

Study of Australian Technologies and Healthcare Education Pty Ltd



INTERNATIONAL STUDENT HANDBOOK



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Message from the CEO

As CEO of Study of Australian Technologies and Healthcare Education (SATHE), I can assure all students that I will fully support the implementation of all quality, management, and operational functions at SATHE. To ensure we maintain the highest standards in service delivery, SATHE has developed this International Student Handbook to provide all required information to all the current and prospective students of SATHE.

SATHE recognises the importance and benefits of combining industry experience with vocational education when striving to deliver programs of highest quality and relevance to the learner. All trainers and assessors employed or contracted by SATHE have demonstrated significant industry experience in addition to obtaining vocational qualifications allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. SATHE strictly adheres to the Standards for Registered Training Organisations (RTOs) 2025 to continue delivering training services of the highest quality to their clients.

Study of Australian Technologies and Healthcare Education believes in the continuous quality improvement in all aspects of SATHE operations and always welcomes feedback from its learners.

I welcome you all to Study of Australian Technologies and Healthcare Education and look forward to being a part of your great journey with us.

Welcome

Welcome to SATHE!

SATHE are committed to helping all students to meet their future goals through education and learning. We are proud to be recognised as a quality provider within the VET industry, which has been achieved by ensuring all students receive the training, support, and skills that they deserve for their future.

We pride ourselves on offering a supportive and flexible learning environment with highly dedicated teachers, trainers, and assessors to help you reach your goals. In this modern world, you need to have the competitive edge to distinguish yourself from the competition. Our qualified teachers, trainers and assessors will not only provide you with quality education but with practical and life experiences that you can learn from and to help you reach your goals.

Our students come from different backgrounds, and this creates a unique atmosphere where you can experience other cultures and socialise. Our approachable trainers, assessors and administration staff are happy to share experiences with you and to provide stepping stones for your future ahead.

We look forward to welcoming you to Study of Australian Technologies and Healthcare Education.



Studying at Study of Australian Technologies and Healthcare Education

SATHE is conveniently located in Fortitude Valley, Brisbane, and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

Contact information and emergency contact

Head Office Address: Unit 70/ 269 Wickham Street Fortitude Valley QLD 4006

Campus Address: Unit 70/ 269 Wickham Street Fortitude Valley QLD 4006

- Phone: 07-3319 7719
- E-Mail: admin@satheducation.com.au
- Website: www.satheducation.com.au
- Campus Operating Hours: 8.00AM – 10.00PM, Monday to Friday

Our Campus

Emergency matters

- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non-urgent matters

- Contact details - Call 131 444
 - by TTY - dial 133 677 then ask for 131 444
 - by speak and listen - dial 1300 555 727 then ask for 131 444
 - by internet relay and ask for 131 444

Service details - Police attendance for non-urgent matters.

Lifeline

- Contact details –

Phone 13 11 14

Web address: <https://www.lifeline.org.au>

Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.



Beyond Blue

<https://www.beyondblue.org.au/>

Contact 1300 22 4636

Webchat available <https://www.beyondblue.org.au/support-service/chat>

Department of Home Affairs

- Tel: 131 881

Opening Hours: 9 am to 4 pm - Monday to Friday

Public Transport:

How to get to Wickham Street by Bus or Train?

The following transport lines have routes that pass near Wickham Street

- Bus: 124 / 300 / 310 / 353/ 375 /470 /60
- Train: CLEV / FERN / SHOR

For detail routes, planning your trip and ticket options, please visit

<https://www.qld.gov.au/transport/public/transport>

Taxi

Several taxi companies provide good services, including accessible taxis on request. To book a taxi:

- **Silver Top Taxis:** phone 131 108
- **13 cabs:** phone 13 2227

To organise a wheelchair accessible vehicle, ask for one when you book.

