

Aroha
COLLEGE

**International
Student Prospectus**

Legal Name:	Aroha College Pty Ltd
Trading Name:	Aroha College
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CRICOS Provider ID:	04377A
RTO ID:	46445
ABN:	675 269 324

Welcome to Aroha College



Thank you for your interest in studying at Aroha College. Aroha College enjoys a reputation in Australia and throughout the world as a center of excellence and innovation in the design and delivery of quality educational programs. We offer an extensive range of vocational courses to students of varying backgrounds, with all our courses being accredited by the Australian government.

As a student at Aroha College, you will experience an Institute characterised by an uncompromising commitment to outstanding teaching and learning and the development of highly motivated, work-ready and respected graduates. Our simulated workplaces and industry partnerships ensure our students gain the practical skills required for future employment.

Our commitment to ensuring an outstanding study experience at Aroha College for our international students also includes the availability of a wide range of support services

We look forward to welcoming you to Aroha College.

Gautam Sathivel
Chief Executive Officer

Effective for 2020

Information contained in this publication was correct at the time of production and is subject to change without notice. Distribution of this publication does not guarantee that the course(s) will be offered. Availability of courses is dependent upon student demand. All prices are quoted in Australian dollars.

Aroha College
CRICOS Provider Code: 04377A
February 26

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About Aroha College

Aroha College is a leading training provider in Western Australia, offering VET courses in Early Childhood Education, Aged Care, Disability, and Community Services. We are committed to equipping individuals with the skills and knowledge needed to succeed in their chosen careers. Our programs focus on professional growth, employability, and long-term success. At Aroha College, we empower people to achieve their goals and build meaningful futures through quality education and support.

Our Team

Title	Name	Responsibilities
Principle Executive Officer	Gautam Sathivel Gautam@arohacollege.edu.au 1300 800 876	The PEO is responsible for the overall operations of the Institute, including compliance with legislation and to maintain a viable and ethical education business operation.
RTO Manager	Suraj Verma suraj@arohacollege.edu.au 1300 800 876	The Academic Manager is responsible for managing all vocational and English programs, as well as managing the team at Aroha College
Student Support Officer	Aya Al-Soeady studentservices@arohacollege.edu.au 1300 800 876	The Student Support Officer is the central point of contact for student issues, by supporting students with various issues, including administration of enrolment and progression of students through their studies.
Training Manager	Suraj Verma suraj@arohacollege.edu.au 1300 800 876	The Training manager oversees the administrative functions of staff.
Trainer/Assessor	Suraj Verma suraj@arohacollege.edu.au Afzala Awan afzala@arohacollege.edu.au 1300 800 876	Your Trainer is your key point of contact at the Institute, they are responsible for delivery of your training and assessment, as well as guide you through your Academic studies.

Memberships and Associations

Our Institute is a member of the following:

- Aged & Community Care Providers Association (ACCPA)
- Human Ability
- St John Ambulance

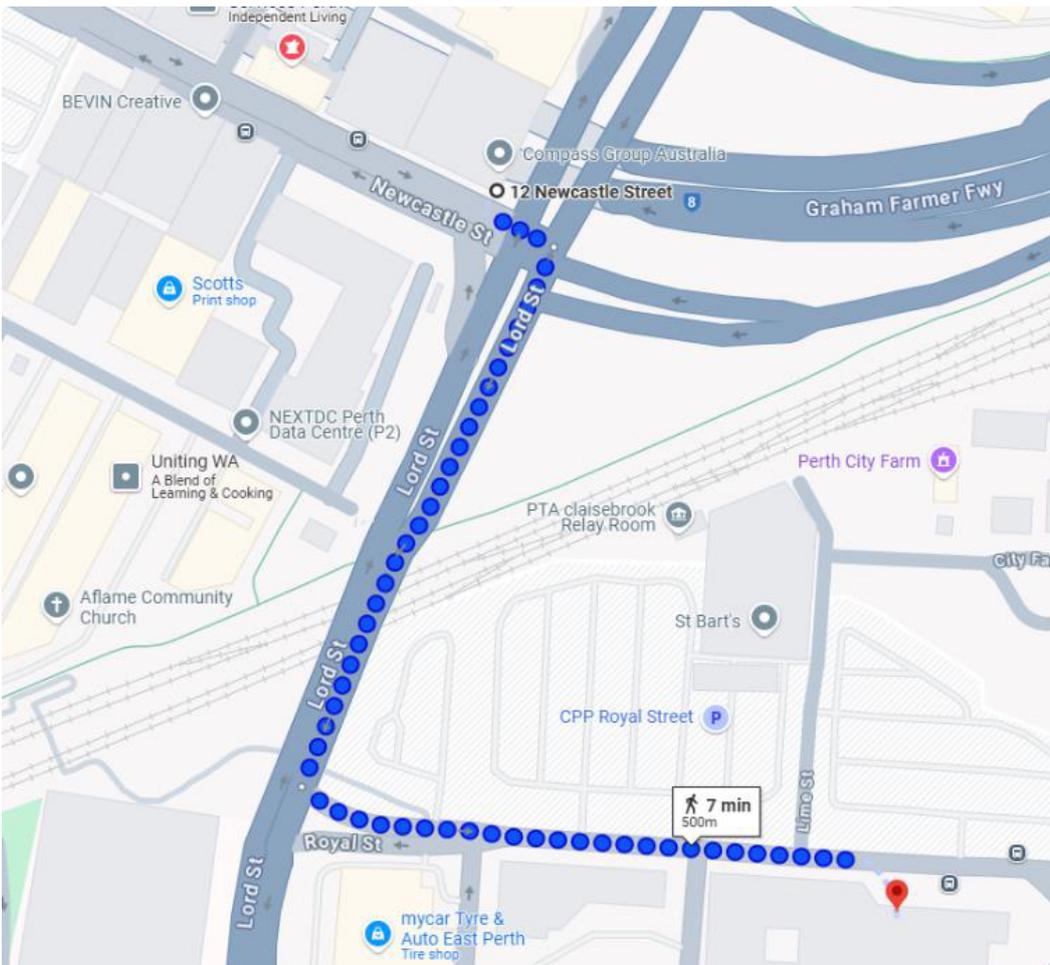
Facilities and Equipment

Aroha College is located at 12 Newcastle Street, East Perth WA. We are located on Level 1.

