Education With Purpose

Student Handbook

AUSTRALIAN LEARNING GROUP

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Section I: Welcome To ALG!

Welcome and thank you for choosing to study with Australian Learning Group (ALG). You're in the right place!

Australian Learning Group (ALG) is an established vocational education and training provider with more than 15 years of experience delivering education and training to students in Australia. ALG is part of EDU Group, an ASX-listed tertiary education group with a focus on quality education and positive student outcomes.

ALG offers a range of courses in health and community services from campuses in Sydney, Melbourne, Brisbane and Adelaide.

We hope that your time at ALG will be a rewarding experience and we look forward to seeing you on campus soon.

Our Mission

Our mission is to nurture and empower students on the path to more meaningful careers.

Speak Up, We Listen

We believe everyone has a powerful voice, and it is up to us to collectively make those voices count. We know everyone has a story to tell, and we pride ourselves on being able to listen first before providing the solution. We embrace diversity and actively seek to ensure everyone feels comfortable to contribute and feels valued in doing so.

Be A Humble Expert

We are knowledgeable, hard working and we believe in being the best at what we do. We are experts in our field and our teachers have relevant industry experience. We deliver great education that drives real outcomes. Our work will speak for itself; we don't need to boast.

Serve & Empower

We believe that through serving and inspiring students to be their best, we will achieve our best. We take pride in what we do, create quality experiences for our students and produce graduates that are ready to join their industry so they can make a positive impact on the world.

With Empathy

Our students are our customers, and we treat students like family. We need to be student-centred and put people first. We always start with empathy, collecting the dots before we connect the dots. What we do has the potential to change lives. We also believe the way we deliver our education makes a difference.

Be Organised, Be Accurate

Be prepared, do the work, do it right and don't do it twice. We need to be compliant; we need to abide by the laws and regulations of our industry, so we need to have our attention to detail right. We prioritise good communication and look to be clear and fair in everything that we do.

ALG's Registration and Regulatory Framework

Registered Training Organisation (RTO)

A **Registered Training Organisation (RTO)** is an education and training provider that is registered to deliver nationally recognised Vocational Education and Training (VET) in Australia. RTOs must meet national requirements for the quality and delivery of training and assessment.

ALG is a registered RTO.

Each RTO has a unique registration number, known as an **RTO Code**. You can use this code to find the provider and the nationally recognised training it is registered to deliver on the National Training Register at www.training.gov.au

ALG's RTO Code is: **91165.**

You can view ALG's registration information here: Australian Learning Group

2025 Standards for Registered Training Organisations

As a Registered Training Organisation (RTO), ALG must meet the **2025 Standards for Registered Training Organisations.** These Standards help make sure that students receive quality training and assessment and are supported throughout their studies.

The Standards include the Outcome Standards and Compliance Standards (Requirements).

Outcome Standards

The Outcome Standards focus on the quality of training, assessment and support provided to students. They are organised into four areas:

- **Standard 1 – Training and Assessment**: Training and assessment must be well designed, suitable for the training product and meet the needs of students and industry.
- **Standard 2 – VET Student Support**: Students must receive clear information and have access to the support they need to participate in and complete their training. This also includes requirements for complaints and appeals.
- **Standard 3 – VET Workforce**: Trainers and assessors must have the required skills, qualifications and industry knowledge to deliver quality training and assessment.
- **Standard 4 – Governance**: RTOs must be effectively managed and have systems in place to monitor quality, manage risks and continuously improve.

Compliance Standards (Requirements) 2025

The Compliance Standards (Requirements) set out additional legal and administrative requirements that RTOs must follow. These include requirements relating to:

- information provided to students
- use of the Nationally Recognised Training logo
- issuing qualifications and statements of attainment

- maintaining and providing student records
- reporting information to regulators
- providing information about ALG and its registration
- Fit and Proper Person Requirements for people who manage or control the RTO.

Together, the Outcome Standards and Compliance Standards (Requirements) help make sure that ALG provides nationally recognised training that meets Australian VET requirements.

You can view the Outcome Standards for RTOs 2025 here.

You can view the Compliance Standards 2025 here.

The ESOS Framework - *Providing quality education and protecting your rights*

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include:

- the Education Services for Overseas (ESOS) Act 2000 (ESOS Act 2000)
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- the ELICOS Standards 2018.

ESOS Act 2000

The ESOS Act is the law that protects you as an overseas student when you are studying in Australia on a student visa. This law also helps to make sure that Australia has a good reputation as an education destination for students from other countries.

National Code 2018

The National Code is a set of standards that every education provider must follow to make sure that they are providing quality education courses to their overseas students. ALG and every other education provider for overseas students must follow these standards. There are 11 Standards that ALG must follow:

Standard 1 - Marketing information and practices

Standard 2 - Recruitment of an overseas student

Standard 3 - Formalisation of enrolment and written agreements

Standard 4 - Education agents

Standard 5 - Younger overseas students

Standard 6 - Overseas student support services

Standard 7 - Overseas student transfers

Standard 8 - Overseas student visa requirements

Standard 9 - Deferring, suspending or cancelling the overseas student's enrolment

Standard 10 - Complaints and appeals

Standard 11 - Additional registration requirements

You can download the National Code 2018 here:

CRICOS

The **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** is a list of all Australian education providers that offer courses to people studying in Australia on student visas.

Every education provider that can offer a course to student visa holders has a special number called a **CRICOS Provider Code**. An education provider's CRICOS provider code should be on all their promotional and public materials so that anyone can identify the provider by searching for it on CRICOS.

Every course that ALG offers an overseas student also has a unique **CRICOS Course Code.**

ALG's CRICOS provider Code is: **03071E**

Go to the following link to find ALG's CRICOS listing:

https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderID=3071

Here you will find information about ALG including:

- campus locations and addresses
- contact details
- c list of courses offered by ALG including the CRICOS Course Code for each course
- The maximum duration of each course in weeks.

ALG's CRICOS registration guarantees that the courses it provides meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

English Language Courses (ELICOS)

ELICOS stands for *English Language Intensive Courses for Overseas Students*. ELICOS courses are English language courses designed for overseas students who want to develop their English language skills while studying in Australia.

Students may study ELICOS for different reasons. For example, they may want to improve their English for everyday communication, work or career purposes, travel, or to prepare for further study in English. ELICOS courses focus on developing practical English language skills, including speaking, listening, reading and writing. Common ELICOS courses include the General English, English for Academic Purposes (EAP) and English examination preparation courses such as IELTS Preparation.

ELICOS courses provided to overseas students must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). ELICOS providers must meet the requirements of the ESOS framework, including the National Code 2018 and the **ELICOS Standards 2018.**

ELICOS Standards 2018

The **ELICOS Standards 2018** set specific quality requirements that ELICOS providers must meet when delivering English language courses to overseas students. These requirements apply in addition to the National Code 2018.

The ELICOS Standards are:

Standard C1 – Mandatory requirements for course applications

Standard P1 – Scheduled course contact hours

Standard P2 – Needs of younger ELICOS students

Standard P3 – Teaching ELICOS

Standard P4 – Assessment of ELICOS students

Standard P5 – ELICOS educational resources

Standard P6 – ELICOS specialist staff

Standard P7 – ELICOS premises

Standard P8 – Business management

ALG is a registered ELICOS provider. You can find information about ALG's current ELICOS courses in the *ALG's ELICOS Courses* section below.

ASQA

The Australian Skills Quality Authority (ASQA) is an Australian Government agency. ASQA is the **national regulator** for RTOs like ALG. ASQA approves colleges who want to become an RTO. ASQA can visit an RTO to check that it is following all the requirements of the Standards for RTOs 2025 and the National Code 2018.

Your Rights under the ESOS Framework

The ESOS Framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from ALG and ALG's agents.
- Your right to sign a written agreement with ALG before or when you are paying your fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The **ESOS Framework** includes Consumer Protection that will allow you to receive a refund or to be placed in another course if ALG is unable to teach your course.

Your Responsibilities as an Overseas Student

As an overseas student on a student visa, you have responsibilities about:

- Understanding and accepting the enrolment conditions for the course program you undertake
- Maintaining your Overseas Student Health Cover (OSHC) for the period of your study
- Paying all of your course fees and charges
- Taking care of your personal belongings when attending a course
- Informing ALG if you change your address or contact details
- Maintaining satisfactory course progress and attendance
- Respecting property of the College and following its policies and procedures.

If you need more information about your rights and responsibilities under the ESOS Act or the National Code 2018, speak to a member of the Student Experience Team.

Your student visa conditions

If you hold a Student visa (subclass 500), you must follow the conditions attached to your visa. Your individual visa conditions are listed in your visa grant letter and can also be checked using Visa Entitlement Verification Online (VEVO).

Depending on the conditions attached to your visa, you may need to:

- remain enrolled in a full-time CRICOS-registered course
- maintain satisfactory course progress and, where applicable, attendance
- not work more than the number of hours permitted under your visa conditions while your course is in session (currently 48 hour per fortnight)
- maintain adequate Overseas Student Health Cover (OSHC) for your stay in Australia;
- continue to meet the requirements for the grant of your visa;
- notify ALG of any change to your residential address or contact details within seven days
- maintain approved accommodation, support and welfare arrangements if you are under 18.

Changes to your enrolment, course duration or level of study may affect your student visa. This includes transferring courses, deferring or suspending your studies, cancelling your enrolment or extending your course. You should contact the Department of Home Affairs for advice about how a proposed change may affect your visa.

You are responsible for understanding and following all conditions attached to your visa. For further information, see the Department of Home Affairs' Student visa conditions.

Where can I find more information about this?

For more information about the ESOS Framework, including the ESOS Act, National Code and other requirements that protect overseas students, visit:

Education Services for Overseas Students (ESOS) Framework

Protecting Students – The Tuition Protection Service (TPS)

Australia has an excellent reputation for quality education. However, sometimes an education provider may close down, fail to start a course that students are enrolled in or stop offering it part-way through. Closing, failing to start, or stopping a course part way through is called **a provider default.**

If an education provider defaults, the **Tuition Protection Service (TPS)** may be able to help you.

Your education provider must help you, even if it is closing. Your provider must:

- arrange for you to finish your study with another provider, or
- give you a refund of unspent tuition fees you paid directly to your provider.
- If you are not satisfied with the replacement courses your provider has identified, you can ask to receive the refund instead.

If you have applied for a refund and you are not satisfied with the outcome, you can begin an internal complaints process with your education provider. If your provider does not find you a suitable course or offer you a refund, the TPS will help you.

If you are unhappy with the outcome of the internal complaints process, you can contact the Commonwealth Ombudsman.

For more information about the Tuition Protection Service go to the TPS website.

Third Parties and Education Agents

A third party is another person or organisation that an RTO uses to provide certain services on its behalf. These services may include student recruitment, training and assessment, student support, work placement coordination or other services associated with the delivery of a training product. Where an RTO engages a third party to provide services on its behalf, the RTO remains responsible for ensuring that applicable regulatory requirements are met.

ALG currently uses third parties for student recruitment and student support services.

Education Agents

ALG engages **education agents** to help with the recruitment of prospective students. Education agents may provide prospective students information about ALG, its courses, entry requirements and the application and enrolment process. ALG has written agreements with the education agents it engages and monitors their activities to ensure they meet applicable requirements and ALG's expectations. Education agents cannot guarantee admission to an ALG course or the granting of a student visa.

If you have concerns about the information, advice or services provided by an ALG education agent, you should contact ALG.

You can find a list of education agents currently used by ALG to recruit students here.

Sonder

Sonder is a third-party wellbeing and safety support provider engaged by ALG to provide students with additional support services. Sonder provides 24/7 access to mental health, medical and personal safety support through its app and by phone, as well as wellbeing resources and safety tools.

Other Third Parties

ALG may engage other organisations or individuals to provide services on its behalf. Where ALG uses a third party to provide services that form part of its obligations as an RTO, ALG is still responsible for making sure that the services meet applicable regulatory requirements.

