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# Student Handbook 2021

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**Victorian Education and Training Group Pty Ltd**  
**Trading as International College Victoria**  
(ABN: 47 159 302 682 – RTO: 22581 – CRICOS Code: 03649A)

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# Welcome to ICV

I am delighted to welcome you to International College of Victoria (ICV), where you will enjoy the experience of studying in the heart of the city of Melbourne.

Our passion is our students, and our goal is to provide quality educational programs and services suited to your needs. Our ultimate objective is to provide students with an environment that aids them to reach their full potential.

Our student-centric trainers are committed and passionate about making your learning experience a positive and rewarding one. They have relevant industry insight and provide quality training to equip students with the necessary skills and knowledge to excel and succeed.

We understand the challenges international students may experience during their studies and that's why our team of dedicated and professional support staff are committed to looking after students' welfare and wellbeing. Students have access to support staff to assist them in adjusting to study and life in Australia

Our students study in outstanding facilities, which provide the opportunity to learn, develop and assimilate into the Australian culture.

Welcome to ICV, where your success is our success! We look forward to welcoming, sharing and embarking with you, in this educational journey.

*Khurram Ali Sheikh*

CEO

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# About ICV

International College Victoria is one of the fastest growing Institutes in Melbourne providing state of the art facilities and hands on experience for students to gain the required skills and knowledge to excel and succeed in their chosen profession.

ICV is committed to fostering a diverse community that encourages all its members to reach their full potential through learning, commitment and dedication and more importantly, that will challenge and support you in your quest to become a leader in your field.

## Our Values

ICV incorporates these core values when conducting its operations

### Honesty and Integrity

We pride ourselves in the manner in which we liaise with all stakeholders. It is important remain open, honest, ethical and transparent to ensure mutual understanding of services provided

### Respect

ICV embraces diversity and respects differences in the College community.

### Quality

The programs offered reflect industry trends and current practices, suited to the needs of students

## Our Obligation to You

International College of Victoria is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the College is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency

# Studying at ICV

## Campus Location

Well located close to Hardware Lane café and restaurant strip, various modes of public transport, Myer Emporium, Bourke Street Mall. Within 15 mins you can walk to supermarkets, museums, galleries, shopping precincts and much more. The closest train station to us is Melbourne Central. The closest tram stop is on Bourke St (near the corner of Queen St and Bourke St). Get onto Queen St and walk towards Little Bourke St. There's a bus station on Queen St (near the corner of Bourke/Queen St). With easy access you will not only enjoy your time at ICV, you'll be able to easily take in what Melbourne has to offer.

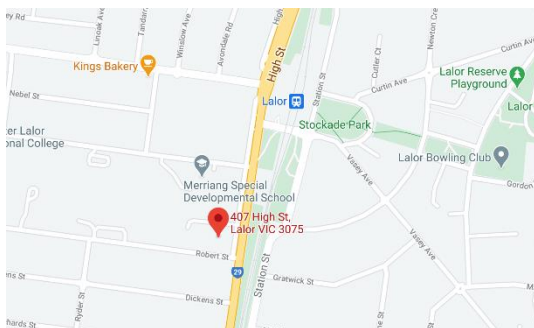


**International College  
Victoria  
Suite 2 Level 8/190 Queen  
St  
Melbourne  
03 9942 1836  
info@icv.edu.au**

## Facilities

Comfortable and spacious classrooms equipped with one computer for trainer, projector, chairs and computers for students to enhance their learning and facilitate them to complete their assessment. All classrooms are fully equipped with internet/Wi-Fi connection. Common room with Fridge, Microwave, Electric Kettle and kitchen facilities. You also have access to e-library and resource center

ICV uses the following location for CPC30211 Certificate III in Carpentry. The premises have the facilities and resources required for the presentation and demonstration of practical skills and assessments.