Facilities Available for our students:

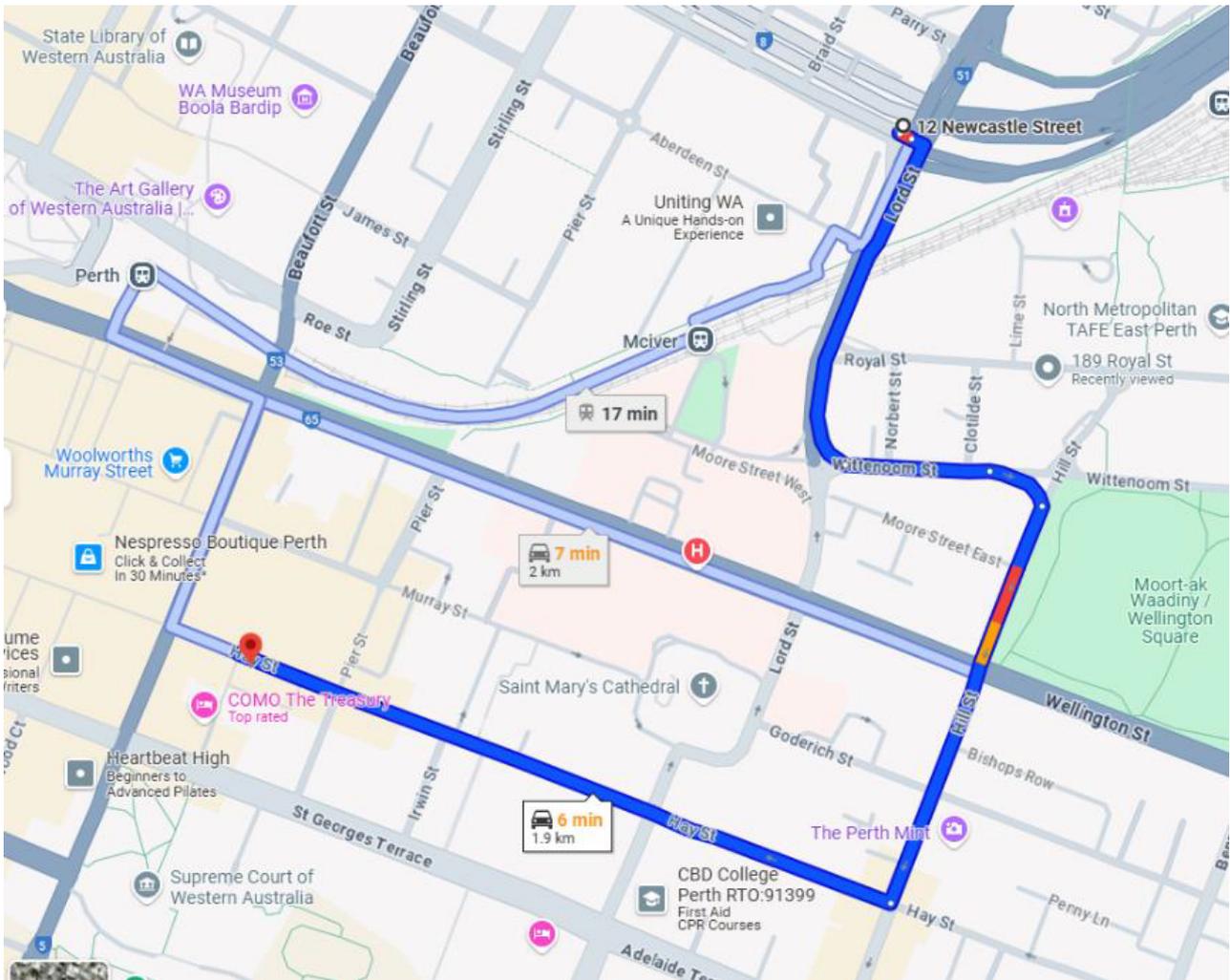
- Training Room including whiteboard, hand sanitizers, tissue boxes for Infection control
- Breakout Room (Kitchen & Student seating area)
- General Utilities (Toilets & Disability Access)
- Overhead projector for Powerpoint presentations or any other presentations
- The nearest public library to Aroha College, is the Department of Health Library at 189 Royal Street, East Perth WA 6004. This library is approximately 1.2 km from the college, which is about a 15-minute walk.





The City of Perth Library, located at 573 Hay Street, Perth WA 6000, is approximately 1.4 km from Aroha College, about a 15–20-minute walk.



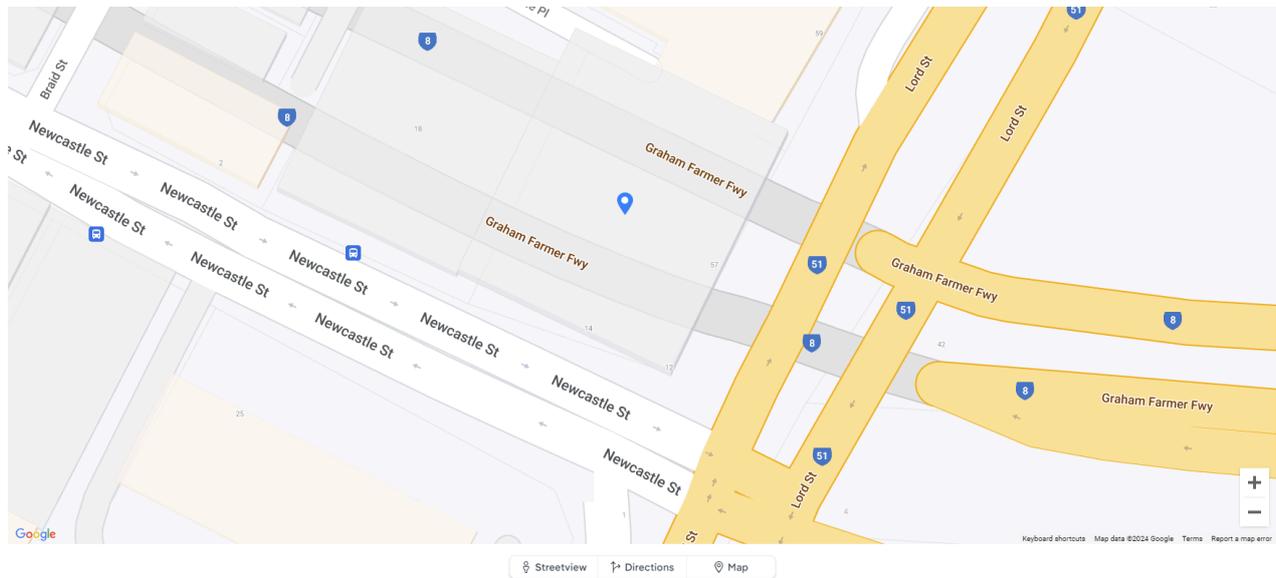


Both libraries offer resources for research, access to learning materials, and complimentary Wi-Fi.