Where ALG engages a new third party to provide services that may affect you, ALG will notify you of the third-party arrangement, the services they will provide and any relevant information about how the arrangement may affect your studies or enrolment.

If you have a concern about the services or conduct of a third party used by ALG, including an education agent, you can make a complaint through ALG's Complaints and Appeals process. You can also use this process to complain about an ALG employee or contractor.

ALG will manage your complaint fairly and in accordance with its Complaints and Appeals Policy and Procedure.

Location and Campuses

Sydney

- Quay Street Campus: Building 5B, Level 3, 1-59 Quay Street, Haymarket NSW 2000
- Thomas Street campus: Level 7, 187 Thomas Street, Haymarket 2000 NSW

Melbourne

- City Campus: Levels 1 and 6, 601 Bourke Street Melbourne VIC 3000

Brisbane

- Level 4, 243 Edward Street Brisbane City QLD 4000

Adelaide

- Level 3, 127 Rundle Mall, Adelaide, SA 5000

Contact Information

Office Hours

- Sydney (both campuses): Available 8:30am – 6:00pm Monday to Friday
- Brisbane, Melbourne and Adelaide: 8:30am – 5:00pm Monday to Friday

Phone: 1300 254 000

Email Information: support@alg.edu.au

Website: https://alg.edu.au/

How to contact ALG: https://alg.edu.au/contact/

You can also contact the Student Experience Team by live chat via the ALG website

Student Experience Contact Information

Here are ALG's contact people at each delivery location:

Campus	Staff Member	Contact Number
Sydney	Camila Olivera	1300 254 000
Melbourne	Christopher Skottun	
Brisbane	Lincoln Lo	
Adelaide	Josh Gilbert	

ALG Student Areas

Student Life

https://alg.edu.au/student-life/

- Connect with the Student Experience Team
- Campus locations
- Student Engagement and Industry Events

Student Forms, Policies and Procedures

https://alg.edu.au/forms-policies-procedures/

- Student Handbook
- Work Placement Guide
- Student Policies and Procedures
- Guides and Factsheets
- Student Forms
- Privacy Information

Student Management System (RTO Manager – RTOM)

https://alg.edu.au/RTOManager

- View your timetable
- View your final term results
- Make and view future payments
- Update personal information

Learning Portal

https://algdu.au/learningportal

- View your attendance
- Access your course materials
- View and submit your assessments
- View your assessment outcomes and feedback from your trainers
- Communicate with your trainers

Student Area - Central Hub

https://student.edu.com.au/

The Student Portal is your central hub for:

- Submitting and tracking enquiries
- Viewing enrolment details and results
- Accessing student systems such as email, Canvas, RTOManager and Microsoft 365
- Finding support articles in the Knowledge Base

Section II: The Australian Vet System

Vocational Education and Training (VET) is an important part of Australia's education and training system. VET provides practical, skills-based training that prepares people for employment and supports them to develop skills for their current job. VET courses can only be delivered by Registered Training Organisations (RTOs), such as ALG.

Nationally Recognised Qualifications

Nationally recognised qualifications are VET qualifications that meet nationally agreed training standards and are recognised throughout Australia. This means that if you successfully complete a qualification with ALG in Sydney, your qualification is recognised across Australia.

Training Packages

Many VET qualifications are part of a **training package**. A training package contains qualifications and units of competency for a particular industry or group of industries. It sets out the skills and knowledge that students need to demonstrate to meet the requirements of that industry.

ALG delivers qualifications from a number of training packages, including:

CHC – Community Services Training Package – includes qualifications in areas such as early childhood education and care, ageing support, community services and counselling.

SIS – Sport, Fitness and Recreation Training Package – includes qualifications in areas such as fitness and sport.

Australian Qualifications Framework

The **Australian Qualifications Framework (AQF)** is the national framework for qualifications in Australia. It includes qualifications from the VET and higher education sectors and has 10 levels, with each level representing increasing levels of knowledge, skills and responsibility.

VET qualifications are available at a number of AQF levels, from Certificate I through to Graduate Diploma with each level generally building greater knowledge, skills and responsibility.

- **Certificate I** – Basic knowledge and skills for initial work or further learning.
- **Certificate II** – Practical skills and knowledge for mainly routine work.
- **Certificate III** – Skills and knowledge for skilled work, with some judgement and responsibility.
- **Certificate IV** – Specialised skills and knowledge for skilled work, often with greater responsibility or supervision of others.
- **Diploma** – Advanced skills and knowledge for skilled, technical or professional work.
- Advanced Diploma – Broad and specialised skills and knowledge for highly skilled, technical or management work.
- **Graduate Certificate** – Specialised knowledge and skills for advanced professional or highly skilled work.
- **Graduate Diploma** – Advanced and specialised knowledge and skills for professional or highly skilled work.

Qualifications and Units of Competency

Each VET qualification is made up of a number of **units of competency** that cover the skills and knowledge you need to successfully complete the qualification. Every qualification has its own **qualification code and title**, for example *CHC30125 Certificate III in Early Childhood Education and Care*. Each unit of competency also has its own **unit code and title**, for example *CHCECE031 Support children's health, safety and wellbeing*.

Qualifications and units of competency are sometimes called **training products.**

Core and Elective Units

Every qualification has a set number of units of competency that you must successfully complete to receive the qualification. These include **core units**, which you must complete, and **elective units**, which are selected from the options allowed for the qualification.

For example, *CHC30125 Certificate III in Early Childhood Education and Care* requires you to successfully complete 17 units of competency – 15 core units and 2 elective units.

The National Register

www.training.gov.au is Australia's official national register for Vocational Education and Training (VET). It provides information about nationally recognised training products, including qualifications and units of competency, as well as information about every RTO in Australia and the training they are approved to deliver.

The National Register explains what you need to do to successfully complete each unit of competency**.** Each unit has its own **Performance Criteria**, which describe the tasks and skills you must demonstrate, and **Assessment Requirements**, which describe the evidence you must provide to show that you have the required skills and knowledge. Your assessments are designed to address these unit-level requirements.

You can find information about ALG on the national register at:
https://training.gov.au/organisation/details/91165/summary

Accredited Courses

Some VET courses are **accredited courses** rather than qualifications from a training package. Accredited courses are developed to meet training needs that are not covered by an existing training package and must be formally approved before they can be delivered as nationally recognised training. For example, ALG has designed and delivers the following two nationally recognised accredited courses:

- 11149NAT Certificate IV in Yoga Teaching
- 11150NAT Diploma of Yoga Teaching

Competency-Based Training and Assessment

VET uses a **competency-based training and assessment system**. This means that assessment focuses on whether you can demonstrate the skills and knowledge required to perform a task to the required standard.

For example, you will be assessed on whether you can correctly complete a workplace task. You either demonstrate that you can complete the task to the required standard, or you need further learning and practice before being assessed again.

This is different from assessment that gives you a score or grade based on your level of performance. For example, in a mathematics test you might receive a score of 60% or 95%. In competency-based assessment, the focus is not on how high you score. Instead, you demonstrate that you can successfully complete a task to the required standard, or you cannot yet complete the task to that standard.

Issuing Certification Documents

When you have successfully completed all course and assessment requirements for your qualification, you will be issued with the relevant qualification documents. ALG will issue all AQF certification documentation within 30 calendar days of you meeting the course and assessment requirements, provided that you have paid all agreed fees. Your documents may not be issued if you have unpaid fees.

If you successfully complete all the requirements of your qualification, ALG will issue you with:

- a **Testamur** – your official qualification certificate, which shows the qualification you have successfully completed
- a **Record of Results** – a list of the units of competency you successfully completed as part of your qualification.

If you do not complete the full qualification but successfully complete one or more units of competency, ALG will issue you with a **Statement of Attainment**. This statement lists the individual units of competency you successfully completed.

Current and former students can request copies of AQF certification documents previously issued by ALG. Contact the Student Experience Team or use the relevant document request process if you need a replacement or copy.

ELICOS completion documentation

If you complete or partially complete an ELICOS course, ALG will provide you with documentation showing your period of study and the level of achievement or English language proficiency you reached. The document will include information about your ELICOS course and ALG and will explain the grading terms used.

ALG issues two kinds of ELICOS completion documents:

- **Completion Certificate:** If you meet your course attendance and course progress requirements, you will receive a completion certificate. A completion certificate will contain the following information:
- the ELICOS course you studied
- ALG's contact details
- dates you studied your course at ALG
- the duration of your study
- the name and signature of the ELICOS Academic Manager
- the English level you have achieved

- **Completion Statement**: if you have not met all course requirements, you will receive a Completion Statement. For example, you have not completed 1o weeks of a General English level, your attendance is below 80%, or you have not passed the required number of assessments for your course or course level.

  A Completion Statement will not say that you have reached an English level, e.g. Pre-Intermediate, or Intermediate level. The Statement will state the number of weeks you were enrolled in each level of your course only.

Recognition of ELICOS Completion Documents

ELICOS completion documents are not nationally recognised qualifications in the same way as VET qualifications. They confirm your ELICOS study and English language achievement at ALG, but they are not Australian Qualifications Framework (AQF) qualifications or Statements of Attainment and do not show that you have completed nationally recognised VET training.

My eQuals Digital Documents

My eQuals is a secure online platform that allows you to access and share your official ALG digital documents and enables employers, education providers and other third parties to verify that your documents are authentic. Depending on your circumstances, digital documents available through My eQuals may include your Testamur (Qualification Certificate), Record of Results, Statement of Attainment and Completion Letters. Current students may also be able to request certain digital academic records.

ELICOS Completion Certificates and Completion Statements are not available through My eQuals and cannot be verified through the My eQuals platform.

For more information about the documents available and how to access them, visit ALG's My eQuals Digital Documents page.

Section III: Enrolling At ALG

ALG's Courses

VET Courses

ALG offers a range of nationally recognised VET courses across the Community Services and Health (CHC) and Sport, Fitness and Recreation (SIS) training packages. These courses are designed to develop the practical skills and knowledge needed for work in the relevant industry. The following section provides a brief overview of the VET courses currently offered by ALG.

Course commencement dates and intake information are available on the relevant course page on the ALG website. Your study schedule and timetable will be provided by ALG and, once available, can also be viewed through the Student Portal.

Early Childhood Education

CHC30125 Certificate III in Early Childhood Education and Care
(CRICOS Course Code 119602H)

The *CHC30125 Certificate III in Early Childhood Education and Care* is an entry-level qualification for people who want to work as educators in early childhood education and care settings. The course develops the practical skills and knowledge needed to support the wellbeing, development, play and learning of children from birth to six years of age. Students also learn about first aid, workplace health and safety, and working in accordance with relevant policies, procedures and regulatory requirements.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 17 units of competency – 15 core units and 2 elective units. Students must also complete 160 hours of work placement, providing an opportunity to apply their skills and knowledge in a real early childhood education and care environment.

For more information, refer to ALG's website at: Early Childhood Education and Care Courses

CHC50125 Diploma of Early Childhood Education and Care

(CRICOS Course Code 118596J)

The *CHC50125 Diploma of Early Childhood Education and Care* is designed for students who want to build on their existing early childhood education and care skills and prepare for more advanced or leadership roles in the sector. Students learn how to design and implement curriculum within approved learning frameworks, support the wellbeing, learning and development of babies, toddlers and preschool-aged children, and develop inclusive practices that respond to the needs of individual children. The course also develops skills in working with families, leading educators and supporting compliance within an education and care service.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 15 units of competency – 12 core units and 3 elective units.

Students must also complete 280 hours of work placement, providing an opportunity to apply their skills and knowledge in an early childhood education and care environment.