**Lalor (Workshop): 407 High Street, Lalor 3075**

## Tarneit (Workshop) 35 Thomas Carr Drive



# Training and Assessment

## Credit Transfer and RPL

The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

ICV can take into consideration an individual's existing skills and knowledge as acquired in a practical, non-formal or formal learning setting as a means of assessing whether that person can demonstrate the required competencies associated with the relevant Australian standards. Students can apply for credit transfer or RPL using the Credit Transfer or RPL Application Form available from the reception desk and ICV website. Evidence of AQF certification documentation as mentioned above, must accompany the application. <http://icv.edu.au/policies-and-procedures-2/>

## Course Delivery and Resources

A number of approaches to course delivery are used by staff. Course delivery approaches may include: teacher led classroom delivery, workshops, practical, field trips, tutorials and self-paced study. During class time students will be expected to participate in discussions, demonstrating tasks or, working with others in groups.

ICV trainers are experienced, passionate and committed with many years of academic and professional experience. They are passionate about training and committed to making your learning experience positive and rewarding. Trainers will distribute a range of resources relevant to the course content that aids students to achieve their learning outcomes. These include but not limited to; Learner guides, textbooks, PPT, fact sheets, videos, simulated environment as well as industry codes of practices and standards.

## Attendance

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Classes at ICV are scheduled for 20 hours of face to face contact per week. Overseas students must maintain satisfactory attendance throughout the course. Classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

Student attendance is paramount to the successful progression and completion of learning and assessment outcomes.

ICV records attendance on a daily basis for the purpose of both learning and health and safety reasons. It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences. It is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or contact International College of Victoria administration.

As a courtesy to others in class and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks to avoid any disruptions

## Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however these may vary subject to the learning activities or assessment being conducted

- **15 minutes'** duration for - Morning and afternoon tea breaks
- **45 minutes'** duration for - Lunch breaks

## Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested.
- If you are participating in the Tarneit Workshop, it is essential that you are dressed in and/or bring with you all necessary PPE (safety shoes/hardhat/high visibility vest/safety glasses/toolbelt etc)

## Make the most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant in discussions/role plays/demonstrations;

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- Raise questions
  - Work with fellow learners;
  - Respect other people's opinions;
  - Ensure you have a clear understanding of the assessment requirements;
  - Take responsibility for the quality of evidence that you submit to the Assessor;
  - Keep track of your progress;
  - Complete and submit all assessment on time, tasks using clear and concise language;
  - Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

As a courtesy to the Trainer/assessor and other students, mobile phones must be turned off during training. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made

## **Assessment and Reassessment**

A number of approaches to course assessment are used by International College of Victoria. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, assignments, presentations and role plays. There are two (2) assessment outcomes on the successful completion of a unit of competency that forms part of the qualification, C – Competent or NC – Not Competent. Students who have obtained an outcome of NC are afforded up to 2 reassessment opportunities before incurring any additional fees. It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension

### ***Reasonable adjustments***

Students with disabilities are encouraged to discuss with International College of Victoria any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the International College of Victoria to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## **Plagiarism**

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment. All works submitted must be an accurate reflection of the student's level of competence. It means using someone else's work (ideas, words, graphics) and claiming it as your work. It is a breach of ICV's code of conduct and where a student is found to be engaging in these acts may have their enrolment suspended or cancelled.

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## **Qualification Issuance**

ICV will only issue qualifications and Statements of Attainment to those students whom have been assessed as meeting the required outcomes of a qualification, unit of competency or module, as specified in the relevant Training Package or VET accredited Course. ICV will issue qualification and statements of attainment within 30 calendar days of the student being assessed as meeting the training package requirement, payment of outstanding fees and a verified USI. Re-Issuance of AQF certification is subject to the applicable fees



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# Student Support

ICV recognises the challenges students may experience being away from home. Settling into student life in Australia is different for everyone, which is why we offer support and welfare services to overseas students. Our dedicated team are available to help you transition to your new surroundings and to help keep you focused on your studies.