Travelling with a disability:

- Accessible travel around Australia

<https://www.australia.com/en/facts-and-planning/getting-around/accessible-travel-in-australia.html#:~:text=Travelling%20in%20Australia%20with%20limited%20mobility&text=You'll%20find%20there%20are.range%20of%20accessible%20support%20options>

- Insider Guides - International Student Resources

An International Student Guide to Living in Australia with a Disability

<https://insiderguides.com.au/an-international-students-guide-to-living-in-australia-with-a-disability/>

Post Office

Many Australia Post shops located around the city.



Living and Studying in Australia

You can find lots of useful information about living and studying in Australia at <https://www.studyaustralia.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 Queensland.

This first section of the Student 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.



Courses Provided by Study of Australian Technologies and Healthcare Education

Fortitude Valley Campus, Qld

As an RTO Study of Australian Technologies and Healthcare Education offers the following courses:

- ICT50220 Diploma of Information Technology
- ICT60220 Advanced Diploma of Information Technology
- CHC33021 Certificate III in Individual Support
- CHC42021 Certificate IV in Community Services

More information about any of the courses above, including up-to-date fees and charges can be found in our course outlines published on our website www.safeducation.com.au.

Delivery locations

The courses are delivered online and at the following campus: Unit 70/ 269 Wickham Street Fortitude Valley QLD 4006 & Practical for CHC courses are delivered at 88 Parramatta Road Underwood QLD 4119

Admissions and Enrolment

Academic entry requirements

To ensure your academic success at SATHE, there is a minimum level of academic proficiency you need to achieve before enrolling in our courses. You will be required to prove that you meet the minimum academic requirements in your application.

There is a minimum level of English language skills that are required to study at SATHE for international students who do not speak English as their first language which is as follows:

Certificate III*, Certificate IV, Diploma* and Advanced Diploma:

- International English Language Testing System (IELTS) Academic: Overall 5.5 (with no score lower than 5.0)

Discuss these requirements with your Education Agent prior to applying or go to www.satheducation.com.au for details on English Language equivalencies.

Following are the steps of the Admissions and Enrolment Process for International Students:

Step 1: Prospective learner previews information about the course and SATHE.

- Information sources include but not limited to online, print, seminar/exhibition & marketing events.

Step 2: Prospective learner makes an enquiry to SATHE.

- Prospective learners may make the inquiry using online methods (website, Facebook, email), by phone or walk-in to SATHE.

Step 3: Discuss with Marketing and Admissions staff about the course.



Step 4: Submit Formal Enrolment Application and required Support documents.

- Prospective learner completes the International Student Enrolment Application Form and sign the Privacy Notice and Student Declaration – which is the formal application endorsement. Supporting documents are submitted such as proof of English Language Proficiency or equivalent.

Step 5: Complete the Initial Skills Assessment (Pre-Training Review) including the LLN test.

- Provide all information and documentation as required. The prospective learner is required to complete Initial Skills Assessment Form.

Step 6: Sign and accept the Letter of Offer and Student Agreement

- This is the final stage for applicant to understand and agree to all terms and conditions of the Letter of Offer.

Step 7: Make payment

- As outlined in the Letter of Offer, arrange the initial payment required to confirm enrolment.

Step 8: Receive Confirmation of Enrolment (eCoE)

- International eCoE - Confirmation of Enrolment received by student and/or education agent. Also, information on Orientation Day is included.

Step 9: Apply for Student Visa

- Apply for Student Visa with the eCoE. For more information, please visit - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Step 10: Book flights and arrange accommodation.

- Book your flights to Australia and arrange accommodation for the duration of your study.
- If airport pickup is required, confirm arrangements with SATHE.

Step 11: Departure & Arrival

- Ensure you have packed all necessary belongings. Ensure your airport pickup and accommodation arrangements are finalised.
- Bring copies of your enrolment and accommodation arrangements.

Step 12: Attend Orientation Session

- Compulsory session to receive all course and student orientation information, student registration, and student ID cards issuance and complete LLN Test to determine LLN support needs to assist you in successful completion of the course.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in



nationally recognised training from January 1st 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Give us permission to access or create your USI on your behalf.

For information about exemptions for individuals, please review this webpage:

<https://www.usi.gov.au/your-usi/create-usi>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/your-usi/create-usi>

We are unable to issue a Qualification or a Statement of Attainment unless we have a valid USI or a notice of exemption from the registrar.