- There is nearby CPP parking location for students and staff members to utilize as pictured above:
- A café is also located in the same complex, The Generous Squire.



12 Newcastle Street East Perth, WA 6004



Features and benefits of the campus are:

- Study Tables
- Chairs
- Whiteboard
- Pens & Paper
- Free WIFI access
- Kitchen
- Male and Female disability bathrooms services
- Printing, Scanning and Photocopying

COURSES

ENTRY REQUIREMENTS	
English Proficiency	<ul style="list-style-type: none"> ▪ International English Language Testing System (IELTS) score of at least 6.0; or ▪ TOEFL Internet-based Test minimum score of 60-78; or ▪ Cambridge English: Advanced (Certificate in Advanced English) score of at least 170; or ▪ Pearson Test of English academic (PTE Academic) score of at least 48; or ▪ Occupational English Test score of at least B for each test component
Minimum Age	Minimum age is 18 years
International Student who does not meet the English entry requirement	<p>Required to register in the appropriate English Course.</p> <p>Learners who are unable to provide evidence of English proficiency are required to complete the Aroha College Placement Test to determine their level of proficiency and suitability for entry into the course. Candidates will be provisionally accepted into the course prior to arrive at the Institute. Candidates may be required to study in a General English program based on their final English proficiency assessment on arrival.</p>
Required documents	Original or certified copies of all documentation must be submitted with application. Further details for these requirements can be found at www.homeaffairs.gov.au
Intakes	March
Hours (Full Time)	20 hours per week
Study Mode	Face to face in a classroom with 33% delivered online
Assessment	All vocational courses are assessed through a combination of assessment methods and may include case studies, written

	questions, presentations, project work, role plays, self-reflection and/or oral questioning.
Visa Status	Subclass 500
Learning materials	<p>You will need specific resources to complete this course. Following is an example of resources that the student will require to complete the training:</p> <ul style="list-style-type: none"> • Laptop or Digital Device • Word processing software • Access to Internet • Reliable Internet connection • Insert other resources that the student will be required to have to complete the course here. <p>These additional learning materials are not covered in your course fees</p>

NOTE: International Students must hold a valid visa to undertake study with Aroha College

Course Resources Inclusions:

(These are to be paid for with each course indicated below)

- Welcome Pack (Uniform and ID Card)
- Workbooks, Handouts
- Onsite internet
- Learner Management system
- Assessment materials

CHC30125 - Certificate III in Early Childhood Education and Care			
Course Code	CHC30125	Enrolment Application Fee	AUD \$250
Course Title	Certificate III in Early Childhood Education and Care	Material Fees	AUD \$400
CRICOS Code	04377A	Tuition Fees	AUD \$8650
Duration	Students will have up to 48 weeks to complete the course 33 tuition weeks 8 work placement weeks 7 holiday weeks (incl public holidays)	Total Fees	AUD \$9300
Hours (FT)	7 hours per day, 3 days per week for 33 weeks = Total 693 hours Self-paced – 10 hours per week for 40 weeks = Total of 400 hours Work placements – 3 days per week for 8 weeks = Total 168 hours		
Study Mode	<p>Classroom: Training will be delivered face to face within a classroom</p> <p>Self-Paced Online: Students will be required to complete activities online in their own time and will be required to manage their own study.</p> <p>Work Placements: Students will be required to undertake Work Placement as a part of this course, of which Aroha will organize.</p>		
Course Description			
This qualification reflects the role of educators in early childhood education and care who work in regulated children’s education and care services in Australia. They support children’s wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of			

established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.

Early childhood educators work in long day care centres, family day care, pre-schools, or kindergartens.

To achieve this qualification, the individual must have completed a total of least 160 hours of work in a regulated children’s education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Under the Education and Care Services National Law (2011) the Australian Children’s Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: www.acecqa.gov.au.

Term 1		CH	Term 2		CH
HLTWHS001	Participate in workplace health and safety	21	CHCECE037	Support children to connect with the natural environment	7
HLTFSE001	Follow basic food safety practices	21	CHCECE034	Use an approved learning framework to guide practice	42
CHCECE030	Support inclusion and diversity	42	CHCECE038	Observe children to inform practice	35
CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples’ cultures	56	HLTAID012	Provide First Aid in an education and care setting	14
BSBSUS411	Implement and monitor environmentally sustainable work practices	42	CHCECE055	Meet legal and ethical obligations in children’s education and care	42

CHCECE037	Support children to connect with the natural environment	28	CHCECE056	Work effectively in children’s education and care	42
			CHCECE031*	Support children’s health, safety and wellbeing	28
Key: C = Core , E = Elective, CH = Classroom Hours					
Term 3		CH	Term 4		CH
CHCECE031*	Support children’s health, safety and wellbeing	35	CHCECE036*	Provide experiences to support children’s play and learning	42
CHCPRT025	Identify and respond to children and young people at risk	42		Workplacement Orientation Day	7
CHCECE032*	Nurture babies and toddlers	42		Refresher Day	7
CHCECE033*	Develop positive and respectful relationships with children	42		Completion of Workplacement Tasks	14
CHCECE035*	Support the holistic learning and development of children	42			
Work placement commences – 3 days per week for 8 weeks = Total 168 hours					

CHC33021 - Certificate III in Individual Support (Ageing and Disability)			
Course Code	CHC33021	Enrolment Application Fee	AUD \$250
Course Title	Certificate III in Individual Support (Ageing and Disability)	Material Fees	AUD \$400
CRICOS Code	04377A	Tuition Fees	AUD \$7750
Duration	Students will have up to 48 weeks to complete the course 35 tuition weeks 6 work placement weeks 7 holiday weeks (incl public holidays)	Total Fees	AUD \$8400
Hours (FT)	7 hours per day, 3 days per week for 35 weeks = Total 735 hours Self-paced – 11.03 hours per week for 35 weeks = Total of 386 hours Work placements – 3 days per week for 6 weeks = Total 126 hours		
Study Mode	<p>Classroom: Training will be delivered face to face within a classroom</p> <p>Self-Paced Online: Students will be required to complete activities online in their own time and will be required to manage their own study.</p> <p>Work Placements: Students will be required to undertake Work Placement as a part of this course, of which Aroha will organize</p>		
Course Description			
This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.			

