STUDENT HANDBOOK

About Skyline Institute of Technology (SLIT)

Indopacific Global PTY LTD T/A Skyline Institute of Technology (SLIT) is an accredited Registered Training Organisation (RTO) and CRICOS provider. As an RTO/CRICOS Provider, we train and assess students toward nationally recognised Australian Qualifications Framework (AQF) qualifications. We are registered with and regulated by the Australian Skills Quality Authority (ASQA). Skyline Institute of Technology will continue to serve both the International and Domestic student in the field of Automotive and business education.

We welcome you to Skyline Institute of Technology (SLIT) and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you make the most of your experience with us.

Senior Management and Academic and Support Staff of Skyline Institute of Technology has wide ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff is highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

This handbook was developed to help guide you through the duration of your study. It contains a series of relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with Skyline Institute of Technology.

This handbook provides international students with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

Please take some time to read this handbook and familiarise yourself with its content.

Welcome – Message from CEO

I am very proud to welcome you to Skyline Institute of Technology and our beautiful city, Melbourne. Our team of professionals have dedicated themselves in developing a vocational college that is linked to quality education, practical experience and industry networks. Being innovative our inspirational network of leaders will guide you through all levels of your education and will be here to support your dreams, linking your education to your future. I am very excited to see how you use Skyline Institute of Technology to empower your future. "Knowledge is power"

Warmest regards,

CEO

College Location

Skyline Institute of Technology operates from inner Melbourne. Skyline Institute of Technology 's campus is at Level 8, 310 King Street Melbourne VIC 3000. All administrative offices, as well as most classes, are located at this address. The campus is easily accessible by road and by public transport. The closest train stations are Southern Cross and Flagstaff. City Circle or Inner-city Free tram service in around the corner of King Street and Latrobe Street.

Facilities

As a student at Skyline Institute of Technology, you can avail of our numerous facilities, including:
• Excellent teaching facilities with presenter computer and data projector
• computer labs with easy access for students
• access to library resources
• free internet access
• student recreation area
• Photocopy and printing facilities.
• tea and coffee making facilities

Aims and Objectives

Skyline Institute of Technology is committed to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.

Skyline Institute of Technology promises to:

❖ Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.

❖ Maintain a friendly and helpful; approach to students / clients.

❖ Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.

❖ Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.

❖ Provide quality training and assessment by qualified staff and resources of a high standard.

❖ Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.

❖ Market services accurately and professionally

❖ Offer skills recognition (RPL) as an assessment option to all of our clients

❖ Recognise nationally recognised units of competency and award credits as applicable

❖ Ensure training is appropriate to student/client needs by continual review of scope and delivery

❖ Take reasonable care to look after the health and safety of others

❖ Respect the privacy and confidentiality of clients and client information.

❖ Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.

❖ Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Skyline Institute of Technology Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact a Skyline Institute of Technology Trainer.
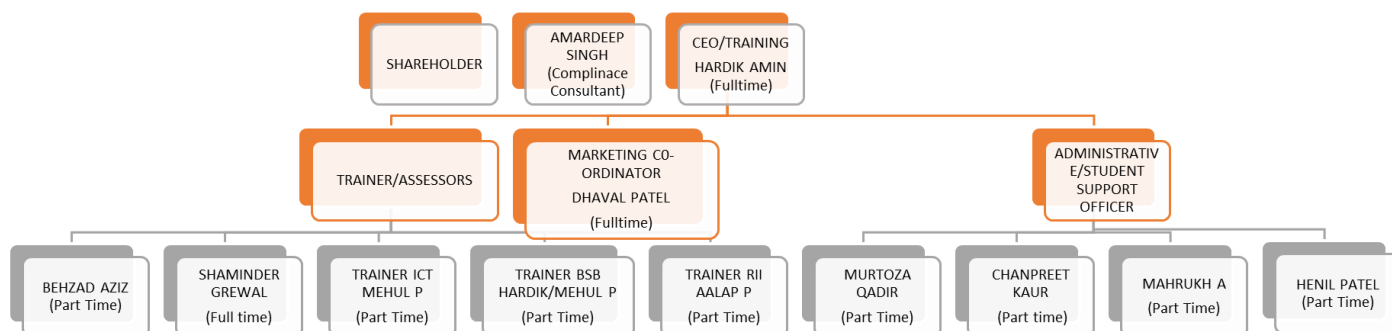
Our Business Philosophy

The objective of Skyline Institute of Technology is to provide quality training in selected subjects to meet the needs and expectations of our clients. Our goal is to provide high quality vocational education and training to our clients. We will achieve this by constantly striving to surpass our clients' needs in terms of quality and value and by doing so create mutually beneficial relationships.