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

SATHE can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

To apply, fill in the Credit Transfer Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer Form may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

The detailed Credit Transfer procedures are specified on Study of Australian Technologies and Healthcare Education's Recognition of Prior Learning (RPL) Policy and Procedure which can be found on Study of Australian Technologies and Healthcare Education's website www.safeducation.com.au.

Reduction of Course Duration because of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, SATHE will provide you with a new Confirmation of Enrolment Letter (eCoE) reflecting the new duration.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through



work and life experience and other non-accredited or informal training can be formally recognised.

SATHE has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a RPL Evidence Information Pack that will guide you through the process to determine your relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer assessor will be available to assist you throughout this process.

To apply for RPL, you will need to complete the RPL Application and Evaluation Form and return it to an SATHE Administration. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us for this information. For more information about applying for RPL, contact our office.

The detailed Recognition of Prior Learning procedures are specified on Study of Australian Technologies and Healthcare Education's RPL Policy and Procedures which can be found on Study of Australian Technologies and Healthcare Education website.

Health

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.



Course Orientation

At the start of your course will be provided with an orientation. The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and assessor and the other students in your course.

As an international student, you will also be provided with information on:

- internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services.
- safety and awareness relevant to life in Australia.
- information on how to seek assistance for and report an incident that impacts significantly on your wellbeing, including critical incidents.
- facilities and resources.
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents, and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this orientation, we also make sure that we have all the required forms and paperwork completed.

At your orientation you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed.

For details of the orientation session, please refer to the Student Enrolment & Induction Policy, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.

Student Code of Conduct

Training and Assessment Conduct

All students must:

- Read all policies, procedures forms of correspondence from SATHE.
- Act ethically and honestly in the preparation, conduct and submission of all forms of assessment, including work placements including rules around plagiarism, collusion, and cheating.
- Not plagiarize, collude, or cheat.
- Avoid any behaviour or activity that would unfairly advantage or disadvantage another student.



- Behave professionally, ethically, and respectfully in all dealings with training and assessment partners of SATHE where applicable.
- Use SATHE resources including information and communication technology resources and library information resources in a lawful and ethical manner and only for SATHE purposes.

Personal Conduct

- All students must:
 - Act honestly, ethically and treat all employees, consultants, contractors, volunteers, any members of the public and other students with respect, dignity, impartiality, courtesy, sensitivity and respect their privacy.
 - Maintain a cooperative and collaborative approach to inter-personal relationships.
- All students must not engage in conduct that:
 - Impairs the reasonable freedom of other persons to pursue their studies, training, duties or lawful activities within the SATHE.
 - Is harmful to SATHE or causes damage to the SATHE property.
 - Is unlawful under the federal, state, or local law.
 - Is otherwise deemed to be improper or inappropriate.
- Improper or inappropriate behaviour or misbehaviour includes but is not restricted to:
 - Being on any of the SATHE's premises and consuming alcohol.
 - Persistent disruptive behaviour caused: by having consumed alcohol; by arriving late for classes and/or persistently using mobile phones or moving in and out of classes during normal class times.
 - Verbally abusive or hostile behaviour affecting fellow students and employees, and other members of the SATHE community.
 - Smoking or the use of prohibited or illegal substances at any of the SATHE's premises.
 - Deliberate misuse of the SATHE's property and equipment.
 - Any behaviour that is in any way discriminatory.
 - Theft from staff or students at the SATHE.
 - Slander, bullying, discrimination, or harassment, (whether verbal, sexual or otherwise) of staff or other students or any member of the SATHE community.
 - Misuse of SATHE IT resources,

Serious misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful, or premeditated, including:

- Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article while on the SATHE's premises,
- Physical assault on any member of the SATHE community or members of the public or behaviour which is perceived to be threatening,
- Arson of SATHE's property,
- Theft and/or wilful or malicious damage to SATHE's property and equipment.
- Breaches of training and assessment conduct as well as personal conduct may result in disciplinary action.