ICV provides current and accurate information about the services available through orientations sessions. The support and welfare services are free of charge, however there may be fees and charges involved where an external service is used by the student. Please refer to student support and welfare policy for more details available on ICV website <http://www.icv.edu.au/policies-and-procedures-2/>.

## Orientation

Once enrolment has been confirmed, all students will be required to attend compulsory orientation for before the commencement of the course. The orientation will be conducted in an age and culturally appropriate manner. The purpose of this session is to enable students to familiarise themselves with the campus, facilities, the surrounding area and amenities available and meet ICV's key personnel

## Student Safety

If there are any security issues which are causing you concern, please advise the Student Support Officer, Trainer or any member of staff. In the meantime, keep these helpful tips in mind:

- avoid confrontation - it is better and safer to walk away if you are being provoked
- if you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- at night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets, Walk confidently and at a steady pace
- have your keys ready before you reach the door of your car or house
- if travelling by bus or tram at night, try not to wait alone at the bus or tram stops.

Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home

- if you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- check the time of the last train, bus or tram home to avoid being stranded at night
- avoid walking alone after getting off public transport at night
- consider carrying a personal attack alarm
- if you are going somewhere alone, ensure some is aware of your movements

For more information on ways to increase your safety, please visit

<https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

## Emergency Procedure

Emergency Evacuation diagrams and location notification of First Aid kits are available on the College notice boards. In the event of an emergency, such as a fire or bomb threat, you must act swiftly and promptly.

## College Specific Responsibilities

The following table summarises the responsibilities for the provision of advice, support and welfare services to students:

	RTO MANAGER	Student Support Officer	Trainer/ Assessor	BDM/ ADMIN
Information and advice about ICV's policies and procedures	✓	✓	✓	✓
Emergency and health services	✓	✓		
Critical Incidents	✓	✓	✓	✓
Assistance in making appointments with relevant professionals	✓	✓		
Information, support and advice on financial issues	✓	✓		
ICV facilities and resources		✓	✓	
Personal, educational, and practical welfare needs		✓	✓	
Advice on cultural and social issues, and living skills		✓		✓
Advice on part-time employment whilst studying	✓	✓		✓
Employment rights, conditions and resolving work place issues (such as through Fair Work Ombudsman)	✓	✓		✓
OSHC issues		✓		✓
Accommodation issues	✓	✓		✓
Help with settling into Australia	✓	✓		
Orientation program BDM/Admin officer				✓
Cultural, social and recreational events		✓		✓
Learning, study skills I.T support, LLN		✓	✓	
Visa conditions	✓	✓	✓	✓
Career, Industry coaching and reference		✓	✓	
CV development, Interview techniques and Job searching		✓	✓	
Referral to the external bodies	✓	✓		

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## Community Support and Key Contacts

The following support services are free. They are able to provide you with immediate telephone-based counselling and further referrals to help you deal with your issue. Be advised that 1300 numbers incur a local call cost, 1800 numbers are free calls.

**International Student Care 1800 056 449** provides counselling, referral and case management

## Emergency

Police, Fire & Ambulance 000 (Emergency)

Lifeline 24 hours 13 11 14 Telephone Counselling

Immigrant Women's Domestic (03) 8413 6800

Violence Service This service provides information and support to women from diverse cultural and linguistic backgrounds in their own language.

## Language services

Interpreting Service 13 14 50

Reading Writing Hotline – 1300 6 555 06

<https://www.readingwritinghotline.edu.au/student-resources/>

## Legal services

Fitzroy Legal Service (free legal advice) (03) 9419 3744

Advice Line Lawyer (03) 9321 9988

Victorian Legal Aid (03) 9269-0234

Fair Work Ombudsman 13 13 94

## Medical and health services

Direct Line - Drug and Alcohol Counselling

Mensline Australia 1300 78 99 78 Provides counselling for men in distress

Kids Help Line 1800 551 800 Counselling for people 5-25 years old

Drug Line - Buoyancy Foundation (03) 9429-322

Alcoholics Anonymous (03) 9429-1833

G-Line - assistance with (03) 9696 6108 compulsive gambling problems

Gamblers Anonymous (03) 9696 5108

Grief Line (12 pm to 12 am) (03) 9696 5108

Poisons Information Centre 13 11 26 (Australia Wide)