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Term 1		CH	Term 2		CH
CHCCOM005	Communicate and work in health or community services	28	CHCCCS040	Support independence and wellbeing	21
CHCDIV001	Work with diverse people	28	HLTINF006	Apply basic principles and practices of infection prevention and control	42
CHCCCS038	Facilitate the empowerment of people receiving support	84	HLTWHS002	Follow safe work practices for direct client care	28
CHCLEG001	Work legally and ethically	49	CHCCCS041	Recognise healthy body systems	56
CHCCCS040	Support independence and wellbeing	21	CHCCCS031	Provide Individualized support	63
Key: C = Core , E = Elective, CH = Classroom Hours					
Term 3		CH	Term 4		CH

CHCCCS031	Provide Individualized support	7	CHCPAL003	Deliver care services using a palliative approach	21
CHCDIS012	Support community participation and social inclusion	56	CHCDIS011	Contribute to ongoing skill development using a strength-based approach	35
CHCAGE011	Provide Support to people living with dementia	63	CHCDIS020	Work effectively in disability support	49
CHCAGE013	Work effectively in aged care	49			
CHCPAL003	Deliver care services using a palliative approach	56			
Work placement commences – 3 days per week for 6 weeks = Total 126 hours					

CHC52025 - Diploma of Community Services (Case Management)			
Course Code	CHC52025	Enrolment Application Fee	AUD \$250
Course Title	Diploma of Community Services (Case Management)	Material Fees	AUD \$500
CRICOS Code	04377A	Tuition Fees	AUD \$11,250
Duration	53 tuition weeks- In class Face to face 5 work placement (WPT) weeks 10 holiday weeks	Total Fees	AUD \$12,000
Hours (FT)	7 hours per day 3 days a week for 53 weeks		
Study Mode	<p>Self-paced: Total of 518 hours</p> <p>Face to Face Classroom: 7 hours per day X 3 days per week X 53 weeks = 1113 Hrs. (plus 2x 15 min breaks and 1x 30-minute break per day)</p> <p>Work placement (WPT): 7 hrs per day X 3 days per week X 5 weeks = 105 Hrs</p> <p>Total: 518 + 1113 + 105 = 1736 hrs</p>		
Course Description			
<p>This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.</p> <p>At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.</p>			

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Term 1		CH	Term 2		CH
CHCDIV001	Work with diverse people	28	CHCDFV001	Recognise and respond appropriately to domestic and family violence	7
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	21	CHCMGT005	Facilitate workplace debriefing and support processes	84
CHCDIV003	Manage and promote diversity	49	CHCCDE025	Develop and support community leadership	56
HLTWHS003	Maintain work health and safety	28	CHCDEV005	Analyse impacts of sociological factors on people in community work and services	42
CHCLEG003	Manage legal and ethical compliance	49	CHCCCS009	Facilitate responsible behaviour	28
CHCCCS019	Recognise and respond to crisis situations	28			
CHCDFV001	Recognise and respond	28			

	appropriately to domestic and family violence				
Key: C = Core , E = Elective, CH = Classroom Hours					
Term 3		CH	Term 4		CH
CHCCCS009	Facilitate responsible behaviour	7	CHCCCS007	Develop and implement service programs	77
CHCPRP001	Develop and maintain networks and collaborative partnerships	49	CHCCCS004	Assess co-existing needs	56
CHCPRP003	Reflect on and improve own professional practice	84	CHCCSM012	Coordinate complex case requirements	49
CHCCSM009	Facilitate goal-directed planning	70	CHCCSM017	Facilitate and review case management	35
Key: C = Core , E = Elective, CH = Classroom Hours					
Term 3		CH	Term 4		CH
CHCCCS009	Facilitate responsible behavior	7	CHCCCS007	Develop and implement service programs	77
CHCPRP001	Develop and maintain networks and collaborative partnerships	49	CHCCCS004	Assess co-existing needs	56
CHCPRP003	Reflect on and improve own professional practice	84	CHCCSM012	Coordinate complex case requirements	49

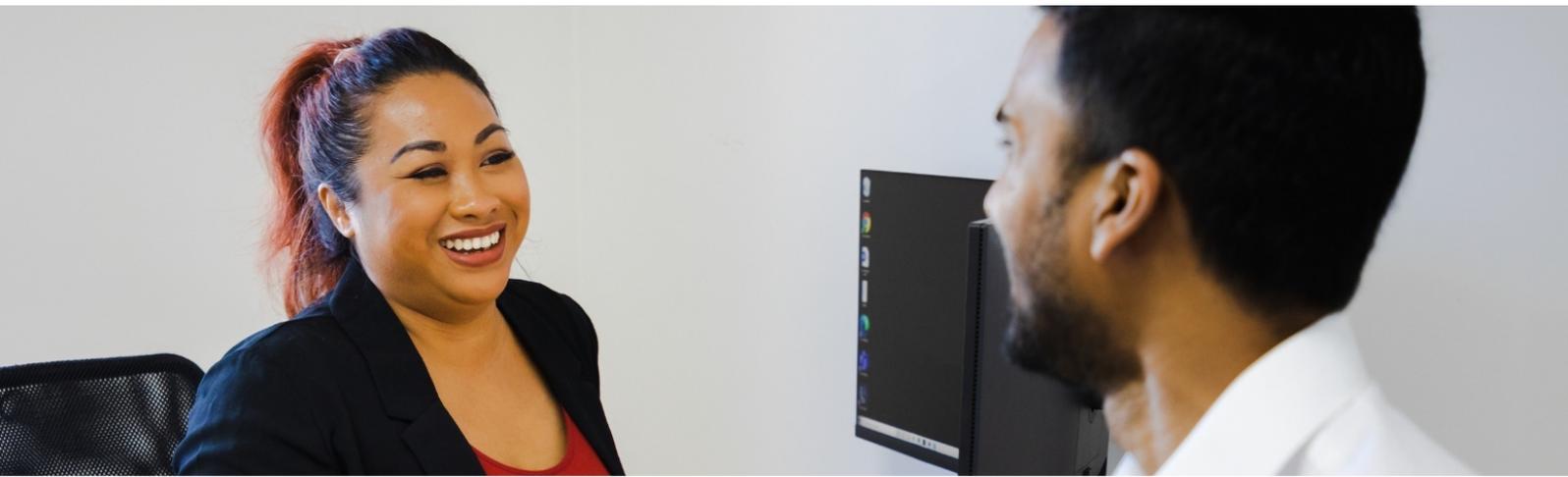
Work placement commences – 3 days per week for 8 weeks = Total 168 hours