Serious misconduct behaviour can result in immediate suspension pending investigation and may lead to cancellation of enrolment. Evidence of alleged misconduct of a criminal nature will be reported to the relevant regulatory authorities.

For more details of student's code of conduct, please refer to Student Code of Conduct, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.



Course Expectations and Requirements

The training and assessment offered by the Study of Australian Technologies and Healthcare Education focuses on providing you with knowledge and skills to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or more individual units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses are delivered face to face, have a workplace component, private study, and online learning.

Assessment methods vary from course to course but usually include knowledge questions and answers, projects, written assignments, practical observations, and work placements (if required).

Attendance requirements

STHE systematically monitors its students' compliance with student visa conditions relating to attendance. SATHE will be proactive in notifying and counselling vocational students who are at risk of failing to meet attendance requirements. SATHE will report vocational students, under the relevant legislation, who have breached the attendance requirements. International students must meet requirements for achieving satisfactory attendance, which at a minimum, requires international students to attend at least 80 per cent of the scheduled course contact hours.

For more details related to attendance requirements, please refer to the Attendance Policy & Procedure, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au

Assessment Arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.
- Your assessor will go through all the arrangements with you, and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks according to the instructions, by the due date.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You



must complete all assessment tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for that unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have another attempt to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission, and you will be advised on what you must include in your re-submission.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness, or special considerations; this is called reasonable adjustment. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

You will have to speak to your assessor if you think that you may need an adjustment made. Note that these adjustments are made at the discretion of your assessor based on your identified needs, especially if those needs have not been formally identified and established at enrolment or at the beginning of the course.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this Student Handbook for information about how to lodge an appeal.

For more details related to assessment arrangements, please refer to Assessment Policy & Procedure, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.

Student Plagiarism Cheating and Collusion

Study of Australian Technologies and Healthcare Education has a “zero tolerance” policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing their work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

For more details related to plagiarism, please refer to Plagiarism Policy and Process, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.

Student Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.



The Enrolment Application Form and the Initial Skills Assessment Form/LLN you complete will help us to identify any support your need. A separate LLN test may be administered if necessary. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the orientation to your course. Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details.
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling .

For more details related to support services, please refer to Identifying and Supporting Student Learning Needs Policy, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au. You can also contact us to discuss your support needs.

Welfare Services

We can offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. SATHE does not charge for such referrals to the provider.

Contact us for details about welfare services we can offer.

For more details related to welfare services, please refer to Student Support & Welfare Services Policy, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.

External Support Services

Student Support in Queensland

Brisbane prides itself on being a supportive, friendly, and welcoming place for students. Tens of thousands of international students call Brisbane their second home. We want to ensure students are supported and have a safe and happy experience when they choose to live in Brisbane.

Queensland students can access a range of support services including free resources and information, access to student support officers, workshops, and events through the Student Hub Network, and 24-hour



phone support through 1800QSTUDY - Queensland's international student support hotline.

<https://www.studyqueensland.qld.gov.au/live-in-queensland/student-support>

For students requiring additional support with their studies, work or life, SATHE may also be able to provide referrals to community organisations who may be able to assist you. Please enquire with your trainer/assessor or the administration staff. Note that some of these services may attract a fee which is payable by you.

You can also read information about mental health here: Insider Guides - International Student Resources - Mental Health Support in Australia: Signs to Look Out For and Where to Go for Help

<https://insiderguides.com.au/mental-health-services-australia/>

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and trainers and assessors to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

Access to Your Records

You may access or obtain a copy of the records that SATHE holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of your records, you must make a request in writing to the Student Services Officer using the Request to Access Student Records Form outlining which records you wish to access. There is no charge to access your records however there is a cost for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that SATHE holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.



Notifying Changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code 2018, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, SATHE will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number, and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Student Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Study of Australian Technologies and Healthcare Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. SATHE has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with SATHE's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

For more details related to work health and safety, please refer to Workplace Health & Safety Policy, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.