Sexual Assault (03) 9344-2210 - Centre Against Sexual Assault

St Vincent's Private Hospital, Fitzroy (03) 9411 7111

Epworth Freemasons Hospital, East Melbourne (03) 9418-8188

Melbourne Private Hospital, Parkville (03) 9342 7000

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## Places of Worship

The following websites will help you find the closest place of worship to your home.

Churches: [www.australianchurches.net](http://www.australianchurches.net)

Mosques: [www.mosque-finder.com.au](http://www.mosque-finder.com.au)

Temples: [www.hindunet.com.au/new/page28.html](http://www.hindunet.com.au/new/page28.html)

## Critical Incidents

A Critical Incident as defined for the purpose of ISANA is as follows:

‘A tragic or traumatic event or situation affecting a student or staff member, which has the potential to cause unusually strong emotional reactions in the school/campus community.’ An event like this would require immediate attention to mitigate any negative impact on the health and welfare of those concerned.

ICV has a documented policy and procedure in relation to critical incidents that details the actions to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. Critical incidents may include:

- i. missing students (student is not contactable for a period of time)
- ii. Death / suicide
- iii. severe verbal or psychological aggression
- iv. death, serious injury including any threats
- v. natural disaster; and
- vi. issues such as domestic violence, sexual assault, drug or alcohol abuse
- vii. accident (on or off campus) which causes or has the potential to cause physical or psychological harm to staff, students, or anyone on site

In the event of a critical incident, please contact (24 hours) 03 9942 1836 – diverted after hours)

# Support Directory

Area	Support	Description	Resource Links / Contact Details
Academic	Referencing	<b>3-part series by Federation University of Australia</b>	<a href="https://www.youtube.com/watch?v=e7t4uVFqAAg">https://www.youtube.com/watch?v=e7t4uVFqAAg</a>
	Libraries	<b>National Library of Victoria</b> The Library provides access to thousands of ebooks through its website, catalogue and eResources service Many of the National Library's ebooks and digitised materials are available free online.	<a href="https://www.nla.gov.au/research-guides/ebooks">https://www.nla.gov.au/research-guides/ebooks</a>
		<b>Google Books</b> There's a Free Books section to explore with everything from classics to contemporary books to browse.	<a href="https://play.google.com/store/books/collection/topselling_free">https://play.google.com/store/books/collection/topselling_free</a>
		<b>Open Library</b> Not only does Open Library have over one million public domain books available as digitised Adobe downloads, but they also now work with libraries and publishers for a book borrowing program in BookReader, PDF, and ePub formats.	<a href="https://openlibrary.org/">https://openlibrary.org/</a>
		<b>Amazon Kindle Store</b> If you have a Kindle, browse around Amazon to see what's free in the Kindle store.	<a href="https://www.amazon.com.au/s?k=free+kindle+books">https://www.amazon.com.au/s?k=free+kindle+books</a>
	Time Management		<a href="https://this.deakin.edu.au/study/six-tips-for-students-to-improve-time-management">https://this.deakin.edu.au/study/six-tips-for-students-to-improve-time-management</a> <a href="https://www.studentsuper.com.au/blog/10-time-management-tips-for-students/">https://www.studentsuper.com.au/blog/10-time-management-tips-for-students/</a>
	Study Skills	There are a few tips and tricks that can help	<a href="https://this.deakin.edu.au/study/13-simple-ways-to-study-">https://this.deakin.edu.au/study/13-simple-ways-to-study-</a>