Other fees*

Enrolment Application Fee (non-refundable)	AUD \$250
Course re-enrolment fee	AUD \$250
Course Change Admin Fee (after Course commencement)	AUD \$250
RPL Application Fee	AUD \$250
RPL Assessment Fee (per unit non-refundable)	AUD \$250
Late Submission of Assessments (Per assessment)	AUD \$50
Re-assessment fee (Per assessment)	Theory AUD \$50 Practical AUD \$100.00
Late payment fee	AUD \$100
Course Termination processing Fee	AUD \$250
Reprint of certificate	AUD \$50
Re-issue of Student/Workplacement ID Card	AUD \$20
Airport greeting service	AUD \$130

Additional Uniform (per item)	AUD \$50
Overseas Student Health Cover	https://www.medibank.com.au/overseas-health-insurance/oshc/
Homestay placement Fee	\$300
Homestay	Approx Starts from: Single \$290 p/week, double \$260 p/week
Home Share	Starts from: \$250 p/week (without meals)

*All prices are in Australian Dollars and are subject to change. All courses and prices are subject to change without notice and courses are offered subject to availability. Neither service (Accommodation or Airport Pick-up) will be provided without full payment and arrival dates. Minimum of 1 week booking is required for Homestay. Applicants who are applying through accredited agents and IDP Education Offices are exempt from paying an application fee.



Learning and Assessment

Student Orientation Day

As many students find life in Australia quite different from life in their home country, Student's will be provided with a Student Orientation Session, which is a presentation that has been designed to help students become familiar with Australian culture and customs and to introduce students to the Institute and its services.

At the Student Orientation Day, a presentation will be delivered with key information about the following:

- Course structure and Timetable
- Student's Rights and Responsibilities
- International Student Handbook
- Key staff within the Institution
- Local shops, café's and restaurants
- Living in Australia including
 - Accommodation
 - Support Services
 - Visa compliance
 - Australian Culture
 - Visa requirements
 - Working in Australia
 - Living Costs
 - Health and Safety
 - Insurance
 - Banking
 - Phone and Internet
 - Public transport

All Students will be required to sign an Attendance Sheet for the Student Orientation Day and their attendance will be recorded within the Student Database.

Course Assessment

Assessment is a combination of written assignments, tests and practical application projects. In some courses, assessment is based on competency, i.e. the ability to perform specific skills and is done through a combination of observation, discussion, written assignments, tests, examinations and/or practical application/work related projects.

Students are required to attend in-class assessments as scheduled by Aroha College

Teaching Methods

Teaching methods may comprise supervised classroom learning, online learning, lectures, tutorials, individual feedback sessions, supervised practical components, work experience/practical placement, language support and field trips.

Course information may also be provided to students via the use of the intranet.

Learning Resources

A list of learning resources will be provided to students on commencement of their course. Students will be required to purchase books and other materials as part of their course. They should allow for additional payments per year for these materials. Some materials may be provided online and are made available through Aroha College

In some courses, there are no specific learning resources except those provided by Aroha College in hard and soft copy.

Course Credit

International students may be eligible for credit for previous studies they have undertaken. In Australia, we call this Credit Transfer (CT) or Recognition of Prior Learning (RPL).

Credit Transfer may be granted on the basis of previous study of the same or similar modules/units of competency at Aroha College or at other approved Registered Training Organisations by the Australian Skills Quality Authority. Recognition of Prior Learning is used to evaluate qualifications gained from other formal studies or training.

Information on how to apply for this type of credit will be provided during the orientation program. If you believe you will be making an application for course credit on arrival at Aroha College, please bring with your original copies of your academic transcripts and a verifiable, detailed outline of each subject that you undertook as part of the course.

If you think you are eligible for this type of credit or you wish to apply for exemptions, you should lodge your application at with Aroha College before the end of the

orientation week at the latest. Applications received after that time will not be considered.

RPL/CT will be granted subject to meeting the requirements of the National Code – completion within the expected duration of study. Refer to www.aei.gov.au/ESOS. Until you have received notification that you have been granted RPL or CT, you must attend all classes.

There is no refund of fees for any credit granted. If you are granted RPL or CT, you will be allowed to enrol in additional subjects, subject to places being available. In this way, you may be able to complete your course in a shorter amount of time.”

Please refer to the conditions for RPL under the Terms and Conditions of Enrolment.

Deferring, Suspending or Cancelling Enrolment Policy (S)

Students need written permission from Aroha College to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

Aroha College is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Aroha College will inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Aroha College’s internal Complaints and Appeals procedure.



About Perth

Perth, the beautiful capital city of Western Australia is an ideal study destination for international students. The city prides itself on rich diversity of culture, friendliness of local people and academic excellence. With a relatively low crime rate compared to other major cities of Australia making it as one of the safest cities to be in.

Perth offers students a balanced lifestyle, a top-tier education and immerse themselves in a rich multicultural environment making it a great choice to live in..

Getting around

Cycling

Perth Cycleways has all the information you need to get you riding on a bike, including maps, tips and many more resources. There's even a list of bike hire options, so you don't have to worry if you haven't brought your own bike!

Public transport

Our area features a comprehensive public transport network of train, bus and ferry services. Light rail, sightseeing buses and taxis complement the network.

Walking

Walking is one of the best ways to get around our area. All the city's villages are within walking distance or just a short commute to the city centre.

Public toilets

Perth has a large network of public toilets, some of which are coin-operated.

Shopping and business hours

Most major shops and department stores are open 7 days a week. Late night shopping takes place on Thursday evenings, with many stores open until 9pm.

Banks and post offices are open Monday to Friday. Some post offices open on Saturday mornings.

Time zone

Perth is located within Australian Eastern Standard Time (AEST).