For more information, refer to ALG's website at: Early Childhood Education and Care Courses

Aged Care

CHC33021 Certificate III in Individual Support (Ageing)
(CRICOS course code 112587C)

The *CHC33021 Certificate III in Individual Support (Ageing)* is an entry-level qualification that prepares students to provide care and support to older people in aged care settings. Students develop practical skills in providing person-centred support, following individualised care plans, assisting with personal care, supporting independence and wellbeing, and communicating effectively with clients and others. No previous industry experience is required, making the course suitable for students from a range of backgrounds who want to develop the skills needed to work in aged care.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 15 units of competency – 9 core units and 6 elective units. Students must also complete 120 hours of work placement, providing an opportunity to apply their skills and knowledge in an aged care environment.

For more information, refer to ALG's website at: Aged Care Courses

CHC43015 Certificate IV in Ageing Support
(CRICOS Course Code 095783M)

The *CHC43015 Certificate IV in Ageing Support* is designed for students who want to develop more advanced skills in providing support to older people and take on greater responsibilities in aged care services. Students develop skills and knowledge in areas such as dementia and palliative care, falls prevention, service planning and supporting clients with complex needs. The course also develops the skills needed to coordinate services, undertake specialised support activities and contribute to the supervision of other workers in residential, home and community-based aged care settings.

The course is delivered over 26 weeks, including 20 weeks of study and 6 weeks of holidays, and comprises 18 units of competency – 15 core units and 3 elective units. Students must also complete 120 hours of work placement, providing an opportunity to apply their skills and knowledge in an aged care environment.

For more information, refer to ALG's website at: Aged Care Courses

Community And Health

CHC42021 Certificate IV in Community Services
(CRICOS Course Code 112586D)

The *CHC42021 Certificate IV in Community Services* prepares students to provide person-centred support to individuals, groups and communities across a range of community service settings. Students develop skills in assessing client needs, providing support and advocacy, working with diverse people and helping clients access appropriate services and resources. The course also develops the skills needed to work independently within established guidelines and, depending on the role, support or supervise other workers. Graduates may work across areas such as community support, youth services, mental health, alcohol and other drugs, and family and domestic violence services. The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 15 units of competency – 7 core units and 8 elective units.

For more information, refer to ALG's website at: Community Services Courses

CHC52025 Diploma of Community Services
(CRICOS Course Code 118710A)

The CHC52025 Diploma of Community Services develops the advanced skills and knowledge needed to deliver, manage and coordinate person-centred services across a range of community service settings. Students develop skills in case management, assessing and responding to client needs, advocacy, service coordination and working with individuals, families and communities with diverse and complex needs. The course prepares students to work with a level of autonomy and, depending on the role, coordinate or supervise other workers. Graduates may work across areas such as mental health, alcohol and other drugs, youth and family services, disability and housing support.

The course is delivered over 104 weeks, including 80 weeks of study and 24 weeks of holidays, and comprises 20 units of competency – 12 core units and 8 elective units. Students must also complete 400 hours of work placement, providing an opportunity to apply their skills and knowledge in community services environments.

For more information, refer to ALG's website at: Community Services Courses

Counselling

CHC51015 Diploma of Counselling
(CRICOS Course Code 095788F)

The *CHC51015 Diploma of Counselling* develops the skills and knowledge needed to provide counselling support to clients in a range of community service settings. Students learn how to establish and maintain counselling relationships, use a range of counselling approaches and communication techniques, respond to clients with diverse needs, and work within legal and ethical requirements. The course also provides opportunities to practise and apply counselling skills in simulated environments. Graduates may work in defined counselling and case management roles within established organisations.

The course is delivered over 78 weeks, including 60 weeks of study and 18 weeks of holidays, and comprises 17 units of competency – 13 core units and 4 elective units.

For more information, refer to ALG's website at: Counselling Courses

Mental Health

CHC53315 Diploma of Mental Health
(CRICOS course code 095787G)

The *CHC53315 Diploma of Mental Health* develops the specialised skills and knowledge needed to support people experiencing mental health challenges and related alcohol and other drug issues. Students learn to provide recovery-oriented and person-centred support, respond to clients with complex needs, promote mental health and wellbeing, and work within relevant legal and ethical requirements. The course also develops skills in counselling, early intervention and working collaboratively with clients and other services.

The course is delivered over 104 weeks, including 80 weeks of study and 24 weeks of holidays, and comprises 20 units of competency – 15 core units and 5 elective units. Students must also complete 160 hours of work placement, providing an opportunity to apply their skills and knowledge in a community services or healthcare environment.

For more information, refer to ALG's website at: Mental Health Courses

Fitness

SIS30321 Certificate III in Fitness
(CRICOS course code 108724M)

The *SIS30321 Certificate III in Fitness* is an entry-level qualification that develops the skills and knowledge needed to work as a fitness instructor in the Australian fitness industry. Students learn how to assess client fitness needs, develop and deliver exercise programs, instruct and supervise clients, and support safe participation in physical activity. The course also develops skills in workplace safety, risk management and first aid. Graduates may work in settings such as fitness centres, gyms, leisure and aquatic centres and community facilities.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 15 units of competency – 11 core units and 4 elective units.

For more information, refer to ALG's website at: Fitness Courses

SIS40221 Certificate IV in Fitness
(CRICOS course code 108723A)

The SIS40221 Certificate IV in Fitness develops the skills and knowledge needed to work independently as a personal trainer in a range of fitness settings. Students learn how to assess client needs, develop and deliver personalised exercise programs, apply exercise science principles, and design strength and conditioning programs. The course also

develops skills in client relationships and business management, supporting students who may wish to operate their own fitness business or take on broader responsibilities within the fitness industry.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 17 units of competency – 10 core units and 7 elective units.

For more information, refer to ALG's website at: Fitness Courses

Yoga Teaching

11149NAT Certificate IV in Yoga Teaching
(CRICOS course code 112589A)

The *11149NAT Certificate IV in Yoga Teaching* develops the practical skills and knowledge needed to teach yoga to individuals and groups at a basic to intermediate level. Students learn how to plan and deliver yoga classes, teach yoga postures and techniques, and incorporate practices such as breathing techniques, mindfulness and meditation. The course also develops knowledge of anatomy and physiology, yoga philosophy, safe teaching practices and professional and ethical responsibilities. Students also develop skills in client relationships, professional networks and business planning relevant to working as a yoga teacher.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 12 units of competency – 10 core units and 2 elective units.

For more information, refer to ALG's website at: Yoga Teaching Courses

11150NAT Diploma of Yoga Teaching
(CRICOS course code 112588B)

The *11150NAT Diploma of Yoga Teaching* develops advanced skills and knowledge for students seeking to work as specialist yoga teachers. Students learn how to adapt yoga and meditation programs for groups and individuals at different life stages, including clients with specific needs and chronic conditions. The course builds advanced skills in yoga teaching, consultation, pranayama, asana, meditation and relaxation, while developing knowledge of therapeutic yoga principles, yogic lifestyle and yoga philosophy. Students also develop research, professional collaboration and business skills relevant to operating a yoga teaching practice.

The course is delivered over 52 weeks, including 40 weeks of study and 12 weeks of holidays, and comprises 12 units of competency – 8 core units and 4 elective units.

For more information, refer to ALG's website at: Yoga Teaching Courses

ELICOS Courses

ALG currently offers one ELICOS course – **General English** (CRICOS Course Code: **121324G**)

The General English course is designed to develop the English language skills students need for everyday communication, including situations they may experience while living, studying or travelling in an English-speaking country. Students develop the four main English language skills of speaking, listening, reading and writing, with a focus on becoming more confident and fluent in English.

The course has three levels: **Intermediate, Upper Intermediate and Advanced**. Students are placed at the level that matches their current English language ability and may complete one or more levels depending on their needs and English language goals.

Each level consists of 10 units of study, with one unit delivered each week. Students attend 20 hours of face-to-face classes each week and take part in a range of learning activities designed to develop their English language skills.

ELICOS Class Placement and Learning Support

When you commence your ELICOS course, ALG will assess your English language proficiency, learning goals and individual learning needs. You will be placed in a class that is appropriate to your current English language level. If any specific learning or support needs are identified, ALG will put appropriate support in place to help you learn effectively.

ELICOS Class Size

ELICOS classes have a maximum teacher-to-student ratio of 1 teacher to 18 students (1:18).

ELICOS Course Level Progression

Each General English level is 10 weeks in duration. To progress to the next level, for example from Intermediate to Upper Intermediate, you must meet both course progress requirements:

- Attendance: Meet the required attendance requirements for your course.
- Course Progress: demonstrate satisfactory course progress for your current course level.

You must meet both requirements to progress to the next General English level. For further information, refer to the ELICOS Course Progress Monitoring and Reporting Policy and Procedure.

Work Placement

As indicate in its course listings above, many of ALG's courses include **Work Placement**, where you complete part of your training and assessment in a real workplace. ALG's Work Placement Team will help you arrange a suitable workplace for your placement.

The table below outlines the compulsory work placement hours for applicable ALG courses.

Qualification	Work Placement Hours
CHC30125 Certificate III in Early Childhood Education and Care (CRICOS 107418G)	160 hours
CHC50125 Diploma of Early Childhood Education and Care (CRICOS 107419F)	280 hours
CHC33021 Certificate III in Individual Support (CRICOS 112587C)	120 hours
CHC43015 Certificate IV in Ageing Support (CRICOS 095783M)	120 hours
CHC52025 Diploma of Community Services (CRICOS 118710A)	400 hours
CHC53315 Diploma of Mental Health (CRICOS 095787G)	160 hours

While on placement, you are expected to behave professionally, follow the rules of the workplace and meet the responsibilities explained in the Work Placement Student Guide.

Entry Requirements and Course Suitability

Entry Requirements

Each ALG course has entry requirements that you must meet before you can enrol. Entry requirements vary between courses and may include requirements about your age, previous education or qualifications, English language proficiency, or other course-specific requirements. You should check the entry requirements for your chosen course before applying.

Course Suitability

Meeting the entry requirements does not always mean that a course is suitable for you. Before you enrol, ALG will consider the skills and competencies needed for your chosen course and review your existing skills and competencies, including your language, literacy, numeracy and digital literacy skills (see below).

Depending on the course, ALG may also consider relevant skills and attributes such as your communication and interpersonal skills, ability to work with others, physical capabilities and readiness to participate in practical or workplace-based activities. This is particularly important for some Community Services and Health (CHC) courses, which may involve working with vulnerable people or dealing with sensitive or emotionally challenging situations.

ALG will use this information to provide you with advice before enrolment about whether the course is suitable for you.

Refer to ALG's course information page which provides more details about course suitability and entry requirements. Explore our Courses

English Language Proficiency

English language proficiency is your ability to study and communicate in English.

If you are an overseas student, ALG is required to assess whether your English language proficiency is sufficient for you to enter your chosen course. You must meet the English language proficiency requirements for your course before you can enrol.

You may demonstrate your English language proficiency by providing evidence accepted by ALG, such as the results of an approved English language test or evidence of previous study that meets ALG's requirements. If you cannot provide other acceptable evidence, you may be required to complete ALG's English language placement test.

English language proficiency is assessed separately from your Language, Literacy, Numeracy and Digital (LLND) skills.

For more information, please review ALG's English Language Proficiency Factsheet

Language, Literacy, Numeracy and Digital (LLND) Skills

Language, Literacy, Numeracy and Digital (LLND) skills are the everyday skills you need to learn, complete your course work and participate successfully in your studies. They include learning, reading, writing, speaking, working with numbers and using digital technology.

As part of the enrolment process, you will normally be required to complete an LLND assessment. ALG uses your results to assess whether your skills meet the requirements of your chosen course and to identify any areas where you may need additional support.

If you meet the course requirements but need additional support in some areas, you may be able to enrol with learning support arrangements in place. If you do not yet have the LLND skills needed for the course, you may need to develop these skills and complete another assessment before you can enrol.

For more information, please review ALG's Language, Literacy, Numeracy and Digital Skills (LLND) Requirements Factsheet

Disability and Additional Support

If you have a disability that may affect your studies, we encourage you to let ALG know.