Operating hours

Skyline Institute of Technology's admin staff hours of operation are 9:00am and 5.00 pm Monday to Friday (except public holiday). Class training time will be provided at the time of orientation with complete schedule of delivery of qualification.

Organisation Structure

SLIT envisages a growing organizational profile in proportion to student numbers and training activities over the next few years. SLIT has developed the following organizational chart as the fundamental operational structure to guide their business activities

Organisation Overview

Role	Staff member	Report to	Position outline
CEO / Training Manager	Hardik Amin	Stakeholders	includes all functions of the RTO/CRICOS registration: Support staff include but not limited to: Supporting students who require support services relating to financial issues, CoE, Accommodation, Insurances, Transport, Wellbeing, personal issues, complaints and appeals, equipment's and facilities Supporting students who require support services relating to Staff/Organisation/Student workshops
Director/Operation/ Marketing Manager	Dhaval Patel	CEO/ Stakeholder	includes all functions of the RTO/CRICOS registration: Support staff include but not limited to: Supporting students who require support services relating admissions and entry into courses including inducting students at the orientation session
Compliance Consultant	Amardeep Singh	CEO	Supporting students who require support services relating to training and assessment, academic support, life balance, Course progress, attendance, intervention strategies, community activities, trainer/assessor counselling, complaints and appeals, Credit Transfer/RPL, Results, PD management, Compliance, Policy Management, complaints and appeals.
Administrator/	Chanpreet Kaur/ Murtoza Quader/ Mahrukh	Operations Manager/CEO	Manager - Supporting students who require support services relating to admissions, letter of offer, Acceptance of offer, advocate with agents, induction, personal issues, organise

Admissions Officer Support Staff	Arshad/Henil Patel		interpreter services, referral to counsellors and external support services (no charge), data control

Selection process and Skyline Institute of Technology declaration

Skyline Institute of Technology is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015) and CRICOS standard (national code 2007/2018). As such, Skyline Institute of Technology is required to comply with relevant Commonwealth, State and Territory laws, ESOS ACT regarding and including anti-discrimination and equal opportunity. Skyline Institute of Technology is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current clients to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.

Skyline Institute of Technology is committed to ensuring all clients enrolling on courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

Skyline Institute of Technology will provide prospective and current clients with advice regarding relevant training products to meet their needs, considering the individual existing skills and competencies. Current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decisions about undertaking training and assessment. This will be prior to enrolment or the commencement of training and assessment, whichever comes first.

Skyline Institute of Technology Principles - Underpinning Principles

Skyline Institute of Technology provides accurate, relevant and up-to-date information to clients and prospective clients, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.

- ❖ Skyline Institute of Technology maintains an up-to-date website with full client information.

- ❖ Course flyers have been developed for each training product and are available to all current and prospective clients.

- ❖ All information provided to current and prospective clients.

- ❖ All marketing accurately represents the services being provided and training products on scope of registration.
- ❖ Refers to another person or organisation only if that person or organisation has given consent.

- ❖ When in use includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015.

- ❖ Makes clear where a third party is recruiting prospective learners for the RTO on its behalf.
- ❖ Distinguishes where the delivery of training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third-party provider.

- ❖ Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO.

- ❖ Only advertises non-current training products while they remain on the scope of registration.

- ❖ Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.

Skyline Institute of Technology does NOT guarantee that:
- ❖ A client will successfully complete a training product.

- ❖ A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package.

❖ A client will obtain a particular employment outcome where this is outside the control of Skyline Institute of Technology.

Client information

Skyline Institute of Technology provides clear information:

Prior to enrolment or the commencement of training and assessment, whichever comes first, Skyline Institute of Technology provides, in print or through referral to an electronic copy at http://www.slit.edu.au current and accurate information that enables the learner to make an informed decision about undertaking training with Skyline Institute of Technology and at a minimum information provided to clients and prospective clients will include, but is not limited to:

❖ RTO code/CRICOS number.
❖ Course outcomes and pathways.
❖ Training products offered.
❖ including services, course content and vocational outcomes, as per scope of registration.
❖ Full code, title and currency of training product, as published in the national register.
❖ Estimated duration of the course.
❖ Expected course location(s).
❖ Training and assessment arrangement, including modes of delivery available.
❖ Enrolment and selection processes.
❖ Name and contact details for third party providers; (if applicable).
❖ Work placement arrangements (as relevant).
❖ Workplace suitability.
❖ Obligations to the client, including quality assurance.
❖ Certification.
❖ Fees and charges, including
  ➢ deposits
  ➢ payment options and obligations (specifically under VET FEE-Help or other government subsidy and financial support arrangements [as applicable] and exemptions (where applicable).
❖ Refund policy and processes.
❖ Provision for language, literacy and numeracy assistance and support.
❖ Educational and support services.
❖ Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings).
❖ Flexible learning and assessment options.
❖ Appeals and complaints procedures.
❖ Recognition of prior learning and Credit transfer arrangements.
❖ Participant responsibilities and expected standards of behaviour.
❖ Third party provider obligations and assurances.
❖ Materials and resources to be provided by the client.
❖ Any requirements Skyline Institute of Technology requires the learner to meet to enter and successfully complete their chosen training product.
❖ Any materials and equipment that the learner must provide.
❖ Information on the implications for the learner of government training entitlements and subsidy arrangement in relation to the delivery of the services (if applicable).
❖ RTO/CRICOS Provider obligations, student obligations, third party obligations and employer obligations (if applicable).
❖ Client support.

❖ Course resource requirements (additional or supplied).

Each of the following areas of information can be found in a variety of documents and publications made available to students and prospective students.

Information pack

❖ Code, title, currency of training product
❖ Duration
❖ Location and mode of delivery
❖ Support services reference
❖ Work placement requirements (if applicable)
❖ Required minimum work hours

Pre-training review

❖ Providing advice to the prospective student about the training product appropriate to meeting their needs, considering the individuals existing skills and competencies.
❖ LLN testing – meeting the required predetermined ACSF level (refer to information pack and LLN testing predetermined levels)

RTOs obligations

❖ Quality of the training and assessment in compliance with the Standards
❖ For the issuance of AQF certification documentation.
❖ Informing learner as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RTO) – for more information see changes to agreed services later in this document.

Learner's rights

❖ Complaints and appeals process. If the RTO closes or ceases to deliver any part of training product (and associated refunds).
❖ Closure of RTO or cessation of delivery of any part of the training product.
❖ Rights as a consumer

Learner's obligations

❖ Any requirements that Skyline Institute of Technology require the student to meet to enter and successfully complete their chosen training product
❖ Any materials/equipment that the student must provide
❖ If training and assessment is to be conducted in the workplace then prior to enrolment a workplace agreement is signed by the employer and Skyline Institute of Technology representative. A checklist for required resources and equipment is
❖ provided as part of the agreement ensuring all required resources are available prior to the commencement of the training and assessment and enrolment.

The trainer/assessor will assess the required resources prior to commencement of training and assessment which forms the basis of the training contract

Review process – RTOs /CRICOS provider obligations

Skyline Institute of Technology systematically monitors its practices to ensure ongoing compliance. That is, information provided to students is systematically monitored to ensure it is accurate and up-to-date ensuring responsibility for the quality of training in compliance with these Standards.

Changes to agreed services/ training contract

Where there are any changes to agreed services, Skyline Institute of Technology will advise clients as soon as practicable (including any changes in relation to a new third-party arrangement, a change in ownership or changes to existing third-party arrangements or

If the RTO/CRICOS Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in the following applies:

When changes to agreed services/training contract occur SLIT will:

- ❖ Notify the enrolled learner within 30 days of any changes to existing third-party arrangements

- ❖ Notify the enrolled learner within 30 days any changes in relation to a new third-party arrangement

- ❖ Notify the enrolled learner within 30 days a change in ownership or upper managerial agent

- ❖ Notify the enrolled learner within 30 days if the RTO/CRICOS Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- ❖ All correspondence will be in the form of:

- ❖ Email
- ❖ Letter via mail Website message will be placed on the website within 48 hours advising of the changes made

Inform and protect learners

Where Skyline Institute of Technology collects fees from the individual learner, either directly or through a third party, Skyline Institute of Technology provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

Fees are collected in accordance with the Fees processes. (See Financial Management Policy). All relevant fee information including:

- ❖ fees that must be paid to Skyline Institute of Technology, and

- ❖ payment terms and conditions including deposits and refunds

- ❖ the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- ❖ The learner's right to obtain a refund for services not provided by Skyline Institute of Technology in the event the:

- ❖ arrangement is terminated early, or
- ❖ Skyline Institute of Technology fails to provide the agreed services.