		you study to the best of your ability. While they're no substitute for hard work, these little study hacks may be the difference between a good result, and a great one.	<a href="https://studyworkgrow.com.au/resources/study-tips/">more-effectively https://studyworkgrow.com.au/resources/study-tips/</a>
	<b>English skills</b>	Activities to enhance English Proficiency	English Specialist LLN Robot Oxford Testing Contact ICV Support Staff for more details
	<b>Unique Student Identifier (USI)</b>	Create your USI. A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia	<a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>
Employment	<b>Entitlements</b>	The Fair Work Ombudsman's Top Tools And Resources For International Students Provides free advice and assistance to all workers to help them understand workplace rights.	<ul style="list-style-type: none"> <li>• <a href="https://www.fairwork.gov.au/find-help-for/visa-holders-migrants">https://www.fairwork.gov.au/find-help-for/visa-holders-migrants</a></li> <li>• <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a></li> <li>• <a href="https://youtu.be/IKVwRLmI5I0">https://youtu.be/IKVwRLmI5I0</a></li> </ul>
	<b>Record My Hours app</b>	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android - available in 18	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/app">www.fairwork.gov.au/app</a></li> <li>• iTunes store</li> <li>• Google Play</li> </ul>
	<b>Job Search</b>	Range of websites to search for employment opportunities	<a href="http://www.seek.com">www.seek.com</a> <a href="https://jobsearch.gov.au/">https://jobsearch.gov.au/</a> <a href="https://jobsearch.gov.au/">https://jobsearch.gov.au/</a>
	<b>Tax File Number (TFN)</b>	Applying for, or forgotten your TFN	<a href="https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/">https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/</a>
Welfare/Health and Wellbeing	<b>Dealing with Stress</b>	When you're studying abroad, it's normal to feel a little stressed or homesick once in a while. But sometimes, you might feel you	<a href="https://insiderguides.com.au/dealing-with-stress/">https://insiderguides.com.au/dealing-with-stress/</a>

		need a bit of extra help – and that’s okay. Helpful information and videos	
	<b>Counselling</b>	<p>If the Student Support Officer deems situation requires specialist advices, they may refer you to additional external counselling support that may incur additional costs.</p> <ul style="list-style-type: none"> <li>• Suicide Helpline (24 Hour telephone counselling)</li> <li>• CASA (Centre Against Sexual Assault)</li> <li>• Women's Domestic Violence Crisis Service</li> <li>• Direct Line (Drugs &amp; Alcohol Counselling)</li> <li>• G-Line (Problem Gambling)</li> <li>• Beyond Blue: A free counselling service that you can contact if you are feeling depressed or anxious.</li> <li>• Reachout</li> <li>• Lifeline (24 hour emergency number)</li> </ul>	<ul style="list-style-type: none"> <li>• 1300 651 251</li> <li>• 96353610 or 1800 806 292</li> <li>• 93730123</li> <li>• 1800 888 236</li> <li>• 1800 156 789</li> <li>• 1300 22 4636</li> </ul> <p><a href="http://www.beyondblue.org">www.beyondblue.org</a> -</p> <p><a href="http://www.reachout.com.au">www.reachout.com.au</a></p> <p>Phone: 13 11 14 - <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></p>
	<b>Mind, body and soul</b>	<p>Understanding the Importance of Mind, Body &amp; Soul</p> <p>Australian Guide to Healthy Eating</p>	<p><a href="https://hunterlink.org.au/2019/05/15/understanding-the-importance-of-mind-body-soul/">https://hunterlink.org.au/2019/05/15/understanding-the-importance-of-mind-body-soul/</a></p> <p><a href="https://www.studymelbourne.vic.gov.au/help-and-support/study-well">https://www.studymelbourne.vic.gov.au/help-and-support/study-well</a></p> <p><a href="https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating">https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating</a></p>
IT Support	<b>Google Docs</b>	<p>How to create word document</p> <p>Commonly used features</p> <p>Navigation tools</p> <p>Automatic save</p>	<a href="https://www.youtube.com/watch?v=e771f9YYh4s">https://www.youtube.com/watch?v=e771f9YYh4s</a>
	<b>Google Sheets</b>	<p>How to create sheets</p> <p>Commonly used features</p> <p>Automatic save</p>	<a href="https://www.youtube.com/watch?v=TzblMvTNWEg">https://www.youtube.com/watch?v=TzblMvTNWEg</a>
	<b>Google Drive</b>	<p>Keep all your assessments in the one place</p> <p>Account setup</p>	<a href="https://www.youtube.com/watch?v=cCZj5ojxRAA">https://www.youtube.com/watch?v=cCZj5ojxRAA</a>