It is best to tell us **during the enrolment process**, where possible, so we can discuss your needs with you and consider any support or reasonable adjustments that may help you participate in your course. You can also tell us at any time during your studies if your needs change or you require additional support. ALG will consider what reasonable adjustments can be made while still ensuring that you can meet the requirements of your course.

For more information, refer to ALG's **Access and Equity Policy & Procedure** at https://alg.edu.au/forms-policies-procedures/

Reasonable Adjustment

A reasonable adjustment is a change or support provided to help a student with disability participate in their training and assessment on the same basis as other students. An adjustment does not change the skills and knowledge that a student must demonstrate to successfully complete their course.

ALG is committed to providing students with disability with reasonable adjustments that support their participation and success in their studies.

Adjustments are determined in collaboration with the student, their advocate and ALG's academic staff.

ALG reasonable adjustments may include:

- modifying course material
- modifying or providing equipment as well as modifying the delivery environment
- differentiated teaching strategies and providing individual learner support to the student.

You can request a reasonable adjustment by completing the reasonable adjustment online form no later than two weeks from the start of their course. Requests are subject to approval.

If a requested reasonable adjustment is not appropriate or cannot be provided, ALG will tell you as soon as reasonably practicable and explain the reasons why.

For more information, please refer to ALG's STU-03 Reasonable Adjustment Policy and Procedure.

Enrolment Documentation & Written Agreement

Before you enrol or are required to pay any fees, ALG will provide you with enrolment documentation that explains the training you will receive, the fees, costs and charges you will need to pay, and any important obligations or requirements that apply to your enrolment. This may include requirements relating to equipment or technology, work placement, course participation and other course-specific requirements.

ALG will give you this information in a number of ways, including directing you to the ALG website or the Student Handbook.

If you are an **overseas student**, you must accept a Written Agreement with ALG before, or at the same time as, ALG accepts payment of your tuition or other fees.

Your Written Agreement contains important information about your enrolment, including your course, start date, study location and mode of study, entry requirements, any conditions on your enrolment, tuition and other fees, and payment arrangements. It also explains ALG's refund arrangements, what happens if you or ALG cannot continue the course, how your personal information may be shared, and your rights to make a complaint or appeal.

The Written Agreement also requires you to keep ALG informed of your current residential address, mobile number, email address and emergency contact details, and to tell ALG of any changes to these details **within** 7 days**.**

You should keep a copy of your Written Agreement and receipts for any payments you make to ALG**.** For more information, please refer to ALG's FUT-03 Written Agreements Policy and Procedure

Unique Student Identifier (USI)

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

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

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

If you do not have a USI, then ALG cannot issue you with Testamurs, Records or Results or Statements of Attainment. It is ALG's policy that all new students must supply the College with your USI on or before your Orientation Day.

Applying for a USI is simple, and free.

a) Apply for your USI by yourself online.
- Go to the USI website: www.usi.gov.au
- Click on 'Create your Usi'
- You will need one form of identification to complete your application, for example, your passport or driving licence

b) A member of ALG's Student Experience Team will help you to apply for USI if you wish.

Credit Transfer and Recognition of Prior Learning (RPL)

Credit Transfer (CT) recognises units of competency that you have already successfully completed through previous nationally recognised training, so you do not need to complete the same unit again.

Recognition of Prior Learning (RPL) is an assessment process that considers the skills and knowledge you have gained through previous study, work or life experience to determine whether you already meet the requirements of a unit of competency.

If you are granted RPL or Course Credit, ALG will provide you with a written record of the decision and ask you to accept the outcome in writing. If you are an overseas student and the RPL or Course Credit reduces the duration of your course, ALG will advise you of the reduced course duration, update your Confirmation of Enrolment (CoE) as required and report the change in PRISMS where required.

ALG supports Credit Transfer and RPL through a fair, transparent and consistent process. Full details, including how to apply and the evidence you may need to provide, are available in ALG's TAE-05 Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure.

Course Fees, Payments and Refunds

Before you enrol, ALG will provide you with information about the Tuition and Non-Tuition fees associated with your course. **Tuition fees** are the fees you pay for the delivery of your course. **Non-Tuition Fees (Additional Fees)** are other fees that may apply in addition to your tuition fees, such as fees for reassessment, Joining fee, enrolment fee, ELICOS materials fee or other circumstances where additional fees may apply.

Your **Written Agreement** provides the detailed fee, payment and refund information that applies to your enrolment, including:

- all tuition fees you are required to pay
- a list of non-tuition fees (Additional fees) that may apply during your studies
- the periods of study those tuition fees relate to
- a payment instalment schedule including payment due dates
- your payment options
- the refund arrangements, including amounts that may or may not be refunded
- how to apply for a refund
- details of any other person who may receive a refund on your behalf
- what happens if ALG is unable to deliver your course, including the role of the Tuition Protection Service (TPS) for overseas students.

You are responsible for paying your fees by the required due dates.

If you are having difficulty paying your fees, you should contact ALG as soon as possible.

Failure to pay an amount required under your Written Agreement may affect your enrolment and may result in your enrolment being suspended or cancelled.

You should keep a copy of your Written Agreement and receipts for all payments you make to ALG.

For more information, please review:

- your Letter of Offer and Written Agreement

- Current course fees, additional fees and payment options information available on the ALG website at: https://alg.edu.au/course-fees/
- ALG's STU-08 Fees and Refunds Policy and Procedure

Payment Options

Via your Student Portal (using debit or credit card)

Log In: ALG.edu.au/studentportal (your student number is your username). You can choose to pay via PayID or via debit/credit card in your Student Portal.

If you are unable to pay with your debit/credit card through the student portal, you can pay by card using the following link:
https://alg.rtomanager.com.au/Publics/PayFees/PayOnline.aspx

PayID

If you have an Australian bank account, you can pay your fees using PayID. Select the ABN/ACN payment option in your banking app and enter ALG's registered PayID: **112 741 723.** Confirm that the account name displayed matches "Australian Learning Group Pty Ltd" before making payment. Please include your student ID and full name as the payment reference.

When making the payment, you can choose to "Pay someone new" via ABN / ACN option on your mobile / internet banking or choose "Fast Payment" option (for business account holders). No service fee applies. Please provide your student / offer ID and student name in the payment description so we can easily identify your payment.

Via your Education Agent

Where authorised by ALG, you may arrange payment of your fees through an approved education agent. You should confirm with ALG that the agent is authorised to collect payments before transferring any funds. All payments must be supported by an official receipt from your agent.

Via Pay To Study (from overseas)

International bank transfer from student's home country using the following website: https://alg.paytostudy.com International transfer fees apply.

Alternative Payment Method

You have the freedom to choose and switch between 'Pay-by-Month' and 'Pay-By-Term'. You may request to change between Pay-by-Month and Pay-by-Term. To ensure the change takes effect for the upcoming term, you must submit the Change of Payment Method Request Form at least five business days before the relevant payment due date. Changes will only apply to future tuition fee payments.

You should refer to your Offer Letter/ Written Agreement for details about your tuition fees and other fees that might apply to your enrolment at ALG. If you have any concerns or

questions, please feel free to contact your Student Experience team at support@alg.edu.au

Pay-by-Month

Pay-by-Month is an option available for both new and existing students.

Pay-by-Month allows a student to pay for a term of study over 3 monthly instalments.

Pay-by-Month can only be applied for your future tuition fees. It does not cover miscellaneous fees (i.e. Additional fees (Non-tuition Fees such as Joining fee, etc.) or any overdue tuition fees.

Under the **Pay-by-Month** option, tuition fees for each term are paid in three monthly instalments, due on the **3rd day of each applicable month**. You must make payments in accordance with their approved payment plan and Written Agreement. Any changes to payment arrangements must be approved by ALG.

Pay-by-Term

Under the Pay-by-Term option, you must pay tuition fees in full three weeks before the start of each term, on the Monday specified in ALG's published payment schedule.

Privacy and Disclosure of Student Information

ALG collects personal information about you so that we **can** process and manage your enrolment, deliver your course, provide student support, maintain your student records and meet our legal and regulatory obligations**.** Personal information may include your name, contact details, date of birth, identification documents, enrolment information, academic results, visa details and financial information. ALG handles your personal information in accordance with applicable privacy laws, including the Privacy Act 1988 **and the** Australian Privacy Principles.

As a registered training organisation and CRICOS provider, ALG is required or authorised to provide some of your information to government agencies and other organisations. Depending on your circumstances, this may include the **National Centre for Vocational Education Research (NCVER), Australian Skills Quality Authority (ASQA), Department of Employment and Workplace Relations (DEWR), Tuition Protection Service (TPS), other government departments and regulators,** and relevant state or territory authorities. Information may also be shared where appropriate with education agents, other education providers, employers or service providers that support ALG's operations and student services.

Information provided to NCVER forms part of the National VET Data Collection and may be used for purposes such as VET administration, regulation, research, statistics, surveys, policy development and workforce planning. NCVER may also provide information to Commonwealth, state and territory authorities and VET regulators where authorised by law.

ALG may also use **approved Artificial Intelligence (AI) and AI-enabled systems** to support education, student services and other organisational activities. Where these systems process your personal information, ALG takes reasonable steps to ensure that its use is appropriate, secure and consistent with privacy requirements.

Where consent is required for a particular use of your information through an AI-enabled system, ALG will obtain that consent before the information is used. **AI does not independently make final decisions that materially affect students;** authorised ALG staff remain responsible for reviewing the information and making the final decision.

ALG takes reasonable steps to protect your personal information from loss, misuse, unauthorised access or disclosure. You can also ask ALG to access or correct personal information held about you. If you believe your personal information has not been handled appropriately, you can make a complaint through ALG's Complaints and Appeals process.

For more information, you please review AGL's STU-01 Privacy Policy and Procedure

You can also find more information about Privacy on ALG's website at: Privacy Notice

Section IV: Studying At ALG

Student Orientation

All new students are provided with an Orientation session on or before their agreed commencement date at ALG. Orientation is designed to help you understand how ALG works, what is expected of you as a student, how to access your course and where to go if you need help.

The Orientation Program includes information about:

- your course, training and assessment requirements, including attendance, course progress and assessment submission
- using ALG systems, including the Student Portal, RTO Manager, your ALG student email and Canvas
- your responsibilities as an ALG student, including the Student Code of Conduct and academic integrity
- ALG's Student Experience, Academic, Learning Support and other support services
- English language, LLND and study assistance available to help you with your studies
- health, wellbeing and safety support, including Sonder and emergency services
- ALG policies, procedures and forms, including complaints and appeals
- campus facilities, safety and emergency procedures
- work placement requirements, where work placement is part of your course.

You will also receive practical information to help you settle into studying and living in Australia, including information about:

- public transport and getting around your city
- accessing doctors, health services and other community support services
- employment rights and other legal or community services
- your local area and services available near your campus
- where to find further information and support if you need it.

You will also be introduced to the **Student Experience Team** and other staff who can support you during your studies. The Student Experience Team is your first point of contact if you have questions or are unsure who to speak to.

Student Code of Conduct

ALG is committed to providing a safe, caring and orderly environment to ensure that students have the opportunity to learn. The **ALG Student Code of Conduct** provides behavioural and academic guidelines to ensure that that ALG remains a positive learning environment for you and your fellow students as well as staff and other members of the ALG community.

Students must:

- provide true and accurate information to ALG
- follow the reasonable instructions of ALG staff
- behave in a respectful, responsible and professional manner
- treat other students, staff and workplace supervisors with respect

- not intimidate, threaten, harass or bully other people
- not damage ALG property or the property of other people
- comply with all ALG policies and procedures
- not engage in discrimination or vilification (including antisemitism, racism or other forms of religious or racial hatred) toward any person
- respect cultural, religious and personal differences within the ALG community
- not engage in antisemitic behaviour, hate speech, or any conduct that promotes hostility or violence toward individuals or groups based on religion, ethnicity, race or cultural identity
- not disrupt classes, assessments or other ALG activities
- not bring dangerous items, illegal substances or banned materials onto ALG premises
- not behave in a way that threatens the safety of others

For further information please check ALG's STU-02 Student Code of Conduct

Student Dress Code and Uniform Policy

You are expected to dress in a **neat, clean, safe and appropriate manner** while attending ALG. Clothing must not display offensive language, images or messages, and footwear must be worn at all times.

