural irregularities, and/or
 - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

PROCEDURE FOR RECORDING DEFERMENTS – EXCEPTIONAL CIRCUMSTANCE

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment.
- Request to be assessed by PEO.
- If circumstances deemed exceptional a deferment will be granted

- Student will be granted a deferment for 12 months before enrolment will be cancelled.
- Circumstances not deemed exceptional will not be granted
- The provider reports student to Secretary of the Department of Education and Training via PRISMS

COURSE CREDIT

Course credit is defined by the National Code as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.’

Under this policy, ABM Further Education will provide applicants with the opportunity to apply for credit prior to Application for Enrolment or during the initial part of the course. ABM Further Education will recognise past study and life experience and assess these aspects against the units and training package requirements.

ABM Further Education will grant credit to applicants that meet the respective criteria and provide them with the result of the assessment and feedback. Students will be given the opportunity to accept the result of the assessment.

ABM Further Education will provide a record of the course credit to the student, which must be signed or otherwise accepted by the student and placed on the student's file.

For a student to apply for course credit the following needs to be followed.

- A Course Credit Application form is available to students.
- Applicants are to fill in Form 1 and submit it back to ABM Further Education.
- ABM Further Education will provide applicants with Form 2, which contains the evidence requirements for each unit.
- The applicant is to fill in Form 2 and submit the form to ABM Further Education with the associated evidence clearly marked.

The evidence provided must include:

- Photocopies or scanned images of the original transcripts certified by a suitable person to be a true copy of the original transcripts.
- Subject outlines specifying subject content and duration.

INCOMPLETE APPLICATIONS MAY RESULT IN A REJECTION AND/OR DELAY IN PROCESSING OF THE APPLICATION.

Assessment of the skills and knowledge will be carried out in the following ways:

-
- Assessment by the PEO or appropriately trained administrative personnel by way of interview and/or inspection of evidence for compliance with the above-mentioned criteria.

and / or

- Sitting a challenge test to assess knowledge and skill of subjects for which RPL has been requested.
- The result of the exemption process will result in exemptions granted being shown on the student's academic transcript and result history.

PRISMS NOTIFICATION

Any course credit offered by ABM Further Education which leads to a shortening of the student's course, must be reported on PRISMS.

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course.
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS within 14 days under section 19 of the ESOS Act.

COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

The ABM Further Education will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

ABM Further Education will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, ABM Further Education will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

ABM Further Education will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

REPEATING OF UNITS FOR INTERNATIONAL STUDENTS

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit, they are not required to be enrolled to ABM Further Education in a full-time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However, the code does not preclude a student from repeating a unit of study more than once while in a full-time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g. bereavement.

ATTENDANCE MONITORING

The ABM Further Education will monitor, record, and assess the course attendance of each student for the course in which the student is currently enrolled.

ABM Further Education will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.

ABM Further Education will provide, to staff and students, a policy and procedure that specify the:

ABM Further Education will contact and counsel students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 percent).

ABM Further Education will regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

MONITORING COURSE PROGRESS – STUDY PERIODS

The ABM Further Education will monitor, record, and assess the course progress of each student for the course in which the student is currently enrolled.

ABM Further Education will assess each student's progress at the end of each compulsory study period. Each study period will equal 10 weeks.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

ABM Further Education defines in ABM Further Education timetable the course requirements for each study period and can identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

ABM Further Education has and will implement an intervention strategy for any student who is not making satisfactory course progress.

It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students.
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled.
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DOHA and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above and in the “Intervention Strategy Document” is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if ABM Further Education identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, ABM Further Education will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second **consecutive compulsory study period** in a course, ABM Further Education **must notify** the student of its intention to report the student to DOHA for unsatisfactory progress. ABM Further Education will do this through the written notice described below.

The written notice (of intention to report the student for unsatisfactory progress) will inform, you, the student that you are able to access ABM Further Education’s complaints and appeals process under Standard 8 and that you have 20 working days in which to do so. You may appeal on the following grounds:

- i. ABM Further Education’s failure to record or calculate your marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. ABM Further Education has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), ABM Further Education will not report the student, and there is no requirement for intervention.
- ii.
- iii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to you through ABM Further Education’s intervention strategy, and ABM Further Education will not report you.

Where:

- i. You have chosen not to access the complaints and appeals processes within the 20-working day period; or
- ii. you withdraw from the process; or
- iii. the process is completed and results in a decision supporting ABM Further Education (ie. your appeal was unsuccessful);

ABM Further Education **must** notify the Secretary of Department of Education and Training through PRISMS as soon as practicable of you not achieving satisfactory course progress.

TRANSFER POLICY

Under this policy ABM Further Education will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

ENROLLING A TRANSFERRING STUDENT

Under this policy ABM Further Education will **not** enroll any transferring international student prior to completion of 6 months of their principal course unless that student has a valid letter of release agreeing to such a transfer.