Harassment, victimisation, or bullying

SATHE is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. SATHE will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per SATHE's complaints and appeals procedures. Details of the procedures can be found in Study of Australian Technologies and Healthcare Education's Complaints and Appeals Policy and Procedures and Anti-Discrimination & Sexual Harassment Policy on website www.safeducation.com.au.

Equal opportunity

The principles and practices adopted by SATHE aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with SATHE.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection, and enrolment and throughout their participation in a course.

SATHE provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

For more details related to equity, please refer to Access, Equity & Diversity Policy, which can be found on Study of Australian Technologies and Healthcare Education website www.safeducation.com.au.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of



Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

In collecting your personal information Study of Australian Technologies and Healthcare Education will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2000 and the relevant State privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research (NVCER), as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent.
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at our website TBA.



Fees, Charges and Refunds

Student Fees and Payments

Student fees and other information relating to fees and charges will be made available to students, on the Study of Australian Technologies and Healthcare Education's website, and the Fees and Charges Schedule. The information published on the website will be current and up to date and accurate. Students are required to visit SATHE's website regularly for important information and updates relating to fees. All prospective learners and current students must pay their fees on or before the due date. Late payment penalties may apply for students paying fees passed the due date.

Payment of Fees

Students will be able to pay their fees using a variety of methods. SATHE will accept payments in person of cash, personal cheques, money orders, and credit cards (except DINERS). Students can send or deposit money into SATHE's bank account specified in the Letter of Offer.

Students must notify SATHE immediately once they have made a payment to SATHE's bank account.

Any student who has an overdue debt to SATHE and does not fully settle this debt shall cease to be entitled to any privileges of SATHE. SATHE may at its discretion cancel enrolment (automatically withdrawing access to SATHE services including classes, email, LMS, insurance, etc.), and refuse access to official documentation (assessment results, graduation, etc.). SATHE will take appropriate legal debt recovery action where students default on their payments.

Additional Fees and Charges

Please refer to the Fees Policy and Refund Policy & Procedure for the details of additional fees and charges on SATHE's website www.safeducation.com.au.

Fee Refunds and Consumer Rights

International students applying for a refund must complete and provide a refund application and relevant supporting documentation. Relevant forms and documentation should be submitted in hard copy to SATHE or by email to admin@satheducation.com.au. Requests for refunds should normally be made within 14 calendar days of an event which qualifies the student for a refund. Please refer to the Fees Policy and Refund Policy & Procedure for the details of fees refunds and consumer rights on SATHE's website www.safeducation.com.au.

SATHE's policies and procedures set does not remove the right of a student to act under Australia's consumer protection laws.

Tuition Protection

In the unlikely event that SATHE is unable to deliver a course in full, international students enrolled in that course will be offered a refund of their unused tuition fees which were received by SATHE. This refund will



be paid within 14 days of the day on which the course ceased being provided. Alternatively, within 14 days, students may be offered enrolment in an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of their unused tuition fees or to accept a place in another course. If a student chooses to be placed into another course, the student will be issued a new offer letter and enrolment agreement, in place of their enrolment documentation issued by SATHE.

To protect the student's fees paid in advance, Study of Australian Technologies and Healthcare Education is only collecting a maximum of \$1500.00 in advance at any one time from each student.

If SATHE is unable to provide a refund or place a student into an alternative course in accordance with the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found. For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, use the following link:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Complaints and Appeals

Study of Australian Technologies and Healthcare Education provides the opportunity to its students to register a complaint against another party. This could include:

- Student-student complaints
- Student-staff member complaints
- Student-SATHE complaints
- Student-third party complaints including complaints against education agents

A complaint may be filed for any grievance or expressed dissatisfaction of the complainant.