Some courses, classes or practical activities may have specific dress, uniform or safety requirements, which you must follow when required.

Campus Facilities, Equipment and Resources

ALG has campuses in **Sydney, Melbourne, Brisbane and Adelaide**. Our campuses are located in central city locations with access to public transport and other local services. Sydney has two campus locations in Haymarket, while the Melbourne, Brisbane and Adelaide campuses are located in their respective CBDs.

ALG provides facilities, equipment and learning resources to support you throughout your course. Facilities vary depending on your campus and course but may include:

- modern classrooms with audio-visual equipment and whiteboards
- Wi-Fi throughout campus
- computers, printing and copying facilities
- digital library resources
- study areas for individual and small-group work
- student lounge and kitchen facilities
- meeting spaces for student support
- specialist practical training spaces and equipment relevant to particular courses.

Depending on your course and campus, specialist training facilities may include aged care simulation facilities and equipment, counselling practice facilities, early childhood education and care practice spaces, and yoga studios. Fitness students may also undertake practical learning in commercial fitness facilities. These facilities provide opportunities to practise skills in environments and with equipment relevant to the workplace.

You will also have access to **Canvas,** ALG's Learning Management System, which provides online access to learning materials, course information, timetables and other student resources. You can use Canvas to access course materials and videos, submit assessments, view results and feedback, participate in online learning activities and communicate with your trainers.

ALG aims to ensure that you have access to the facilities, equipment and learning resources needed for your course, regardless of your campus location. If you need help accessing facilities or learning resources, contact the Student Experience Team.

For more information about individual campuses and their facilities, see the ALG Campus and Student Life information.

Mode of Study

As an overseas student, you are enrolled in a **full-time course**. For VET courses, full-time study is based on a minimum of **20 scheduled course contact hours each week**. Your course has been designed with a set duration and study schedule to allow you to complete your course within the expected duration shown on your Confirmation of Enrolment (CoE).

Online learning is study where you and your trainer mainly communicate using digital technology and you do not need to attend scheduled classes at an ALG campus. Online resources and activities that are used as part of, or in addition to, your scheduled classes are not considered online learning for this purpose.

As an overseas student, you cannot complete your entire course online. No more than one-third of your course can be delivered by online learning. In each compulsory study period, you will study at least one unit that is not delivered by online or distance learning, unless you are completing the final unit of your course.

ALG delivers VET courses through a combination of face-to-face and online learning. Each week, you complete 14 hours of face-to-face training usually over two days and 6 hours of scheduled online learning. Together, these make up your 20 hours of scheduled study each week.

ALG records your attendance for both the face to face and online components of your weekly 20-hour study load.

ELICOS Mode of Study

ELICOS courses are delivered face-to-face and include **a minimum of 20 hours of face-to-face course contact each week**. You are expected to attend your scheduled classes and participate in the learning activities required for your course ELICOS courses are not delivered by online learning unless the online hours are additions to the 20 hours face to face requirement.

Bring Your Own Device (BYOD)

Some courses require you to bring your own electronic device, such as a laptop, so you can take part in class activities and complete your course work.

If your course requires a device, it must:

- have at least 7.5 hours of battery life when fully charged
- have Microsoft Word or similar software for completing assignments
- have a PDF reader to open PDF documents
- be able to connect to the internet for online learning and research.

For safety reasons, you cannot charge your device in the classroom. Charging stations are available in common areas, but the number of charging points is limited.

You are responsible for keeping your device safe and secure while at ALG.

For more information, refer to ALG's Bring Your Own Device (BYOD) Policy

Course Progress

If you are an overseas student, ALG must monitor your course progress to make sure you are on track to complete your course within the expected duration shown on your Confirmation of Enrolment (CoE). You are expected to complete your course within this timeframe unless an extension is permitted under the National Code (See Permitted Reasons for Extending Course Duration section below).

Requirements for Satisfactory Course Progress

ALG defines a student as having achieved satisfactory course progress where they:

- achieve "Satisfactory (S)" assessment outcomes for all units of competency completed during each study period; and
- have not received "Not Yet Satisfactory (NYS)" results in two consecutive study periods, or twice during the same study period. (A study period is one academic term). Terms

ALG's Course Progress and Attendance Policy and Procedure also specifies that. for you to be assessed as Competent in a unit of competency, you must achieve Satisfactory (S) in all parts of the assessment for that unit.

Monitory course progress

ALG have procedures to **identify, notify and assist** you if you are at risk of not meeting course progress.

- We **identify** if you are at risk of not meeting course progress by reviewing your results in your assessments.
- We **notify** (tell) you if we think you are at risk of not meeting course progress by sending you warning letters.
- We **assist** (help) you if you are at risk of not meeting course progress by offering you an opportunity to complete an Intervention Plan to help you with your course progress.

  If ALG puts an intervention strategy in place for you, you are expected to participate in the agreed support and follow the actions in your Intervention Plan.

ALG will continue to monitor your progress and may adjust the support provided where necessary.

If you do not meet ALG's satisfactory course progress requirements, ALG may be required to report you for unsatisfactory course progress. Before you are reported, ALG will send you a written **Notice of Intention to Report**. The notice will explain why ALG intends to report you and advise you that you have 20 working days to access ALG's Complaints and Appeals process.

If you appeal ALG's decision to report you for unsatisfactory course progress and are not satisfied with the outcome, you can take your appeal to the Commonwealth Ombudsman for external review.

ALG will only report you if:

- the internal (ALG) and external complaints (The Ombudsman) processes have been completed and the Ombudsman's decision or recommendation agrees with ÁLG
- You have decided not to access ALG's complaints and appeals process within the 20 working day period
- You have decided not to access the external complaints and appeals process (the Ombudsman's services)
- You withdraw from the internal or external appeals processes by notifying ALG in writing.

For further details about course progress monitoring processes, please refer to STU-06 Student Course Progress and Attendance Policy and Procedure

For further details about course progress monitoring processes for ELICOS students, please refer to: ELICOS Course Progress Monitoring and Reporting Policy and Procedure

Attendance

Regular attendance is important to your course progress. **ALG expects you to attend at least 80% of your scheduled face-to-face classes and training activities.**

If you do not attend regularly, you may miss important training and assessment activities. Poor attendance may place you at risk of not meeting your course progress requirements or completing your course within the expected duration.

For overseas students studying VET courses, the 80% attendance expectation is an ALG requirement. It is not a National Code requirement for satisfactory course progress. However, ALG may use poor attendance as a sign that you are **at risk of not meeting your course progress requirements** and may contact you to discuss your progress and any support you may need.

For further information, please refer to STU-06 Student Course Progress and Attendance Policy and Procedure

ELICOS attendance requirements

Under Standard 8 of the National Code 2018, ELICOS students must maintain satisfactory attendance. This means you must attend at least **80% of your scheduled course contact hours**. ALG monitors and records your attendance throughout your course.

If your attendance is at risk of falling below 80%, ALG will contact you and put an intervention strategy in place to help you improve your attendance before it becomes unsatisfactory. This may include identifying the reasons for your absences and providing appropriate support to help you meet the attendance requirement.

If you do not meet the attendance requirement, ALG may be required to report you for unsatisfactory attendance. Before this occurs, ALG will notify you in writing and explain your right to access the Complaints and Appeals process.

For further information, please refer to ELICOS Attendance Monitoring and Reporting Policy and Procedure.

Permitted Reasons for Extending Course Duration

If you are an overseas student, you are expected to complete your course within the duration shown on your Confirmation of Enrolment (CoE). ALG can only extend your course duration in limited circumstances.

Your course duration may be extended where:

- there are **compassionate or compelling circumstances**, supported by appropriate evidence
- ALG has implemented, or is implementing, **an intervention strategy** because you are at risk of not meeting your course progress requirements
- ALG has approved a deferral or suspension of your studies.

If your course duration is extended, ALG will update your CoE as required.

You will also be advised to contact the Department of Home Affairs for information about how the extension may affect your student visa, including whether you need to apply for a new visa.

Assessment Guidelines

Assessment is an essential part of your course. To successfully complete a unit of competency, you must demonstrate that you have the **skills and knowledge required by that unit**. You demonstrate this by successfully completing the assessment tasks for the unit. You cannot successfully complete your qualification unless you have been assessed as competent in all of the required units of competency.

Depending on your course and the unit you are completing, assessment tasks may include:

- written questions and answers
- practical demonstrations
- observations by an assessor
- projects and assignments
- case studies
- role plays and simulations
- presentations
- portfolios or collections of work
- workplace tasks and observations

- reports or other workplace documents.

You may need to complete more than one type of assessment for a unit to demonstrate all of the required skills and knowledge.

Assessment submission dates are provided by your trainer or assessor, in your course materials and through ALG's learning management system, **Canvas.**

Workplace Assessment

Some units require you to demonstrate your skills in a real workplace. This means that some of your assessment must be completed during your work placement rather than in the classroom.

During workplace assessment, an ALG assessor will observe you completing practical tasks to check that you can perform them safely and to the required workplace standard. Your workplace supervisor may also be asked to provide information about your performance or confirm that you have completed particular workplace activities. However, the final decision about whether you have demonstrated competency is made by an **ALG assessor.**

You must complete all required workplace assessment activities to successfully complete the relevant units of competency. Full information about work placement requirements is provided in the Work Placement Student Guide.

Assessment Outcomes

Your assessment results show whether you have successfully demonstrated the required skills and knowledge. Individual assessment tasks may be marked as "Satisfactory (S)" or "Not Yet Satisfactory (NYS)", while your overall result for a unit of competency is recorded as "Competent (C) or "Not Yet Competent (NYC)". Other outcomes may apply where you receive RPL or Credit Transfer, or withdraw from a unit.

Code Name/ Abbreviation	Code Description and Reason for use
Competent (C)	Awarded to a student who is deemed Competent based on ALG assessment criteria
Not Yet Competent (NYC)	Awarded to a student who is deemed Not Competent based on ALG assessment criteria
Satisfactory (S)	Awarded to a student who is deemed Satisfactory based on ALG assessment task level criteria
Not Yet Satisfactory (NYS)	Awarded to a student who is deemed Not Yet Satisfactory based on ALG assessment task level criteria
Recognition of Prior Learning Granted (RPL)	Where student has achieved all of the learning outcomes specified for that subject to the required standard through prior learning that includes informal and/or non-formal learning, and may also include formal learning

Credit Transfer (CT)	Where the student has achieved all of the learning outcomes specified for the subject to the required standard through prior formal learning
Withdrawn (WD)	Where the student has withdrawn before attempting all assessment items

Resubmissions

In certain circumstances, you may need to resubmit, submit late or resit an assessment.

- You have three attempts for assessments due prior to week 9 and two attempts for assessments due in week 10 to successfully complete an assessment task of a subject or UoC (Unit of Competency).
- ALG does not provide another opportunity to resit or resubmit for students who have chosen not to use a scheduled resit or resubmission opportunity.

For further information about assessments, please see TAE-02 Assessment, Submission and Academic Integrity Policy and Procedure

ELICOS Assessments

ELICOS students complete weekly assessments based on the English language and skills covered during that week. These assessments are used to check your progress and may assess your reading, writing, listening and speaking skills, as well as your use of language, including vocabulary and grammar. Assessment activities may include written tests, reading and listening tasks, writing activities and speaking assessments. Your weekly assessment results help ALG monitor your progress and determine whether you are achieving the learning outcomes for your course or course level.