ABM Further Education may enroll a student if they have documentation that approximates the letter of release (e.g., the student has evidence their CoE was conditional on meeting certain entry requirements, and they did not meet the requirements). ABM Further Education will note this in PRISMS and keep the documentation on the student's file.

NOTE: A student wanting a CoE for the purposes of applying for a new visa is not considered to be a circumstance that would constitute an approximation of a letter of release.

TRANSFERRING AWAY FROM ABM FURTHER EDUCATION

If a student wishes to transfer away from ABM Further Education, we will provide a letter of release unless the student has failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.

In situations where students are eligible for a Letter of Release, ABM Further Education will provide such a letter within 10 working days of receiving a written request.

REFUSING TO PROVIDE A LETTER OF RELEASE.

ABM Further Education will not give a student a letter of release unless the student shows them a valid letter of offer of enrolment from another provider.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

STUDENTS WITHDRAWING FROM A COURSE.

If a student withdraws from a course the ESOS Act requires that ABM Further Education advise the Department of Education and Training through PRISMS within 14 days. This information is transmitted to the Department of Home Affairs (DoHS) and has implications for the student's visa.

REFUND OF FEES

If a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

PRACTICAL TRAINING, NON-DISCRIMINATORY ENVIRONMENT

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

- Classrooms at ABM Further Education are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training.

CRITICAL INCIDENTS

If you are involved in a critical incident, you should contact the PEO of ABM Further Education.

Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life-threatening events could still qualify as critical incidents.

EMERGENCY PROCEDURES

Upon hearing the evacuation alarm, all ABM students must immediately move to their designated assembly area and follow the instructions given by staff. The building must not be re-entered until you are instructed to do so by emergency personnel.

If the evacuation alarm sounds:

- Go to the nearest safe fire exit as directed by Staff.

- Only take your personal belongings
- Do not use lifts or telephones.
- Advise a first aid officer of any injured person as soon as possible.

Any person confined to a wheelchair should remain in a designated safe exit stairwell with a volunteer helper until emergency services/personnel arrive to transport them from the building. Students and untrained staff should not attempt to bring wheelchairs downstairs. When you get outside, go to the nominated assembly area and remain in class groups. Students and trainers must refer to the relevant workplace WHS Policy and Procedures for information about Workplace Health and Safety Officers. On ABM premises, employees and students are to refer to the CEO in relation to WHS matters or the Academic Manager.

INTENT TO RELOCATE PREMISES

In the event that ABM Further Education has a need to relocate to larger premises all students will be notified by formal letter of any intention to relocate at least three (3) weeks prior to the relocation date stating the new address, contact details and directions.

COMPLAINTS AND APPEALS POLICY

ABM Further Education aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and ABM Further Education. Please see <https://abm.edu.au/wp-content/uploads/2024/06/COMPLA1.pdf>

However, if a complaint is unable to be resolved on an informal level the student is required to present to ABM Further Education a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by ABM Further Education within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of ABM Further Education receiving the formal written lodgments of the complaint.

Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

To lodge a complaint, students may do so by visiting:
<https://asqaconnect.asqa.gov.au/>

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources will be focused on the most serious complaints.
- ASQA cannot act as an advocate or provide a 'consumer protection' service for students.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed, and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The ABM Further Education will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The ABM Further Education will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at ABM Further Education's discretion).

This policy advises that students are able to access ABM Further Education's Appeals process within 20 working days of the outcome of the complaint. If after the internal appeals process has been conducted, the student is still unsatisfied with the result they may appeal the outcome. There is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

Complaints about ABM Further Education must be made in writing.

INFORMAL COMPLAINT PROCEDURE

1. The student has a complaint.

2. Approaches Trainer/PEO with complaint
3. Trainer/PEO resolves complaint internally on an informal basis

FORMAL COMPLAINT PROCEDURE

1. Student has a complaint/appeal.
2. Complaints or appeals include but not limited to Academic and Non-academic, assessment related appeals to complete the Assessment Appeal Form. Other matter related complaints or appeals to complete the International Student Complaints and Appeals Form
3. Students lodge the complaint in writing to the PEO within 5 business days of the incident occurring.
4. The written complaint will be acknowledged by the RTO in writing, along with an outline of the processes to be followed and an estimated time frame.
5. Review of the complaint to begin within 10 working days of the written complaint being received and finalise the outcome as soon as practicable.
6. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
7. A written statement detailing the outcome of the complaint review will be given to the student.
8. If the outcome of a student's complaint/appeal through ABM's internal or external complaints and appeals handling process is favourable to the student, ABM will immediately advise the student of this and implement any decision and/or corrective and preventive action required.
9. If the outcome of a student's complaint/appeal through ABM's internal complaints and appeals handling process is unsuccessful, ABM will advise the student within 10 working days of concluding the internal review that the student has the right to access to an external complaint and appeal process at minimal or no cost.
10. The outcome of the external appeals process will be final and accepted by both parties.