Money Matters	<b>Budgeting</b>	<p><b>Budget Your Money(external link) is a government website calculator that helps check:</b></p> <ul style="list-style-type: none"> <li>• where your money is going</li> <li>• if you are spending more than you can afford</li> <li>• that your money is going towards your priorities.</li> <li>• It allows you to enter weekly, fortnightly, monthly and annual expenses without the need to convert.</li> </ul>	<a href="https://moneysmart.gov.au/budgeting/budget-planner">https://moneysmart.gov.au/budgeting/budget-planner</a>
	<b>Sustainable Living Tips for Renters</b>	<p>Helps you make an environmental difference within the limits of being a renter. The information booklet will take you on a tour of your home, room by room, to find out what you're doing well, and suggest some cheap and easy ways of doing some things better. Before you do anything else, read the section on Sustainable Renting and the Law (page 6), to make sure your sustainability actions also keep your landlord and your real estate agent happy</p>	<a href="https://environmentvictoria.org.au/resource/victorian-green-renters-guide-sustainable-living-tips-renters/">https://environmentvictoria.org.au/resource/victorian-green-renters-guide-sustainable-living-tips-renters/</a>
Legal Assistance	<b>Work Rights</b>	Study Melbourne	<a href="https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smssc">https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smssc</a>
		<b>International Student Care Service</b> 24 hours a day, 7 days a week	Level 1, 19-21 Argyle Place South, Carlton and can be contacted on: 1800 056 449 or info@iscs.vic.gov.au.
	<b>Legal Services</b>	Victoria Legal Aid	<a href="https://www.legalaid.vic.gov.au/">https://www.legalaid.vic.gov.au/</a>
Social & Cultural	<b>Volunteering</b>	Meet people and assist with the community	<a href="https://www.volunteeringaustralia.org/#/">https://www.volunteeringaustralia.org/#/</a> <a href="http://www.volunteeringvictoria.org.au">www.volunteeringvictoria.org.au</a>



	<b>Festivals, Events And Multiculturalism</b>	A month to month festival and events calendar in Victoria and surrounding suburbs	<a href="https://whatson.melbourne.vic.gov.au/">https://whatson.melbourne.vic.gov.au/</a>
		A range of events in Victoria and surrounding suburbs	<a href="https://www.multiculturalcommission.vic.gov.au/whatson">https://www.multiculturalcommission.vic.gov.au/whatson</a>
Accommodation	<b>Looking for accommodation</b>	A range of websites	<a href="http://www.domain.com.au">www.domain.com.au</a> <a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.flatmates.com.au">www.flatmates.com.au</a> <a href="http://www.flatmatefinders.com.au">www.flatmatefinders.com.au</a> <a href="http://www.housemates.com.au">www.housemates.com.au</a>
	<b>Moving</b>	MONEYSMART Provides useful short videos to help you prepare for moving out of home	<a href="http://www.moneysmart.gov.au/life-events-andyou/under-25s/moving-out-of-home">www.moneysmart.gov.au/life-events-andyou/under-25s/moving-out-of-home</a>
	<b>Sustainable Living</b>	Tips on how to reduce your environmental impact	<a href="http://www.environmentvictoria.org.au/rentersguide">www.environmentvictoria.org.au/rentersguide</a>
		Save on energy and your power bill	<a href="http://www.energy.gov.au/household-guides/reduce-energy-bills">www.energy.gov.au/household-guides/reduce-energy-bills</a>
	<b>Disputes</b>	Dispute settlement centre of Victoria	<a href="http://www.disputes.vic.gov.au">www.disputes.vic.gov.au</a>
		Victoria civil and administrative tribunal (VCAT)	<a href="http://www.vcat.vic.gov.au">www.vcat.vic.gov.au</a>
<b>Rental Information, Forms and Bonds</b>	Consumer Affairs Victoria Provides rental information and forms	<a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>	
	Residential tenancies bond authority	<a href="http://www.rentalbonds.vic.gov.au">www.rentalbonds.vic.gov.au</a>	