Your weekly assessment results are used to measure and monitor your course progress and determine whether you are meeting the course progress requirements for your course or course level. For more information about how ALG monitors course progress, refer to: ELICOS Monitoring and Reporting Course Progress Policy and Procedure.

Academic Integrity & Academic Misconduct

ALG defines **Academic Integrity** as *"the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility."*

Source: Tertiary Education Quality and Standards Agency (TEQSA), What is academic integrity?

At ALG, academic integrity means completing your own assessment work honestly and demonstrating your own skills and knowledge. You must make sure that the work you submit is your own and that you follow all assessment instructions.

All new students must complete ALG's **Academic Integrity Training** before they can access their course learning materials in Canvas. The training explains academic integrity, common

types of academic misconduct, how to use and reference sources, acceptable use of Artificial Intelligence (AI), and where to get help.

The training includes eight short modules. You will participate in activities and must achieve 100% in the final quiz for each module. You can try the quizzes again if you do not achieve 100% on your first attempt.

Academic Misconduct is behaviour that does not meet ALG's academic integrity requirements. It includes dishonest, unauthorised or inappropriate practices in completing or submitting assessment work.

Academic misconduct includes:

- **Plagiarism** – using someone else's words, ideas or work and presenting them as your own without properly acknowledging the source. You must submit your own original work and identify information or ideas you have taken from other sources.
- **Self-plagiarism** – reusing work that you previously submitted for another assessment or unit without permission from your trainer or assessor. If you think your previous work is relevant to a new assessment, ask your trainer or assessor before using it again.
- **Collusion** – working with another person on an assessment when you are required to complete the work independently. For example, asking another student or friend to help write an assignment that you then submit as your own work.
- **Cheating** – using unauthorised information, materials, devices or assistance during an assessment. This may include copying another student's work, using a mobile phone during an examination, or bringing unauthorised notes into an assessment.
- **Contract cheating** – having or paying another person or service to complete some or all of your assessment work and submitting it as your own.
- **Falsifying assessment evidence** – making up, changing or providing false information or evidence to make it appear that you completed something you did not. Examples include recording placement hours you did not complete, changing assessment or workplace records, using someone else's or AI-generated images as evidence of your own practical work, or providing a false signature.
- **Unauthorised or inappropriate use of Artificial Intelligence (AI)** – using AI in a way that is not permitted for an assessment. You must follow the instructions for each assessment and ALG's Guidelines for Referencing and Acceptable Use of Artificial Intelligence. Where AI use is permitted, you must follow ALG's requirements for acknowledging and referencing its use.
- **Not following assessment instructions** – not following instructions provided by your trainer or assessor, such as using an electronic device during an assessment when you have been instructed not to.

Providing commercial academic cheating services to students in Australia is against the law. You must not provide or arrange services that complete assignments or other assessment work for students.

ALG does not tolerate academic misconduct and may investigate any assessment where academic misconduct is suspected. Academic misconduct is a breach of the **Student Code of Conduct** and may result in disciplinary action. Serious or repeated breaches may result in your enrolment being cancelled and your expulsion from ALG.

Remember: If you are having trouble with your assignments, speak to your trainer/ assessor or the Student Experience Team.

For more information about Academic Integrity, click on the following link: What is Academic Integrity?

For more information about academic integrity, assessment requirements and academic misconduct, please refer to ALG's TAE-02 Assessment, Submission and Academic Integrity Policy and Procedure

For guidance about referencing and acceptable use of AI, please refer to ALG's Guidelines for Referencing and Acceptable Use of Artificial Intelligence.

Enrolment Variation (Deferral, Suspension & Cancellation)

An enrolment variation is a change to a student's enrolment that affects when they start, continue or finish their course. This includes deferring the start of a course, temporarily suspending studies, or cancelling (withdrawing from) an enrolment.

Enrolment Variations and Your Student Visa

Under **Standard 9 of the National Code 2018**, ALG must carefully manage and record any deferral, suspension or cancellation of an overseas student's enrolment. This is important because a change to your enrolment may affect your Confirmation of Enrolment (CoE) and student visa. ALG is required to report a deferral, suspension or cancellation of your enrolment through PRISMS. If you are an overseas student, ALG will advise you to contact the Department of Home Affairs for information about how the change may affect your student visa.

Deferral

A deferral occurs when you have enrolled in a course but now you wish to postpone your start date.

You can apply for a deferral via the Course Deferral Request Form

When applying to defer the course, students must ensure:

- All outstanding fees, including miscellaneous fees are paid
- All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

In general, ALG will approve a deferral if the applicant can demonstrate compassionate or compelling circumstances

Suspension

A suspension occurs when you have commenced your course and takes an approved temporary break from your studies for a specified period, for example, three months.

You may apply for a suspension on the grounds of compassionate or compelling circumstances.

To apply for a suspension, you should complete the Course Suspension Request Form.

When applying to suspend the course, you must ensure:

- All outstanding fees, including miscellaneous fees, are paid;
- All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

In general, ALG will approve a suspension request if the applicant can demonstrate compassionate or compelling circumstances

If your application for a deferral, suspension or cancellation is not approved, you have the right to appeal the decision through ALG's Complaints and Appeals process. You will be informed of the decision and how to submit an appeal.

Cancellation

A course cancellation (withdrawal) occurs when you have commenced your course and then you decide to stop studying and end your enrolment with ALG.

If you wish to cancel your enrolment with ALG, you need to complete an online Course Cancellation Request Form.

When applying to cancel their studies, you must ensure:

- The cancellation fee must be paid at the time of submitting the online form
- All outstanding fees, including miscellaneous fees are paid
- All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

For more information about ALGs' Enrolment Variations processes, please review STU-07 Enrolment Variation (Deferral, Suspension and Cancellation) Policy and Procedure

Provider initiated suspension or cancellation

ALG may initiate the suspension or cancellation of your enrolment where there are grounds to do so under ALG's policies and your Written Agreement. This may include, for example:

- non-payment of course fees
- a serious or repeated breach of the Student Code of Conduct
- unsatisfactory course progress or attendance where applicable,
- failure to meet requirements associated with your enrolment
- circumstances that may affect your compliance with student visa requirements.

Before ALG suspends or cancels your enrolment, ALG will tell you **in writing** what it intends to do and why. You will have 20 working days to access ALG's internal Complaints and Appeals process if you wish to appeal the decision.

ALG will not suspend or cancel your enrolment until the internal appeals process has been completed, unless your health or wellbeing, or the wellbeing of others, is likely to be at risk.

Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are circumstances that are generally beyond your control and have an impact on your course progress or wellbeing. These may include, for example, serious illness or injury, the death or serious illness of a close family member, a natural disaster, or another significant event that affects your ability to continue your studies as planned.

Compassionate or compelling circumstances may be considered when you apply for a deferral, suspension or cancellation of your enrolment or when considering an extension of your course duration.

When considering an application:

- ALG will consider your individual circumstances and make a decision based on the information available
- You must provide supporting documents where appropriate, such as a medical certificate or other evidence of your circumstances
- ALG will consider whether the circumstances are beyond your control and how they have affected, or are likely to affect, your studies or wellbeing
- Each application will be considered on its individual merits and supporting evidence.

For more information about compassionate and compelling circumstance, please review Compassionate or Compelling Circumstances Information

Overseas Student Transfers

Under **Standard 7 of the National Code 2018**, there are rules about overseas students transferring between education providers. If you have not yet completed six months of your principal course, you generally cannot transfer to another provider unless ALG approves your release or another exception under the National Code applies.

ALG must have a documented process for assessing student transfer requests, including when a transfer will be approved or refused.

When assessing a transfer request made within the first six months of your principal course, ALG will consider whether the **transfer is in your best interests**. This may include where there are compassionate or compelling circumstances, your reasonable expectations about the course are not being met, you were misled about the course and it is unsuitable for your needs or study goals, ALG has not delivered the course as agreed, or you are unable to achieve satisfactory course progress even after receiving support from ALG.

To request a transfer during the first six months of your principal course, you must make the request in writing and provide a valid Letter of Offer from another registered provider. You should follow the steps below:

1. Complete the online Course Cancellation request Form.
2. Provide a Letter of Offer from the new provider
3. Ensure all fees have been paid

Temporary Change to the Transfer Restriction Period

From 2 October 2026 to 30 June 2027, the transfer restriction period for overseas students has temporarily increased from 6 months to 12 months of your principal course. This means you will generally need ALG's approval to transfer to another provider before completing 12 months of your principal course. Some exceptions apply.
This change is temporary. From 1 July 2027, the transfer restriction period will return to 6 months.
For more information, including when ALG may approve a transfer during the restriction period, refer to the Transfer Between Registered Providers Policy and Procedure – see link below.

If ALG approves your release to transfer to another provider, the release will be provided at no cost to you.

If ALG intends to refuse your transfer request, ALG will tell you in writing why the request has been refused and advise you that you have 20 working days to access ALG's Complaints and Appeals process.

If ALG refuses your transfer request, it will not finalise the refusal in PRISMS while you are using your appeal rights. The refusal will only be finalised if the appeal is decided in ALG's favour, you do not access the Complaints and Appeals process within the required timeframe, or you withdraw from the process.

If ALG approves your release, you should contact the Department of Home Affairs for advice about whether you need a new student visa.

For more information about transfer between providers, please review ALG's STU-11 Transfer Between Registered Providers Policy and Procedure

Providing Feeback

Your feedback is important to ALG. It helps us understand your experience, identify what is working well and make improvements to our courses, training, assessment, student support, facilities and other services. ALG reviews student feedback as part of its continuous improvement processes. This includes formal student feedback surveys.

During your time with ALG, you may be invited to complete the following surveys:

- **New Student Survey** – provided to new students during **Orientation** and open until the end of the first week. This gives you an opportunity to provide feedback about your enrolment, orientation and experience starting your studies.
- **Student Experience Survey** – provided to students each term, normally in **Week 9**. This asks about your experience of your course, training and assessment, support and other aspects of studying with ALG.

- **Work Placement Survey** – if your course includes work placement, you may be asked to complete this survey towards the end of your placement term to provide feedback about your work placement experience.
- **Graduate Outcomes Survey** – after you complete your course, you may be invited to complete this survey approximately three months after completion. This helps ALG understand your experience after graduation and the outcomes of your training.

Some survey questions also form part of ALG's Quality Indicator data, which ALG is required to collect and use to monitor the quality of its training and services.

You do not need to wait for a survey to provide feedback. You can provide feedback at any time by speaking with your trainer or assessor or contacting the Student Experience Team. We encourage you to share both positive feedback and suggestions about where we can improve.

Complaints and Appeals Process

Complaint: a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- teaching and assessment delivered by ELICOS teachers
- assessment outcomes/ results
- services provided by education agents acting on behalf of the college

Appeal: A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a teacher.

You may appeal a decision made by ALG, a third party acting on ALG's behalf, or an ALG employee or contractor where the decision adversely affects you.

Complaints Procedure

If you have a complaint, ALG will try to solve it informally with you.

If you are still unhappy, you may submit a formal complaint using the Student Complaints and Appeals Form.

The Student Administration Team will commence the review of your complaint within 10 working days of receiving it and respond to you within 20 days.

ALG may ask you to provide more information or documents or attend a meeting. ALG will provide you with the outcome of your complaint in writing, including the reasons for the decision.

If you are unhappy with the outcome of your complaint, you should submit an appeal to ALG.

Appeals Procedure

If you wish to submit an appeal, you should do so using the Student Complaints and Appeals Form.

ALG will commence assessment of your appeal within 10 working days of receiving it and will finalise the outcome as soon as practicable. ALG may ask you to provide more information or documents or attend a meeting. You will be provided with the outcome of your appeal in writing, including detailed reasons for the decision.

The Appeals Committee might ask you to provide more information or documents or to come to a meeting and will write to you with the outcome of your appeal.