EXTERNAL AGENCY

If a student is not happy with the internal appeal outcome, ABM will refer them to the Overseas Students Ombudsman (OSO). OSO helps international/overseas students and investigates complaints about problems that overseas students or intending overseas students may have with private education and training provider in Australia.

Table listed below provides more information about Ombudsman and its variety of service:

Service Description	Contact Details
About Overseas Students Ombudsman	www.oso.gov.au/about-us
Making a complaint	www.oso.gov.au/making-a-complaint
More information regarding overseas students	www.oso.gov.au/overseas-students
More information regarding private education providers	www.oso.gov.au/private-education-providers
Frequently asked questions	www.oso.gov.au/frequently-asked-questions
Ombudsmen contact us email	ombudsman@ombudsman.gov.au
Phone	1300 362 072 within Australian Outside Australia +61 2 6276 0123
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	https://www.ombo.nsw.gov.au/complaints/complaint-form

STUDENT INDUCTION AND ORIENTATION

Student orientation day is conducted for all new students at the beginning of each intake. It is essential for all new students to attend this session to understand ABM Further Education academic systems, rules and regulations and familiarise themselves with the facilities. Students must bring with them, valid passport and their current residential address.

Typically, the orientation day includes:

- Introduction to our facilities and the study environment
- Introduction to trainers and administration team
- Highlighting of information contained in the student handbook.
- Introduction to course structure, academic calendar, and timetable issues.
- Information about academic requirements governed by the Department of Home Affairs and student visa regulations.

Students will then be asked to sign a Student Induction form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of ABM Further Education.

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts.
- can be accessed online, anytime, and anywhere.
- is free and easy to create and
- stays with you for life.

When you create your USI number, you will have a USI account. Your USI account will contain all of your nationally recognised training records and results completed by you from 1st January 2015 onwards. This will make it easier for you if you need to confirm your qualifications for a new job or if you wish to start your studies with another training organisation.

If you do not have a USI, then ABM cannot issue you with testaments, Records or Results or Statements of Attainment.

It is ABM's Policy that all new students must supply ABM with their USI on or before their orientation day.

How do you apply for a USI?

Applying for a USI is simple, and free.

- Apply for your USI by yourself online.

- Go to the USI website: www.usi.gov.au.
- Click on the 'Students' link and follow the instructions to create your own USI.

You will need one of the following forms of identification to complete your application:

- Driver's License
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient.
- Certificate of Registration by Descent
- Citizenship Certificate

- Our Student Services Officer will help you to apply for USI if you wish. You can use the computer facilities at ABM to make your application with the assistance of the Student Services Officer.

The students must be confirmed USI through the orientation program.

You can get for more information about your USI at the following links: www.usi.gov.au

<http://www.industry.gov.au/skills/RegulationofVET/UniqueStudentIdentifierForVET/Pages/default.aspx>

LEGAL REQUIREMENTS FOR INTERNATIONAL STUDENTS

A description of the ESOS framework made available electronically through the Department of Education and Training.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

There is Australian legislation governing the requirements of Education Providers delivering education to international students. These requirements apply to all students for the entire duration of their studies and are outlined in detail in the following documents:

- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2018)
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001

TUITION PROTECTION SERVICE (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information, visit <https://tps.gov.au/StaticContent/GetDocument/f1c9d680-b0be-41ba-acc-4dda98ccbeaa>

YOUR WORK RIGHTS

Everyone, including international students working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

For more information, click on the following link <https://www.studyinaustralia.gov.au/english/live-in-australia/work/your-work-rights-explained>

Document Name: International Student Handbook 2023-2024		
Approved By: Campus Manager		
Version	Produced Date	Rationale
1	June 2018	Initial version produced
2	October 2019	Updated with new logo
3	March 2020	Updated with new website
20.1	Dec 2020	Updated with new letterhead, contact details and refund policy. Added useful contacts.
21.1	Mar 2021	Added Ultimo Campus information
21.2	Apr 2021	Bella Vista Campus details removed
21.3	May 2021	Enrolment Fee changed
21.4	Jun 2021	Work rights added
22.1	Dec 2021	Campus location changed; new courses added
22.2	Jan 2022	Logo changed
22.3	May 2022	New delivery location added
22.4	August 2022	In some sections new location was modified
23.1	Nov 2023	Main contact details, updated refund policy and procedures, Course information, Visa conditions, requirements, cost of living, Header footer and alignment changed.
23.2	Aug 2024	Main contact details, Course information, Complaints and Appeals were modified