Tipping

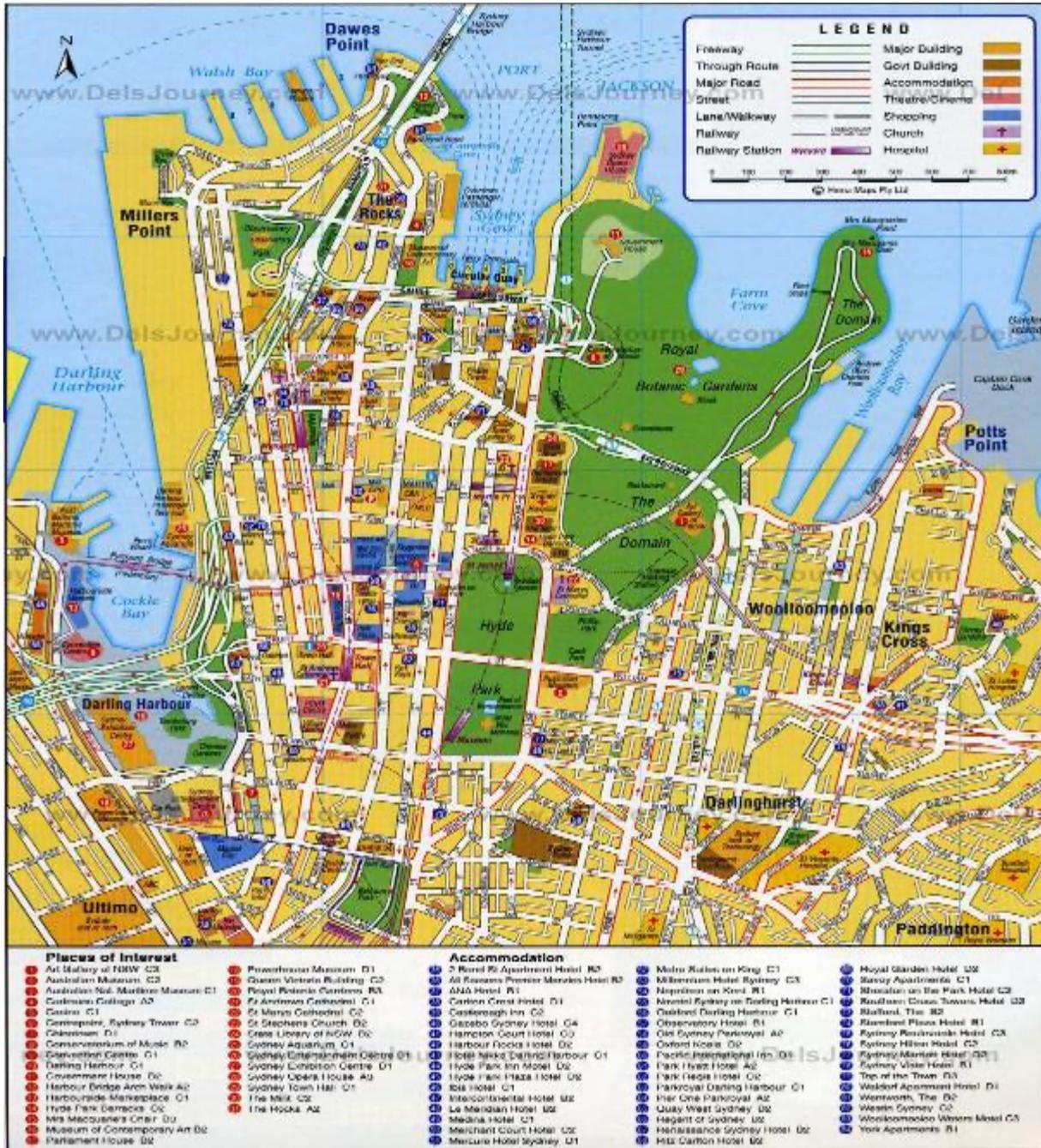
Tipping is not the general custom in Australia, but it is your choice at any time.

Links

www.homeaffairs.gov.au

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

Map of Perth



Student Life

<i>Average weekly living costs in Australian Dollars</i>		<i>Regular purchased items in Australian Dollars</i>	
	AUD		AUD
Accommodation (shared or single)	\$150-200	Take-away food	\$10-15
Telephone/postage	\$10-20	Dining Out	\$25-60
Food cooked at home	\$60-80	Instant Coffee 125gms	\$4-8
Transport	\$20-55	Loaf of bread	\$3-\$5
Electricity/Gas	\$10-30	1 Litre Milk	\$3-\$5
Clothes/Entertainment	\$50-70	1 Litre Water	\$1-3
TOTAL	\$330-700	Movie Ticket	\$10-\$25
		Chocolate	\$3-\$10
		Bus/Train	\$3-5



Study in Australia

Use the Studying in Australia website (<https://www.studyaustralia.gov.au/>) to make an informed decision about studying in Australia.

The website has information for international students studying and living in Australia, including:

- Accommodation
- Support Services
- Visa compliance
- Australian Culture
- Visa requirements
- Working in Australia
- Living Costs
- Health and Safety
- Insurance
- Banking
- Phone and Internet
- Public transport



Student Service & Support

Course advice and enrolment assistance

Students are introduced to the academic staff and to their Course Coordinator at Orientation. Students will also be provided with course advice and assistance at enrolment.

Aroha College Contact Information

Aroha College contact hours are from 9:00 AM to 5:00 PM.

If students need to contact Aroha College outside of business hours, are encourage to email hello@arohacollege.edu.au or phone 1300 800 876 .

In case of emergency, students can access 24/7 support through the Sonder App.

Sonder

As a student at Sterling International Training and Education you get access to the Sonder app, Sonder provides a single solution for students for safety, medical, and mental health support -a single point of entry for any type of 24/7 multilingual care. Their unique model is the right mix of technology and human support, building confidence and early intervention in the wellbeing journey.

Sonder provides the best of human capability and technology to deliver a comprehensive end-to-end, personalised safety, medical and wellbeing solution that spans from the digital world to the real world. They provide a single point of entry to our world of support -the Sonder Member App.

The Sonder App provides innovative and personalised digital tools to deliver greater value to students, drive scalability through automation and personalisation and can be accessed 24/7 in any language to provide multiple pathways to seek support.

Key support features include:

- 24/7 in-app chat and phone support
- In-person support

- Track my journey
- Check on me
- Self-help & resources
- Wellbeing Assessment
- Resource carousel
- Safety alerts & wellbeing notifications
- Psychological support
- Critical incident and trauma support

Counselling Services

Counsellors are available to assist international students with personal and study problems and to provide educational and vocational counselling. Students receive full assistance to achieve their study goals in Australia.

Counselling service charges will be determined by the service provider.

Full support services list with contacts can be obtained through Aroha College head office.

Accommodation Options

Several options are available for students including rental accommodation, shared accommodation and home stay. Most international students prefer to share rental accommodation to reduce costs. We can assist students to find accommodation. The beginning of each term is a busy time, students should request assistance to find accommodation at least two weeks prior to arrival. For further information contact us at hello@arohacollege.edu.au Students are required to make a request for this service at least two weeks in advance.