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# Policies and Procedures

## Deferment, Suspension and Cancellation

In certain circumstances, a student's enrolment at ICV may be deferred, temporarily suspended or cancelled, whether initiated by the student or the College. A student may initiate the deferment, suspension or cancellation of their enrolment due to compassionate and compelling circumstances. ICV can also initiate deferment, cancellation or suspension of a student's enrolment. For further details, please refer to ICV's Deferment, Suspension and Cancellation Policy and Procedure available on ICV Website. <http://www.icv.edu.au/policies-and-procedures-2/>.

## Complaints and Appeals

ICV will respond to complaints and appeals received by students with regard to their dealings with ICV, its trainers, assessors or other staff, its education agents or a learner. ICV will take all complaints and appeals seriously ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process

The internal complaints and appeals processes are at no cost to the student.

All complaints and appeals will be acknowledged in writing within 5 working days of receipt.

The assessment of the complaint or appeal will commence within 10 working days of it being made and the outcome advised to the complainant in writing within 20 working days of receipt of the complaint, including reasons of the outcome. Where ICV considers more than 60 calendar days are required to process and finalise the complaint or appeal, ICV will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly update the complainant or appellant on the progress of the matter

Where there is a requirement for a meeting to be arranged, the complainant/appellant may be accompanied and assisted by a support person

Where the complainant is not satisfied with the outcome, they will be advised of their right to an internal appeal at no cost. Where the complainant is not satisfied with the internal appeal outcome, they will be advised of their right to an external appeal. Please refer to Complaint and Appeal Policy and procedure for more details available at ICV website: <http://www.icv.edu.au/policies-and-procedures-2/>

## Student Transfer

As per the Education Service for Overseas Students (ESOS) Act 2000, overseas students are restricted from transferring from their principal course of study for a period of six months (unless in certain circumstances). Please refer to Transfer between registered providers policy for more details available on ICV website <http://www.icv.edu.au/policies-and-procedures-2/>

## Fees and Charges

All intending overseas students are informed of the tuition and non-tuition fees and charges students may be required to pay during the course of their enrolment in the letter of offer and the Enrolment Agreement including the potential for changes to fees over the duration of a course. Where a student is currently enrolled with ICV, the increase will not exceed 5% per annum for subsequent courses. All intending overseas students are required to pay application and material fees (nonrefundable). [Fee-and-Charges-Policy-and-Procedure.pdf \(icv.edu.au\)](https://icv.edu.au/fee-and-charges-policy-and-procedure.pdf)

Additional fees and charges are those not associated with the course duration or as per the letter of offer. Please see table below

Additional Fees and Charges	
Moderation on appeal (per assessment task per unit)	No charge
"" class (in support of the completion within expected duration policy) (per class)	No charge
Re-Issuance of statement of attainment	\$50.00
Re-Issuance of Diploma / Certificate	\$100.00
Academic support class (in support of the completion within expected duration)	No charge
Re-enrolment of unit (after the allocated number of reassessments (2) have been exhausted)	\$1,200.00
Replacement ID card	\$10.00
RPL assessment (per unit of competency)	\$500.00
LLN skills assistance (per hour)	No charge
Deferment, suspension or cancellation of CoE where it has not been determined as intervention/compassionate/compelling circumstances	\$400.00
Late fee payment (4 weeks after payment due - per instalment/payment period missed)	\$200.00
Late submission of assessment / assessment task (charged on weekly basis)	\$50 per week
If student has missed the practical session. Arranging additional practical session will be charged. (Applicable to CPC30211 Certificate III in Carpentry course only)	\$500 per session