Complaints may include, but are not limited to:

- Application or misapplication of SATHE policy, especially if the policy or the result of the policy is seen to interfere or undermine the rights of the complainant
- Discrimination or perceived discrimination
- Harassment or perceived harassment
- Sexual harassment or perceived sexual harassment
- Assault or threat of assault — including sexual assault
- Intimidation or threats against a student
- Conditions not conducive to SATHE's establishment of a safe learning environment
- Training delivery, assessment, and quality of training
- Student services and administration
- Marketing information and other information
- Fees and finance related matters
- Student welfare and related activities



- Education agent activities
- Work placement issues
- Reasonable adjustment
- Special consideration

An appeal is a request for a decision made by SATHE to be reviewed. Decisions may have been about:

- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by SATHE

The complaints and appeals process is made up of four stages:

- Stage 1 - Informal Complaint
- Stage 2 - Formal Complaint
- Stage 3 - Internal Appeal
- Stage 4 - External Appeal

SATHE is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. SATHE ensures that complaints and appeals:

- Are acknowledged in writing
- Are responded to in a professional, consistent, and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Nothing in SATHE's policies and procedures prevents student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Students, if after following internal appeal process, still believe that SATHE is breaching or have breached its legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority including:

National Training Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally. Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

Complainants may also complain to SATHE's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about SATHE in relation to:



- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above. If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below. Please refer to the relevant webpage below before making a complaint to ASQA: <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

The Commonwealth Ombudsman also known as the Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to SATHE's:

- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by SATHE
- incorrect advice given by an education agent
- if you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with SATHE.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above. Please refer to the following website if you are considering making a complaint: <http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

Please refer to the Complaints and Appeals Handling Policy and Procedure for the details of how to lodge complaints and appeals on SATHE's website www.safeducation.com.au.

Issuing of Certification Documents

On completion of your course and payment of all course fees, you will be issued a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

SATHE reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where SATHE is not permitted to do so by law.

SATHE must have a valid USI on file for the student for a Qualification or Statement to be issued.

Re-issuing Statements and Qualifications



Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

International Students:

Visas

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-listing/student-500>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, 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 Study of Australian Technologies and Healthcare Education has a range of education agents who can assist you with the process of applying for a course at Study of Australian Technologies and Healthcare Education and 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.

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. See more information at the following link:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

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 Study of Australian Technologies and Healthcare Education 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 granted with a release from the education provider to attend another institution (refer to Transfer between registered provider).

Arranging Travel and Documents to Bring with You

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 Australia at least 2 weeks before your course orientation to give you time to settle in.

The nearest international Airport is Brisbane Airport.

<https://www.bne.com.au/passenger/passenger-information/international-arrivals>

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 Study of Australian Technologies and Healthcare Education 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 is not safe, it 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 <http://www.agriculture.gov.au/travelling/arriving-in-australia>

Arriving in Australia

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 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).

There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel

Getting from the airport to your accommodation

There are many transport options to get to and from and around Brisbane Airport to the city and beyond. Find the right option for you. <https://www.bne.com.au/passenger/to-and-from>

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, 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 haven't 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 Australia, 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 <https://www.studyaustralia.gov.au/>

Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.

If a student requires assistance in finding accommodation during his/her studies, SATHE will provide necessary information and direction depending about the student. The student will be provided with information such as:

- Comparisons of costs among different types of accommodation
- Advice on which type of accommodation will be suitable for the student
- Contact details for home stay agencies or networks



- Contact details for real estate agents
- Contact details of relevant websites, newspapers, noticeboards

Following are some of the accommodation options and costs:

- **Hostels and Guesthouses**

Hostels are usually run by organisations such as Youth Hostels Australia (YHA) and Young Men's Christian Association (YMCA) where students share kitchen and bathroom facilities. Usually, the cost per week is between \$150 to \$250.

- **Shared Rental**

Highly popular among international students where students share between fellow students. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually, the cost per week is between \$150 to \$250.

- **Homestay**

Student will live with a local family or resident. This option is a great way for students to learn and experience the Australian lifestyle. Students will be provided with guidance on settling into their new community and introduced to the Australian culture. They will also be provided with information on how to use public transport internet banking and personal safety tips. Students will also be provided with clean furnished private single room and meals. Usually, the cost per week is between \$235 to \$325.

- **Rental**

You may rent a house, an apartment, or a unit as accommodation. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually, the cost per week is a minimum of \$750- \$900, in the city, similar or slightly lower in the suburbs.