Meetings During a Complaint or Appeal

As part of a complaint or appeal, ALG or you may request a meeting to discuss the matter. This gives you an opportunity to explain your concerns, provide information and present your case.

If you attend a meeting as part of the complaints or appeals process, you have the right to present your case and to be accompanied by a support person. The complaints and appeals process will be available to you at minimal or no cost.

For further information please refer to the STU-12 Complaints and Appeals Policy and Procedure

External Appeals

If you are not successful in ALG's internal complaints or appeals process, ALG will advise you within 10 working days of concluding the internal review about your right to access an external complaints and appeals process at minimal or no cost. ALG will provide you with the contact details of the appropriate external body. For overseas students, the **Commonwealth Ombudsman** provides a free and independent external complaints and appeals service.

The Commonwealth Ombudsman's contact details are (including office addresses where you can make a complaint in person):

Website: **https://www.ombudsman.gov.au/**

Make a complaint online: **https://www.ombudsman.gov.au/make-a-complaint**

Postal Address: **GPO Box 442, Canberra, ACT 2601**

Location addresses:

- Adelaide — Level 11, 25 Grenfell Street, Adelaide SA 5000
- Brisbane — Level 22, 215 Adelaide Street, Brisbane, QLD 4000
- Sydney — Level 20, 60 Castlereagh Street, Syndey NSW 2000

- Melbourne Level 2, 452 Flinders Street, Melbourne VIC 3000

Phone: **1300 362 072**

If an internal or external complaint or appeal results in a decision or recommendation in your favour, ALG will implement the decision or recommendation immediately and advise you of the action taken.

For more information, please go to https://www.ombudsman.gov.au/How-we-can-help/overseas-students

Student Communication About Changes

ALG will communicate relevant changes that affect students in a timely and appropriate manner. Depending on the nature of the change, communication may be provided by email, through Canvas for academic and course-related matters, through student announcements or other appropriate communication channels.

You are responsible for regularly checking your ALG email, Canvas and other official communications to ensure they remain informed of changes that may affect your studies, enrolment or student experience.

Changes to Training Products

Sometimes a qualification, accredited course or unit of competency may be updated, replaced, removed or reach the end of its registration period. These are formally referred to as **superseded, deleted or expired training products**.

If a change affects your course, ALG will let you know what the change means for you and what you need to do.

Where required, ALG will arrange for you to transition to the replacement training product within the required timeframe. ALG will provide information about the transition, including any changes to your course or units and how your previous study will be recognised.

If you are affected, ALG will work with you to support your transition and minimise disruption to your studies.

Student Support

ALG provides a range of support services to help you participate in your course, complete your assessments and progress successfully through your studies. Support may include academic and learning support, Language, Literacy, Numeracy and Digital (LLND) support, help from trainers and assessors, wellbeing support and referrals to other services.

ALG does not charge you for reasonable learning and support services provided by ALG, or for information and referrals to other support services. External organisations or service providers may charge their own fees for services you choose to use.

Your support needs may be identified before you enrol or at any time during your studies. If ALG identifies that you need support, we will discuss the available options with you and may put support arrangements in place. Your support may be reviewed and changed if your needs change or if the support provided is not working effectively.

The **Student Experience Team** is the main point of contact if you are unsure where to go for help. The team can assist with general enquiries, study and enrolment matters, access to facilities and services, and referrals to other support. You can also visit your campus reception, contact ALG by telephone on **1300 254 000**, or email support@alg.edu.au

Academic Support

Your trainer or assessor should be your first point of contact if you need help with your classes, assessments or other academic matters. You can contact your trainer or assessor through Canvas.

ALG also provides academic support through Course Advisors. You can book an Academic Counselling Session to discuss academic difficulties, ways to improve your performance or other matters affecting your studies. Sessions may be available on campus or online.

Learning Support

ALG provides learning support to help you develop the skills you need to successfully participate in training and assessment.

Depending on your needs, support may include:

- additional academic or assessment support
- one-to-one learning support
- study and learning resources
- digital literacy support
- LLND workshops
- additional support arranged with your trainer or assessor
- referral to other internal or external support services.

ALG may record agreed support arrangements and monitor your participation and progress to check whether the support is helping you.

Academic Intervention

ALG monitors your participation, assessment progress and other indicators that may show you are at risk of falling behind in your course.

If you are identified as being at risk, ALG will contact you and explain the concerns, any actions you need to take and the support available to you. Depending on your circumstances, ALG may put an **Intervention Plan** or **Student Support Plan** in place and monitor your progress.

Support may include additional academic support, LLND support, help with study skills, additional learning resources, referral to another support service or other appropriate

strategies. If the support provided is not effective, ALG may review or change the support arrangements.

Language, Literacy, Numeracy and Digital (LLND) Skills Support

ALG provides Language, Literacy, Numeracy and Digital (LLND) support if you need help developing skills such as reading, writing, communication, numeracy or using digital technology for your studies.

LLND support needs may be identified before enrolment through ALG's admissions and LLND assessment processes, or later through your assessment results, participation, trainer observations or your own request for assistance.

ALG offers LLND Support Workshops during each term. Current workshops cover areas such as reading and writing, communication, numeracy and work placement interview preparation. Booking is required.

If you have been identified as requiring ongoing LLND support, you are expected to agree with a support schedule and attend LLND support sessions. ALG will monitor your attendance of and progress with such agreed support programs

Contacting Trainers, Assessors and Support Staff

You will be told who your trainers and assessors are, how to contact them and when they are available. This information may be provided during Orientation, through Canvas, your timetable or other direct communication from ALG.

For academic questions, you can contact your trainer or assessor through Canvas. For general support or if you are unsure who to contact, you can contact the Student Experience Team.

ALG aims to respond to student enquiries in a timely manner. General email and online enquiries normally receive an initial response within one business day. If an enquiry cannot be resolved within the expected timeframe, ALG will let you know and provide an estimated timeframe for a response.

Wellbeing Support

ALG provides wellbeing support to help you if personal, health, safety or wellbeing concerns are affecting you or your studies. You can speak with the Student Experience Team, who can provide information and help connect you with appropriate internal or external support services.

ALG students also have access to **Sonder,** which provides 24/7 safety, medical and mental health support by phone or through the Sonder app. Support is available for matters such as stress, anxiety, homesickness, relationship concerns, loneliness and personal safety.

If there is an immediate threat to your life or safety, call 000.

Safe and Inclusive Learning Environment

ALG is committed to providing a learning environment where students are treated with respect and can participate safely and fairly. ALG supports students from diverse backgrounds and does not tolerate discrimination, harassment or bullying.

ALG also aims to provide a culturally safe learning environment for Aboriginal and Torres Strait Islander students.

If You Need Support

You do not need to wait until you are experiencing serious difficulty before asking for help. If you think you may need academic, learning, LLND, wellbeing or other support, speak with your trainer or assessor or contact the Student Experience Team as early as possible.

ALG may also contact you if your assessment results, participation, attendance where applicable, or other information indicates that you may need additional support.

Critical Incidents

A critical incident is a traumatic event, or the threat of such (inside or outside Australia) which causes you to have extreme stress, fear or injury.

A critical incident can be:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g., earthquake, flood, windstorm
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g., drug use, sexual assault.

If you are involved in a critical incident, you should report it to your teacher, or to the Student Experience Team immediately.

A member of ALG staff will implement the Critical Incident Procedure which can include administrating first Aid or calling emergency services.

Section V: Living In Australia

Cost of Living

Before coming to Australia, it is important to plan and budget for your living expenses. The Cost of Living Calculator can help you estimate the cost of living in Australia based on your preferred lifestyle. You can compare accommodation, transport, entertainment and other everyday expenses.

Accommodation

You can choose from a range of accommodation options to suit your lifestyle and budget. You can stay with a local Australian family (Homestay), live in student accommodation, share an apartment with friends or live alone.

Homestay

Homestay accommodation allows you to live with an Australian host family – giving you an authentic Australian experience. You'll pay a fee that covers accommodation, breakfast, and dinner. Internet access is also often included. You can find some reputable Homestay Providers here

Share & Private Rental Accommodation

There are a number of unit complexes or houses specifically for students . In most cases, students will rent the entire house or flat, but there are also opportunities to rent a single bedroom, and share lounge room, kitchen, bathroom and laundry facilities with other students who have been selected by the management.

Most rental properties will require you to pay a **rental bond** upfront that will be returned at the end of your agreement if no damage has occurred. This will cover any money owing at the end of the tenancy for any damage to the property. The bond is used as security and is usually equivalent to the amount of four weeks' rent. Your landlord can also ask for one month's rent in advance for a fixed term agreement and two weeks for a periodic rental. You need to decide who is responsible for utilities like water, gas, and electricity.

Rental costs vary depending on the accommodation style, type and suburb. You can find more information about rentals form the following organisations in your state

NSW https://www.tenants.org.au

QLD https://tenantsqld.org.au/

VIC https://tenantsvic.org.au/

SA https://cbs.sa.gov.au/sections/renting/renting/tenant-advice-and-advocacy-service

Here are some online sources where you can find independent or share-rooms to rent in Sydney.

Flatmates – https://flatmates.com.au/

Gumtree - www.gumtree.com.au

Realestate.com.au - www.realestate.com.au

Domain - www.domain.com.au

Y Suites - https://www.ysuites.co/

Before you take a lease out on a property you need to:

- Ensure you have enough money to cover the Bond
- Arrange a reference or Guarantor
- Inspect the property before you sign a contract and/or pay a deposit.
- Photograph any existing damage or issues.
- Carefully read your rental agreement before signing it (get help if you are not sure what something means)
- Make sure you receive (and keep) a copy of your rental agreement
- Establish who is responsible for paying the utilities.
- Take careful notice of the details regarding the end of your rental agreement.

Purpose-built Student Accommodation

Around Australia, there are large centres of furnished apartments specifically designed for students. There are many different companies that provide this form of accommodation including:

- Campus Living Villages
- Iglu
- Student.com
- Urbanest
- UniLodge
- Scape

Transport

Understanding your transport options is an important concept when arriving in a new place. Australia has a diverse, clean and reliable transport system available for you to travel to and from your place of study.

Driving in Australia with an Overseas License

Throughout Australia, the laws for driving with an overseas licence differ. Please refer to the relevant section.

Sydney

If you're a tourist or temporary overseas visitor, you can drive in NSW using your overseas licence as long as you meet certain conditions. However, if your licence is not written in English, you must also carry an English translation. For more information, see the Transport for NSW website.

Melbourne

If you have an overseas or interstate licence, you'll need to convert to a Victorian licence within six months of residing in Victoria. An online conversion tool can be accessed on the

Brisbane

If you are visiting Queensland from another country, you can drive if you have a valid overseas licence. If your licence isn't in English, you should carry a recognised English translation of it when you're driving. Show this translation to the police when you have to show your driver licence. For more information please visit the Queensland Government Website.

Adelaide

If you are in South Australia on a temporary visa, you can drive using a current overseas driver's licence. You can only drive the types of vehicles that your licence allows you to drive, and you must follow any conditions on your licence.

You must carry your overseas licence with you when driving. If your licence is not in English, you must also carry an English translation of your licence or an International Driving Permit (IDP). For more information, visit the South Australian Government website.

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Public Transport

Sydney

Trains

Sydney has a robust train network with plenty of stations that connect the Central Business District (CBD) with the regional areas. The closest train stations to ALG's Sydney campuses are Town Hall, Central, Wynyard and Museum. To navigate the Sydney train network, you can use an Opal card that can be purchased at various locations including Newsagents or a single-use ticket at the station.

Light Rail

The Light rail is a relatively new feature to Sydney's public transport network, stopping at a number of popular CBD locations. To travel via light rail, you can use your Opal card.

Buses

There are buses travelling all around NSW and bus stops all around Sydney. To travel via bus, you can use your Opal card. However, be aware that buses can run late or change routes.