Student Support and Welfare Services

Educational Support

SLIT will provide educational, and support services may include, but are not limited to:

- ● Pre-enrolment materials.

- ● Study support and study skills programs.

- ● Language, Literacy and Numeracy (LLN) programs or referrals to these programs.

- ● equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity.

- ● Learning resource centres.

- ● Library services.

- ● Mediation services referrals to these services.

- ● Flexible scheduling and delivery of training and assessment.

- Counselling services referrals to these services.

- Information and communications technology (ICT) support.

- Learning materials in alternative formats, for example, in large print.

- Learning and assessment programs contextualised to the workplace; and

- Any other services that the RTO considers necessary to support learners to achieve competency

Support services provided by Skyline Institute of Technology are free of charge; however, any fees and charges incurred from external support services will be the responsibility of the student.

Other Student Support Services

- The primary mechanism for student support is through the Administration/Operations Manager who is responsible for responding to requests for assistance from students.
- Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Operations Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- Before a student is referred to an appropriate external support provider the Administration Manager must seek approval from the Chief Executive Officer Operations Manager.

Living and studying in Australia

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

Student visa

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Above website explains the step-by-step process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application or SLIT has a range of services including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid minus the non-refundable admission application fee.

VISA Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

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

- 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.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Skyline Institute of Technology of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
  Note: Skyline Institute of Technology only accepts students 18 years and over as stated in the entry requirements.

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 (Refer to Transfer Provider policy and procedure)

Arranging travel and documentation to bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Tullamarine Airport, Melbourne, Victoria.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (eCoE).

- Insurance policies (including your health cover).
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Skyline Institute of Technology at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at https://www.agriculture.gov.au/travelling

Arriving in Australia

Getting from Tullamarine Airport to your accommodation

Tullamarine Airport's international and domestic terminals are located under one roof.

On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information.

Make sure you have your passport, visa and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

For more information on Tullamarine Airport please visit: https://www.melbourneairport.com.au/

Travellers' information service at Tullamarine Airport

As you exit the international arrivals hall there is an information service on the ground floor of the Airport. You'll find information on events, tours, accommodation and special needs.

Traveling to your accommodation
For a detailed list of all transport options available from Airport please visit: https://www.melbourneairport.com.au/Passengers/Parking/Ground-transport-options

Keeping in contact
Before you leave home, you should provide your family and friends, and Skyline Institute of Technology, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you have not you will need to change some as soon as you arrive – you will usually be able to do this at the airport.
Once you have arrived in Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.
You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.
The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.
Find out more about money matters by visiting Education and living costs in Australia (studyaustralia.gov.au)

Places to Visit

There are many exciting and interesting things to do while living in Melbourne, and because SLIT is located in the heart of Melbourne, it is easier and quicker to get around. Places in Melbourne that you should think about visiting include:
 Melbourne Zoo – take the Upfield train line from Melbourne Central or Flinders St station and alight at Royal Park.
 Crown Casino and Entertainment Complex/Southbank – a short walk from Flinders St Station.

Queen Victoria Market.
 St. Kilda beach – a 40-min tram ride from the city, on tram 16 (Swanston St) or 96 (Bourke St).
 Chinatown – on Little Bourke St.
If you would like more information about the many tourist attractions and places of interest in and around the city, Melbourne's Tourist Information Office is located at Federation Square, opposite Flinders St Station. This office is open 7 days a week and offers information about Melbourne and Victoria.
For more information on Melbourne's many attractions, you may also visit the state tourism website at www.tourism.vic.gov.au.

Local doctors, dentists and supermarkets are in Melbourne CBD and inner-city suburbs. Melbourne has several local churches and community groups.
Victoria is home to some of the most attractive areas in Australia, including the Yarra Valley wine district, Puffing Billy, Great Ocean Road and Surf Coast, Mornington Peninsula, penguins at Phillip Island, etc., all within a few hours' drive of Melbourne.
Several tourism agencies in and around the city arrange tours to these destinations.

Sports and Fitness

Melbourne is the sporting capital of Australia. It hosts the Australian Open Tennis in January, the F1 Grand Prix in March, and the AFL Grand Final in September/October. The historic Melbourne Cricket Ground (MCG) is often the locale for exciting international cricket and several other sports. Surfing competitions, cycling roues and competitions, Rowing, Swimming, hiking spots, Indoor Wall climbing etc. There are plenty of pool and 24x7 gym facilities located around Melbourne.