Airport Reception Services

The Institute can make arrangements to pick you up at the airport upon request. All students requiring assistance with airport reception services **MUST** inform the Institute of their flight details at least **ONE WEEK** prior to their arrival to ensure suitable accommodation and airport reception can be arranged. Please contact the Institute for more information.

Student Banking

International Students can open a bank account before they arrive in Australia. The Commonwealth Bank is one of Australia's leading financial institutions, offering a comprehensive range of personal, business and institutional banking products and services under one roof. By choosing the bank more Australians choose, you can rest assured your money is in safe hands. This is a free service.

For further information on how to open a bank account online, simply visit www.commbank.com.au/movingtoaustralia

Overseas Student Health Cover

As an international student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health whilst studying in Australia.

For more information on Overseas Student Health Cover:

<https://www.studyaustralia.gov.au/english/live/insurance>

Medical Services

National Health Services Directory is an online search engine whereby you can search the directory to find health services near you. The website provides information about General Practice Doctors, pharmacies, hospitals and emergency departments.

<https://about.healthdirect.gov.au/nhsd>



Emergency Services

In the event of an emergency, where there is a danger to life or a crime is in progress, you should **call 000**. This number will give you access to Police, Fire or Ambulance. This is a free call.

Legal Services

International students can seek legal advice in relation to immigration (Visa's), discrimination and many other matters. Legal advice and assistance can be obtained for free or at a minimal cost. For further information go to:

<https://www.legalaid.nsw.gov.au/>

Beach Safety

Be careful when swimming in Australian water. Some parts of the coast have powerful currents and tides. Shark attacks are rare, but sometimes do occur. It is safest to swim at beaches that are supervised by Surf Lifeguards, these are beaches that are marked by red and yellow flags.

BEACH SAFETY FLAGS

-  **RED and YELLOW FLAGS:**
Always swim between the flags.
-  **RED FLAG:**
No swimming.
-  **YELLOW FLAG:**
Caution required. Potential hazards.
-  **RED AND WHITE FLAG:**
Evacuate the water.
-  **BLACK AND WHITE FLAG:**
Surfcraft riding area boundary.

There are also a number of signs that lifesavers and/or lifeguards may use to communicate with beachgoers and warn them of any potential hazards. These may include: dangerous surf, closed beaches, and marine stingers.

BEACH SIGNS

- Warning signs (diamond shape, yellow and black) are used to warn you about a hazard(s) at the beach.
-  **WARNING: NO LIFEGUARD SERVICE**
 -  **SWIMMING NOT ADVISED**
 -  **UNEXPECTED LARGE WAVES**
 -  **MARINE STINGERS**



Student Visa Obligations

Visa

If you have a problem or question about your visa talk to the Student Support Officer or the Principal or you can talk to the Department of Home Affairs (DAH) about your visa or other immigration matters. <https://www.homeaffairs.gov.au/>

Under the ESOS framework as an overseas student on a student visa you have responsibilities to: Satisfy your student visa conditions, maintain your Overseas Student Health Cover (OSHC) for the period of your stay, inform your provider if you change your address, maintain satisfactory course progress and maintain satisfactory attendance.

ESOS Framework

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/pages/regulatoryinformation.aspx>.

Following is a link to a fact sheet that contains essential information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study. <https://www.education.gov.au/esos-framework/resources/international-students-factsheet>

Change of Address

It is a requirement of your visa to notify Aroha College of any changes to your address whilst living in Australia. This is essential to ensure that your Student Records are true and correct and to enable the Institute to maintain contact with you whilst enrolled

with the Institute. If you have a student visa, you must also advise the Department of Home Affairs of the change of address.

Working in Australia

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

Permission to work

From 1 July 2023, the number of work hours allowed during study terms and semesters will be capped at the increased rate of 48 hours per fortnight.

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 48 hours per fortnight.

Work that is formal registered part of your course is not included in the limit of 48 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 48 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 48 hours.

Family members granted permission to work under Visa Condition 8104

Family members:

- must not start work until the primary visa holder has commenced their course in Australia
- can work up to 48 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

[Subclass 500 Student visa \(homeaffairs.gov.au\)](http://www.homeaffairs.gov.au)

Additional information about student visa work conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO)
<http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification->

[online-\(vevo\)](#). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

Tax File Number

You must obtain a Australian Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. <https://taxfilenumberaustralia.com.au>

Your workplace rights

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia. <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

Application Process

Important information to read before completing your Enrolment Application Form

Please read this information carefully, complete all sections and ensure that certified copies of your academic transcripts and English language assessments are attached.

Enrolment Application Form

Before completing the Enrolment Application Form you should have read the information contained in this prospectus. In particular, you should ensure that you fully understand the Institute's Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures which are outlined on the Enrolment Application Form.

You must attach to your application certified copies of your academic results including your English language assessment.

You are required to confirm and consent to important items at the end of the Enrolment Application Form – under the heading “Declaration”. Please read them carefully before you sign the Enrolment Application Form.

Application Fee

Applications will only be considered when they are accompanied by a non-refundable Application Fee of AUD \$200.

This fee covers the administrative process for Aroha College to review your application.

Applicants who are applying through accredited agents and IDP Education offices are exempt from paying this application fee.

Provisional Acceptance / Rejection

Upon receipt of your application the Institute will notify you whether you have been accepted.

If you are NOT accepted, your application fee will be refunded.

If you are accepted, Aroha College will forward to you a Letter of Offer and the Fee Schedule.

Letter of Offer/Written Acceptance

Students who are successful in their enrolment with Aroha College will be notified in writing through a formal Letter of Offer.

In line with the requirements of Department of Home Affairs (DHA), the letter of offer includes the following information to support student Visa applications:

- Qualification Code and Title or Unit Code and Title
- Break down of units (for full qualifications only)
- Fees including course fees, administration fees, material fees and any other charges
- Re-assessment fees (where applicable)
- Course refunds policies
- Terms and conditions of enrolment
- Written agreement with the student, confirming that they agree with the terms and conditions of enrolment

Confirmation of Enrolment Forms / Visas

On receipt of your tuition fees Aroha College will forward you an official Electronic Confirmation of Enrolment (eCOE) which will allow you to apply at Australian Embassies and Consulates abroad for a student visa to enter Australia.

Packaged Courses

You can apply to undertake two or more courses on your Student Visa (subclass 500) where there is a clear progression from one course to another. This is known as course packaging.

You will need to provide a Confirmation of Enrolment (CoE) or prove that a CoE is not required for each intended course with your visa application.

The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Your main course of study will be used to determine your financial and English language evidentiary requirements.