It is important to remember that as an international student, you have the same renting rights as local residents. Review the information about renting and tenants' rights at Residential Tenancies Authority <https://www.rta.qld.gov.au/>

More information

- Australian Homestay Network
- Australian Student Accommodation Placement
- Family stay Australia
- Homestay Direct Services
- Student Accommodation Services
- TCN Homestay

Disclaimer: The agencies listed above are independent agencies and are listed for information purposes only.

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of



age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <http://www.homeaffairs.gov.au/>

Where you have dependent children who need to attend childcare or school, you should be aware of the following indicative costs:

Typical childcare costs in Queensland are as follows (indicative only):

- Centre-based childcare AUD\$150 to AUD\$210 per day
- Family day care AUD\$35.00 to AUD\$40.00 per hour
- Nannies AUD\$25 to AUD\$45 per hour
- Au pairs (living in your home) AUD\$300 to AUD\$400 per week

Find out more at: <https://www.qld.gov.au/families>

It is compulsory for school age children to be attending schools in Australia. Children that are 5 years old or over, up until age of 17, are defined as school age children. If you have school age children on a dependent visa for more than 3 months, you MUST ensure that they are always enrolled in school. You should arrange for your school age children's enrolment before bringing them into Australia.

Tuition fees are the same for all government schools. There may be discounts for students who have a parent studying at a Queensland tertiary college. You should be responsible for your children's school fees and other expenses such as textbooks, stationery, uniforms, and excursions. If you want to enrol your children at non-government schools, you can visit Schools Queensland for school listing <https://schoolsdirectory.eq.edu.au>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

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 Border Protection 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 Worldcare www.oshcworldcare.com.au
- NIB OSHC <https://www.nib.com.au/overseas-students>

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.

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

Most student visa holders can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>.

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions <https://www.studyaustralia.gov.au/>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at <https://www.fairwork.gov.au>

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience 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 don't have to rely on such work to meet all their expenses.

Students 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.

The following web site includes information about average living costs in Australia:

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

Carefully review the information at the web site link noting that the figures provided are average and informative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

According to the Cost of Living Calculator on the Australia Government website <https://www.studyaustralia.gov.au/> with an example using minimum spending by a student per week in, the following reflects the minimum current spending:

SPEND BREAKDOWN (minimum)



Total / week \$800.00

- Accommodation: \$252 (shared house)
- Transport: \$50
- Food: \$161
- Personal: \$40
- Clothing: \$10
- Entertainment: \$287

This is only a guide. Remember that costs can be much higher, with the general cost of living in Australia steadily increasing every month.

For example, a married student with dependents will need approximately an additional AU\$7,362 per year for each dependent. Below is a link to information that will provide access to a price table of typical daily items.

Budgeting

Once you've 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.

Read more about budgeting at <https://moneysmart.gov.au/about-us>

Shopping

All major Australian town centres and capital cities' shopping facilities generally open from 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, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Visit their websites to check the current prices for the most usual grocery and household items.

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 a number of quality variety stores such as K-Mart 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.

Study Queensland

Study Queensland has a great deal of information that will assist you plan your stay in Australia.

<https://www.studyqueensland.qld.gov.au/student-arrivals>



Relevant Legislation

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

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

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Course Transfer

Transferring from another registered provider

SCATHE will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered.
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider.
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

- For the Study of Australian Technologies and Healthcare Education students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SATHE's intervention strategy to assist the overseas student.
 - there is evidence of compassionate or compelling circumstances.
 - SATHE fails to deliver the course as outlined in the student agreement.
 - there is evidence that the student's reasonable expectations about their current course are



not being met.

- there is evidence that the student was misled by SATHE or an education or migration agent regarding SATHE or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before deciding whether to apply for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet SATHE's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
 - For a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
 - The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
 - Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process available on SATHE's website.
 - There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Study of Australian Technologies and Healthcare Education's refund policy.

Transferring to another course offered by the Study of Australian Technologies and Healthcare Education

- Students may transfer to another course offered by SATHE in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to-
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations.
 - or where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
 - A transfer to another course within SATHE will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet SATHE's attendance or



academic progress requirements.