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Accommodation

Skyline Institute of Technology will gladly assist in finding suitable accommodation. It cannot, however, enter into agreements with real estate agents or householders on your behalf.

Temporary Accommodation on Arrival: If required, temporary accommodation will be arranged for your arrival, usually for a period of one week. This is hotel-style accommodation at AUD $400 to $500 per week per night.

Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals over the weekend. Rooms may be single or shared, and cost will vary accordingly, usually at $300 to $400 AUD per week. Home stay families provide students with a private, single room, with bathroom and laundry facilities shared with the family. Meals are usually included in the cost, but this varies to suit the needs of the family and the student. Self-catering home stay arrangements are sometimes available and offer a cheaper alternative. This is a reliable way to find a safe, reputable family to live with.

Private or Church-Owned Boarding Hostels are available for both tertiary and non-tertiary students. Facilities usually include kitchen and shared bathroom with self-catering to be expected. For newcomers to the country, living in a hostel is a good way to meet other students in a comfortable study environment. Cost is usually $90 to $150 AUD per week.

Shared Accommodation: Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost is usually $95 to $215 per week.

Rental Accommodation: As with shared accommodation, units, flats, single bed sitters and even houses are available through real estate agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to signing a lease agreement. The cost is usually $250 to $300 per week.

Several real estate agencies service the campus area and are easily contactable either in person or by telephone, e-mail, etc.

Public Holidays in Victoria

Please refer to below link for official Public Holidays in Victoria for each year Public holidays | Business Victoria

Smoking

Smoking is not permitted in public places, including airports, restaurants, cinemas, and shopping centres. This is the law in Victoria so please observe the signs on the front of all buildings. SLIT also has a non-smoking policy that prohibits smoking anywhere in the building, including toilets and recreational areas.

Water Restrictions

Melbourne is currently experiencing water restrictions, which means that we all need to watch how we use water. Please do not leave a tap running whilst you are brushing your teeth or washing the dishes, and limit showers to 3-4 minutes. It is important not to use a hose to wash your car; instead, you should use a bucket. You may also wash your car at a car wash, which uses clean recycled water that is good for the environment.

Opening an Australian Bank Account

When you first arrive in Melbourne, it is a good idea to open a bank account. When you go to the bank you need to take with you your passport and a copy of your eCoE (electronic Confirmation of Enrolment). If you do not have a copy of your eCoE, please inform SLIT Reception, and we will provide a copy. There are many banks located near SLIT. You do not need to deposit money when you first open an account.

Health and Wellbeing

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number. Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com

- BUPA Australia www.overseasstudenthealth.com

- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

- OSHC World care www.oshcworldcare.com.au

- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.

- International travel insurance or

- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

As a student visa holder, you can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

You can phone the Department of home affair (DHA).
Visit the following website to find out more about working in Australia, including how to find a job.
https://www.studyinaustralia.gov.au/English/Live-in-Australia/Work/finding-work

Cost of Living

Before lodging your application, you should consider whether you will have enough money to set up a house in Australia as well as pay for your airfare (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost As of October 2019:

- student/guardian – AUD$29,710
- partner/spouse – AUD$10,000
- child – AUD$4,000.

You should be aware that these amounts are only an indication of everyday expenses and do not include airfare, health insurance or the cost of your course.

Budgeting

Once you have settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Below are the average costs for weekly living in Melbourne:

- Renting a room: $250 - $350 per week
- Groceries: $200 - $350 per week
- Pre-paid mobile phone contract: $50 per month
- Public transport pass across Melbourne: $50-$100 (with student concession)
- Internet: $100 per month
- Entertainment/extra expenses: $100+

Read more about budgeting at https://moneysmart.gov.au/budgeting/budget-planner
Or estimate Calculate at https://costofliving.studyaustralia.gov.au/

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodland, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.
The cost of clothing in Australia can vary. There are several quality varieties stores such as K-Mart, Rives, Target, H&M and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

TRAINING AND ASSESSMENT END TO END PROCESS FOR INTERNATIONAL STUDENTS

How it works – Prior to commencement of training

Step 1 – Student application for admission

Student agrees to enter training services via referral from agent or direct (interest expressed via filling the "Application for Admission form"

Students/agents must return the form with the following relevant documents to SLIT Head Office.
- Certified true copies of student visa (if applicable- onshore students only).
- Certified true copies of student passport.
- Certified true copies of student qualifications.
- Certified true copies of student English proficiency.
- Copies of student relevant employment documentation.
- Other relevant documentation.