TERMS & CONDITIONS OF ENROLMENT

1. Student Responsibilities - VET

- a) Students must satisfy entry requirements for course of enrolment.
- b) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
- c) If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
- d) If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
- e) All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
- f) Students are issued with a Student Handbook & International Student Handbook, which includes the Student's rights and responsibilities that will affect their participation in training.
- g) The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements and the Student Visa requirements, as set out in the Student Handbook and the International Student Handbook.

2. Visa Requirements

According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE)

Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which may result in the cancellation of their student visa.

If a student does not commence studies on the agreed commencement date, after 14 days the Institute will cancel the student's CoE unless a new starting date has been agreed to. Any student who does not commence studies will be reported to the DHA, and this may result in the cancellation of the student's visa.

Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) throughout the duration of their course of studies. Our organisation has agreements in place with OSHC providers and can assist you with accessing health cover.

3. Enrolment & Selection (5.3)

- a) This form is just for registering your initial interest into training with the Institute and is not confirmation of your enrolment into the Institute. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.

- b) All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
- c) The student is responsible for notifying the Institute if they have a medical condition or disability or require assistance in their training.
- d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
- e) It is the student's responsibility to note the date, time and location of the course as advertised.
- f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- h) If you are unable to complete your course, due to changed personal circumstances, the Institute will make every effort to ensure you are placed into an alternative pre-scheduled course.
- i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- j) The Institute reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. the Institute's students are covered by public liability insurance whilst studying on campus.
- l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- m) Completing the Enrolment Application Form does not guarantee a place with the Institute.
- n) The Institute reserves the right to decline an application.
- o) Students from assessment level 3 and 4 countries are advised to apply through the Institutes representative (International Student Agent).
- p) Applications will be processed when all required documents and the non-refundable enrolment fee are received by the Institute.
- q) Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made.
- r) When the duration of studies at the Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.
- s) The student is responsible for keeping a copy of the letter of offer, as provided by Aroha College .

4. Course Fees and Payments (5.3)

- a) Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) Fees must be paid in Australian dollars by bank cheque or bank transfer to the Institute's bank account. the Institute will not be responsible for any monies paid to agents.
- c) The Institute reserves the right to vary fees.

- d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
- e) The Enrolment Application Fee is non-refundable in any circumstances.
- f) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- g) Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- h) The student puts at risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with the Institute administration, before the due date.
- i) The student is responsible for retaining a copy of the receipts received for all payments made
- j) An **Enrolment Application Fee of \$250** is required to be paid with this Enrolment Application Form, which is non-refundable
- k) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
- l) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- m) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- n) The Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

5. Refund Policy

Claims for refunds must be made in writing using the Refund Request Form available from Aroha College . Following outlines, the Institutes Policy on Refunds:

1. If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
2. Students are also eligible for a Refund if the Institute cancels the enrolled course or the Principal course application has been denied.
3. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
 - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.

- b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
4. There will be no refund issued following commencement of studies
5. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.
6. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
7. If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
8. The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
9. When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
10. The Institute is only responsible for the refund of the commission received by the student's EA.
11. To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
12. Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
13. Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
14. Refunds may be made to an immediate family member in the instance that a student has been non-contactable for at least 6 months or in the event of the student's death.
15. If Aroha College is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a refund as calculated by ESOS legislation. Further information about TPS is available from www.tps.gov.au
16. This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
17. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
18. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

6. Deferring, Suspending or Cancelling Enrolment

Students need written permission from Aroha College to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

Aroha College is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Aroha College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Aroha College's internal Complaints and Appeals procedure.

7. Accommodation and Airport Pickup Service

If you require assistance with making arrangements for Accommodation and/or Airport Pickup Service, the Institute will require a minimum 28 days' notice to arrange accommodation and 14 days for airport pick-up service.

If the student has requested an Airport Pickup Service, on arrival the student will be accompanied from the airport by an approved delegate of the Institute.

8. Students Contact Details

All international students are required to inform the Institute of their Australian residential address within seven (7) days of arrival in Australia and must advise any changes of address or other contact details such as contact number, email address, etc, within five (5) working days.

9. Termination

Aroha College reserves the right to expel a student for breaching enrolment or/and visa conditions. Fees will not be refunded and the CoE will be cancelled immediately after the student is notified. This may result in cancellation of the student's visa.

10. Privacy Protection

Aroha College respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

Aroha College has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's

and/or the National Code. No student files will be removed from the Institute's site, unless a student is notified beforehand.

Students have a right to access and alter their personal information.

11. Media Consent and Usage Policy

The Institute reserves the right to all media images taken during a student's studies, including photographs, videos, and DVD images.

However, prior to photographing or filming a student, or using a student's name and images for work or promotional purposes, the Institute will obtain informed consent from the student with a signed consent form. This consent process includes providing the student with a clear explanation of how the photographs or videos will be used. The Institute ensures that students are fully informed and agree to the usage of their images, videos or names before any media is captured or utilised.

12. Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of Aroha College closing down, the Institute will advise the learner in writing as soon as practicable, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

The registered provider will notify the designated authority (ASQA) and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

13. Consumer Guarantee

the Institute guarantees that the services provided by the Institute will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

14. Cooling Off Period

The Institute protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the Academic Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

15. Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Academic Manager. the Institute's administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the Institute for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

16. Credit Transfer

The Institute recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

17. Language, Literacy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning is to be identified upon enrolment. Trainers and staff within the Institute can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students are required to meet English language skills as part of their enrolment, but may be required to undertake further LLN assessment if identified as being required by the Institute.

18. Support Services

The Institute caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or Student Support Officer.

The Institute is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by the Institute.

To achieve this and to ensure the quality delivery of training and education, the Institute provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first

instance, if required the student can then schedule an appointment with the Institute for further counselling and/or assistance.

19. Legislative and Regulatory Requirements

All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with an International Student Handbook and Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

20. Age Dependents

Should the student be accompanied by school age dependants, the student must accept responsibility for any primary or secondary school fees. The dependants are not eligible to attend government schools free of charge.

Any school age dependant of a student must be enrolled and attending school during the period that the student is studying with the Institute.

21. Aroha College Contact Hours

Aroha College Contact Hours Office Hours are 9:00 AM to 5:00 PM.

If you need to contact Aroha College outside of business hours, please email hello@arohacollege.edu.au or phone: 1300 800 876 .

In case of an emergency please use the Sonder App for 24/7 support.

22. Pre-Departure Information

If this is your first time studying in Australia, we recommend that you visit the following website: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>, which provides useful information regarding travelling and living in Australia.