## Refund Policy

ICV has developed this policy in accordance with the ESOS Act 2000 and the National Code 2018 to provide clear guidance of refunds for intending overseas students and current enrolled students. The information, which is consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default. The following information is set out in the policy;

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
- processes for claiming a refund
- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS

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This policy does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies. Please refer to the refund policy for more details available on ICV website <http://icv.edu.au/wp-content/uploads/Refund-Policy-and-Procedure-3.1.pdf>

### **Disciplinary Policy**

This policy describes the events and actions that define academic and non-academic misconduct by students enrolled or intending to enrol at ICV. It also outlines the processes for investigating and managing allegations of student misconduct. Where there has been a breach (or suspected breach) of the law or the safety or well-being of others is at risk, ICV reserves the right to exclude a student pending an investigation and may report the incident to the appropriate authorities. . Please refer to the policy for more details available on ICV website <http://icv.edu.au/policies-and-procedures-2/>

## **Student Visa Obligations**

Your responsibilities as an international student in Australia on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection’s website at [www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents](http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditionsstudents), or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays). Australian laws protect international students. As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you. You can find out more about the framework at <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

### **Overseas Health Cover (OSHC)**

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor,

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some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. For more information visit, [www.privatehealth.gov.au/](http://www.privatehealth.gov.au/).

## **Attendance**

Australian law requires International students to study at a full-time study load. Overseas students must satisfactory attendance throughout the course.

## **Course Progress and Intervention**

ICV monitor student's course progress to ensure the achievement of academic requirements. At the end of each study period (term), ICV will monitor, record and assess the progress of each overseas student to ensure the student is in a position to complete the course within the expected duration specified on the overseas student's Confirmation of Enrolment (CoE). International students are required to maintain satisfactory course progress throughout their study periods. Students at risk of not achieving satisfactory course progress in a term (providing the term is not the second consecutive term for which this is the case), and is subject to an intervention strategy. Students being assessed as not meeting course progress and/or if a student is unable to demonstrate that they will be able to complete the required assessment or units half way during the second consecutive study period will be reported to the Department of Home Affairs for unsatisfactory course progress. For more information, <http://icv.edu.au/policies-and-procedures-2/>

## **Current Contact Details**

Students are required while in Australia and studying, to inform ICV of their current residential address, mobile number (if any) and email address (if any) as well as who to contact in emergency situations and that any changes to those details must be reported to ICV within 7 days of the change. Additional information on student visa is available on the Department of Home Affairs web site at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au). Keeping your contact details up to date means that you will receive all necessary communication. ICV will remind you to update your details every 6 months.

## **School Aged Dependents**

Victorian government schools have been welcoming international students for over 20 years. Our schools provide international students with a high-quality education, pathways to higher education and a genuine opportunity to succeed and achieve their dreams.

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools.

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With a choice of over 250 accredited primary and secondary schools, each offering a diverse curriculum and innovative teaching practices, the windows of opportunity are endless. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. For more information visit [www.education.vic.gov.au](http://www.education.vic.gov.au)

## Working in Australia

There are opportunities for students to gain casual or part-time work while studying in Australia. This is a great way to meet new people and make connections in the local area, while also helping to support yourself financially during your studies. Once your course has commenced, you are permitted to work a maximum of 40 hours per fortnight during study sessions and unlimited hours during study breaks.

Working in Australia Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays).

Getting help to resolve a workplace issue will not automatically affect your student visa. You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found [immi.homeaffairs.gov.au](http://immi.homeaffairs.gov.au)