The following attachments will be sent with the Application for Admission form:
1. Student Handbook
2. Information pack
3. Course flyer
4. ESOS Act

Step 2 – Letter of offer/Agreement of Acceptance

Entry requirement documentation received and confirmed.
Applicants are considered based on one or all of the following criteria:
- Must be at least 18 years of age or be turning 18 years of age prior to the commencement of their course of studies.
- Provide evidence of their prior education as stated in the entry requirements for the course in the Information pack.
- Meet the minimum English language proficiency requirements.
- Meet any other specific entry requirements as outlined in the entry requirements for the course in the Information Pack.

Acceptance of the application
If the application is successful, a Letter of Offer and Acceptance Agreement-International Student will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates, OSHC and Visa information). Enrolment into a qualification is formalised by issuing a letter of offer and written agreement (Agreement of Acceptance Form).

- Successful applicants will be notified of their acceptance through a full or conditional Letter of Offer for Admission and Agreement of Acceptance Form
- Applicants are required to carefully read the Letter of Offer, complete, sign and date the Agreement of Acceptance Form
- The signed and dated Offer of Admission acceptance, certified supporting documentation, and payment of initial fees (in $AUD) are to be forwarded to Skyline Institute of Technology head office.

Step 3 Confirmation of enrolment

Once the signed agreement of acceptance is received a Confirmation of Enrolment (COE) is generated and provided to the student Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment
- Signed and dated Offer of Admission acceptance
- Certified copies of supporting documentation
- Payment of initial fees in $AUD
- OSHC Evidence (If not arranged by SLIT)

Once Skyline Institute of Technology receives the Acceptance Agreement Form and course payment, a Confirmation of Enrolment (CoE) is sent to Department of home Affairs (DHA). The Letter of Offer will indicate your proposed Title of Course, Provider Code, CRICOS Code, fees, commencement, and Completion dates as well as a tax invoice with the amounts and dates for payments.

The next step is to apply for a Student Visa. Information about applying for a visa can be found at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study
For further assistance you may wish to obtain advice from a professional student visa agency.

Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

All completed applications are to be filed into the respective students' folders.

Step 4 - Induction

Refer to "Student Induction Checklist and SLIT Recruitment kit "also referred to as intake day conducted at the training and assessment registered site.

Induction session occurs a week before study starts. At this time students will meet other students, receive timetable, information about rules and regulations, meet some of their teacher/trainer and introduced to the course/ program. We also make sure that all matters relating to settling well in Victoria are occurring.

Induction Session also comprises of: (See PowerPoint presentation International Student Induction')

Induction Session also comprises of:

Client has received, read, and understood information regarding the course.

Client has received, read, and understood information regarding the learning environment.

Client has received, read and understood and signed the record of assessment agreement document

Client has received, read and understood information regarding the RTO Policies

So, the information induction session includes but is not limited to:
- Complete the information checklist
- Student induction presentation
- Pre training review
- RPL/Credit Transfer
- Program start dates, timetables provided
- References to Student international handbook
- Fees and charges and refund policy explained,
- Discuss applicable policies and procedures located in the student international handbook,
- Training requirements 20 hours per week
- Training and assessment plan and schedule
- Complete a language literacy numeracy test to determine your learning needs. This is a requirement prior to commencement of training and assessment.
- Educational support
- Practical training sessions and assessment requirements
- Learning and support materials
- Code of conduct and other applicable policies and procedures such as complaints and appeals, refund, training and assessment, durations etc. (refer to inductions checklist)
- Client has received, read and understood information regarding the course
- Client has received, read and understood information regarding the learning environment and the requirements of the site/s
- Client has received, read and understood information regarding the RTO Policies
- Fire and emergency information

On the first day
- Meet and greet
- Course materials provided on the first day
- Reiteration of timetables and schedules
- Reiteration of course progress/attendance
- Reiteration Assessment conditions and record of assessment agreement
- Reassessment process

- Reiteration of complaints and appeals

Reiteration of student support/welfare services. The student should notify the trainer/assessor or student support/welfare officer asap if you experience any concerns.

Training and assessment Requirements

- Commence training upon meeting all pre-training requirements
- Complete all your training requirements
- Complete all your assessments
- complete training program and assessed as competent
- Maintain 80% and above attendance
- Maintain 50% course progress
- Statement of attainment issued within 30 days of competency being awarded.