For a request for transfer to be considered, students must complete an Internal Course Transfer Application Form. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the application. Cost involved in transferring to another course plus any refund of course fees paid for the student's current course in unused fees, will be in accordance with Study of Australian Technologies and Healthcare Education's Fees and Refunds Policy.

All students who are either considering a course transfer or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required.

To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Deferral, Suspension and Cancellation of Studies

Deferral and Suspension

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. When determining whether compassionate or compelling circumstances exist, SATHE considers documentary evidence provided to support the claim.

Where a student-initiated deferral or suspension of enrolment is granted, SATHE will suspend an enrolment for an agreed period - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed on its individual merits. Verification and authentication processes must be followed to clarify that the circumstances are genuine. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

SATHE Initiated Suspension or Cancellation

Study of Australian Technologies and Healthcare Education may suspend or cancel a student's enrolment including, but not limited to, based on:

- misbehaviour by the student (including plagiarism, collusion, and cheating)
- student's failure to pay an amount he or she was required to pay SATHE
- a breach of course progress or attendance requirements by the overseas student

Where SATHE suspends or cancels a student's enrolment, before imposing a suspension or cancellation, SATHE will inform the student in writing of that intention and the reasons for doing so and advise the international student of their right to appeal through SATHE's internal complaints and appeals process, within 20 working days.

Under no circumstances will the suspension or cancellation of the international student's enrolment take effect until the internal appeals process is completed, unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk.



Student Initiated Cancellation (Withdrawal) of Studies

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per the Student Transfer Policy.

Please refer to the Deferral, Leave of Absence, Withdrawal and Suspension Policy for the details related to deferral, suspension, leave of absence, withdrawal and cancellation of enrolment on SATHE's website www.safeducation.com.au.

Change in Visa Status

Deferment, suspension, or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended, or cancelled, Study of Australian Technologies and Healthcare Education will notify the Australian Government's Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students should refer to the DHA website at <https://immi.homeaffairs.gov.au/change-in-situation> for information and advice on how the potential change to enrolment status may impact upon their visa.

Regardless of whether the suspension of enrolment is the result of a student's request for suspension or a suspension imposed by SATHE, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Study of Australian Technologies and Healthcare Education will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students should contact the DHA via the DHA helpline on 131881 regarding whether they may remain in Australia during the period of suspension of enrolment.

Study of Australian Technologies and Healthcare Education will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies, must apply for a new student visa.

Maintaining Your Enrolment and Course Progress

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Study of Australian Technologies and Healthcare Education will assist you to meet course progress



requirements by monitoring your progress and providing you with the relevant support at an early stage. SATHE uses a range of methods to monitor course progress including review of participation in training activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and undertaking the support that you require. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the RTO Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

If you continue to not meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal SATHE's decision to report you to DHA. However, an appeal will only be considered if SATHE has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student, and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where SATHE is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.



Student Acknowledgement

You are required to return a signed copy of this page to the Study of Australian Technologies and Healthcare Education office.

I have read and understood all the information contained in Study of Australian Technologies and Healthcare Education Student Handbook. I am aware that further detailed information relating to Study of Australian Technologies and Healthcare Education services, policies, procedures, and best practice guidelines is available on request.

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the links provided.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specified on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with SATHE for 6 calendar months unless issued a letter of release from SATHE to attend another institution.
- Notify SATHE of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.

Signed:	
Dated:	
Name (please print):	
IN PERSON:	Study of Australian Technologies and Healthcare Education Unit 70/ 269 Wickham Street Fortitude Valley QLD 4006
BY POST:	Study of Australian Technologies and Healthcare Education Unit 70/ 269 Wickham Street Fortitude Valley QLD 4006
BY EMAIL:	admin@satheducation.com.au



Revision History

Version No. / Date	Description	Approved By
V1.0 / 2024	First issue	RTO Manager
V1.1 / Sept 2025	Minor changes	RTO Manager
V1.2 / Feb 2026	Living cost and charges updated	RTO Manager