Ferries

The ferry system is a scenic way to travel around the city. The closest ferry wharves to ALG are Darling Harbour, King Street and Barangaroo. Opal Card can also be used for travel on Ferries.

Please check the https://transportnsw.info/ website for any service interruptions or download the TripView Lite app which will keep you updated on all public transport services.

Taxis

There are a number of taxi companies operating in Sydney. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone.

Melbourne

Trams

Melbourne has an extensive tram network that stretches outward from the city centre, with a free tram zone available within the city. To travel via tram, you must use a valid Myki card. For further information, please access www.ptv.vic.gov.au

Buses

Buses are a suitable way to travel if you live in the outer suburbs of Melbourne. To travel via bus, you must use a valid Myki card. For further information, please access www.ptv.vic.gov.au

Trains

With 17 different lines, trains are an effective solution for travelling to the outer suburbs. To travel via train, you must use a valid Myki card.

For further information, please access www.ptv.vic.gov.au

Taxis

There are a number of taxi companies operating in Melbourne. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone.

Brisbane

Trains

Trains are the best way to commute to and from suburbs located a long distance out from the city centre. There are 11 routes that generally run every 15-30 minutes, and depart hourly late at night. To navigate the Brisbane train network, you can use a Go Card which can be purchased online, at machines or through news agencies.

Buses

There is a multitude of bus routes around Brisbane. There are some free buses looping around the city during the day. On Friday and Saturday evenings, there are Nightlink buses

operating until early in the morning. To navigate the Brisbane bus network, you can also use your Go Card.

Ferries

The nine monohull ferries are currently out of service. A network of 23 terminals stretches from The University of Queensland at St Lucia (UQ St Lucia) to Northshore Hamilton.

Adelaide

Buses

Adelaide has an extensive bus network connecting the city centre with surrounding suburbs. The **free City Connector** bus service also operates around the Adelaide CBD and North Adelaide, providing easy access to many popular locations.

You can pay for Adelaide Metro services using a **metroCARD**, a contactless bank card or digital wallet using **Tap and Pay**, or the **Buy & Go app**.

Trains

Adelaide's train network connects the city centre with many suburbs across metropolitan Adelaide. Most train services travel to and from **Adelaide Railway Station** in the city centre.

You can use the same Adelaide Metro payment options when travelling by train.

Trams

Adelaide has tram services connecting the city with destinations including **Glenelg** and the **Adelaide Entertainment Centre**. Tram travel within the Adelaide CBD free zone is free. The free city tram zone includes stops between South Terrace, Adelaide Entertainment Centre, Festival Plaza and the Botanic Gardens.

For routes, fares, timetables and journey planning, visit the Adelaide Metro website.

Bicycle Laws

Cycling can be a convenient and affordable way to travel around Australian cities. When riding a bicycle, you must wear an approved and properly fitted helmet and follow the road rules that apply in the state where you are riding.

If you ride at night or in poor visibility, your bicycle must have the required lights and reflectors. Always use bike lanes and dedicated cycling paths where appropriate, take care around pedestrians and other road users, and check the local cycling rules before you ride.

Bike Hire and E-bikes

Shared bicycles and e-bikes are available for hire in some Australian cities. These services usually allow you to find, unlock and pay for a bike using an app on your mobile phone.

Lime e-bikes are currently available in Sydney, Melbourne and Brisbane. Lime does not currently list Adelaide as one of its Australian locations. Other bike and e-bike hire services may also be available in these cities.

To use a Lime e-bike, download the Lime app, create an account and use the map in the app to find an available bike. Scan the QR code on the bike to start your ride. Availability, operating areas and costs vary by city, so check the app before you travel.

Remember that the road rules of the state you are in still apply when you use a hired bicycle or e-bike. Always wear a helmet, follow local riding and parking rules, and make sure the bike is safe to use before starting your trip.

Phone Services

Making Calls within Australia

To make calls within Australia, dial:

Area code (for State or Territory only) + telephone number.

State & Territory Codes in Australia:

- 02 NSW – New South Wales; ACT – Australian Capital Territory
- 03 Victoria; Tasmania
- 08 Western Australia; South Australia; Northern Territory
- 04 All Mobile Phones in Australia

Mobile Phone Providers

There are numerous mobile phone providers in Australia that sell phones, SIM cards and plans. Some of the most popular providers include:

- https://www.vodafone.com.au/
- https://www.telstra.com.au/
- https://www.optus.com.au/mobile
- https://www.tpg.com.au/

Internet Services

Many of the phone service providers in Australia also provide fixed or mobile internet services. These are also offered as pre-paid, or contract plans like the mobile phones above and these operate in the same manner. If you choose to get a contract service for your home internet, you will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you and you need assistance in understanding the information they provide you, a member of the Student Experience Team will be happy to assist you.

Banking

Opening an Australian bank account can make it easier to manage your money while you are living in Australia. You can use your account to receive wages, pay bills and rent, make everyday purchases, and transfer money.

Australian banks offer online and mobile banking, and some offer accounts specifically for international students. Before opening an account, compare account fees, transaction fees and any fees for sending or receiving money overseas.

Head into your chosen bank with the necessary documentation and identification to open your account. The major banks in Australia include:

- https://www.commbank.com.au/
- https://www.nab.com.au/
- https://www.anz.com.au/personal/
- https://www.westpac.com.au/
- https://www.stgeorge.com.au/
-

With internet banking, you can manage your money online, make day-to-day payments, pay your course fees, and send or receive money from overseas. Fees may apply to international transfers.

Medical Services

Overseas Student Health Cover (OSHC)

The Australian Government requires all international students to purchase medical insurance for the full period of their student visa. This cover must be through an approved **Overseas Student Health Cover (OSHC)** provider.

The services covered by your OSHC will depend on your insurer and level of cover. OSHC generally helps with the cost of medical treatment, hospital care, some prescription medicines and emergency ambulance services.

Basic OSHC does not usually cover services such as dental, optical or physiotherapy. If you want cover for these services, you may need to buy additional health insurance.

You can buy OSHC from an approved Australian OSHC provider. Providers include:

- Australian Health Management: https://ahm.com.au/
- BUPA Australia: https://www.bupa.com.au/
- Medibank Private: https://www.medibank.com.au/
- Allianz Care Australia: https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
- NIB OSHC: https://www.nib.com.au/overseas-students

Prices and levels of cover can vary between providers. You should compare your options and choose the cover that best meets your needs.

OSHC providers offer different levels of cover and prices, so it is a good idea to compare your options before choosing a provider. You can visit OSHC Australia to compare OSHC providers, cover and prices and find an option that suits your needs.

The Australian Government has created a short Fact Sheet to help you understand OSHC. It explains:

- what OSHC is and why you need it
- how OSHC works and how to buy it
- what a **gap fee** is
- what a **waiting period** is
- what extra services different insurance companies may offer
- how to make a complaint if you have a problem with your OSHC provider

The Fact Sheet was created with feedback from international students who said they wanted clearer information to help them understand the Australian health system.

Overseas Student Health Cover (OSHC) fact sheet

General Practitioners

For most illnesses or health concerns, you should see a **General Practitioner (GP)**. A GP is a doctor who provides everyday medical care and can treat common illnesses and health concerns.

You can find GPs in your local area or near your ALG campus.

For more details of local doctor's services please check:

https:appointments/gp/Australia/NextAvailable

Mental Health Services

Wellbeing and Counselling Support – Sonder

ALG partners with **Sonder** to provide students with wellbeing, mental health, medical and safety support.

Sonder provides **24-hour support, 7 days a week** through the Sonder app or by phone. You can speak with the Sonder support team by live chat or phone and, where needed, access in-person assistance.

You can contact Sonder for support with concerns such as:

- stress or anxiety
- study pressures
- homesickness or loneliness
- relationships
- personal or family concerns
- your mental health and wellbeing

- safety concerns
- other issues that may be affecting you.

Multilingual Support

Sonder can provide support in **English or your preferred language**. Support is available 24 hours a day, 7 days a week.

Confidential Support

Your conversations with Sonder are confidential. You can contact Sonder directly when you need advice or support.

Track My Journey

If you feel unsafe travelling or are going somewhere unfamiliar, you can use Sonder's **Track My Journey** feature. Enter your destination and how you are travelling, and Sonder can monitor your journey until you arrive safely.

Wellbeing Resources

The Sonder app also gives you access to self-help articles, videos and information to help you look after your health and wellbeing.

How to Access Sonder

You can access Sonder through the **Sonder app.** You can also contact Sonder 24 hours a day through the Sonder app or by calling 1800 234 560 for safety, medical or mental health support.

The Sonder app is available for iPhone and Android.

For more information about Sonder and how to access the service, visit the ALG Student Support Centre.

Emergency or Critical Incident: If you or someone else is in immediate danger or needs urgent emergency assistance, call **000**.

GP Referrals

If you require access to mental health services, you can also make an appointment with your General Practitioner who may refer you to a psychiatrist or psychologist.

Nationwide Organisations

There are also many organisations that can be contacted for support and strategies to help you manage your mental health during your stay in Australia.

Lifeline

Lifeline offers crisis support, suicide prevention and mental health support services across Australia.

- 13 11 14
- 0477 13 11 14
- https://www.lifeline.org.au/

BeyondBlue

Beyond Blue is a free counselling service you can contact … contact if you are experiencing depression and anxiety

- https://www.beyondblue.org.au/
- 1300 22 4636

Legal Services

Commonwealth Ombudsman

If you are not successful in ALG's internal complaints handling and appeals process, you have the right to access and lodge an external appeal by contacting the Commonwealth Ombudsman who provide free and independent services for overseas students.

For further information, please see https://www.ombudsman.gov.au/How-we-can-help/overseas-students

Other Services

Whilst the Commonwealth Ombudsman is the first preference, there may be situations where more suitable mediators are required. Students can also contact the following:

In the case where third-party mediation incurs a payment, these costs are to be shared equally between ALG and the student.

Fair Work Australia – for assistance with work-related issues.

Industry Associations – for advice or assistance with issues related to a particular industry or profession.

Independent lawyers – for independent legal advice or assistance with a legal matter.

State-Based Services

Redfern Legal Centre (Sydney)

For students based in Sydney, the International Student Legal Service NSW provides free and confidential legal advice covering a range of issues including complaints about education providers and student visa issues. For further information, please see: https://rlc.org.au/our-services/international-students

Study Melbourne Student Centre (Melbourne)

The **Study Melbourne** website provides a wide range of useful information and support for international students living and studying in Victoria. This includes information about accommodation, employment and work rights, health and wellbeing, legal support, safety, transport and living in Melbourne.

The website also provides information about free support services available to international students in Victoria. For more information, visit the Study Melbourne website.

Caxton Legal Centre (Brisbane)

Caxton Legal Centre is an independent, non-profit organisation that represents individuals in a multitude of matters including consumer law. For further information, please see https://caxton.org.au/

Legal Services Commission of South Australia (Adelaide)

For students based in Adelaide, the Legal Services Commission of South Australia provides free legal advice and assistance on a range of legal issues. Support is available through its Legal Helpline and face-to-face appointments. The Commission can also provide information and referrals where further legal help is needed.

For further information, visit the Legal Services Commission of South Australia website.

Personal Safety

Australia is considered to be one of the safest countries in the world. However, like in all countries and major cities, risks should not be taken.

As a general principle, you should always avoid dark areas at night time, do not attract unwanted attention to yourself with loud behaviour, dress etc. and take care of your valuables and belongings at all times. If you don't know the area well or if you must travel at night, you should travel with a friend. Do not hitchhike or ride in a car with someone you do not know, even if they seem friendly or helpful.

If you do not feel safe at any stage call the **Emergency number 000** and ask for Police.

Sun Safety

Australia has one of the highest rates of skin cancer in the world. Fortunately, being **Sun Smart** is a simple and effective way to reduce your risk of developing skin cancer.

Cancer Council Australia provides guidance on how much sun you need and how to protect yourself from getting too much sun exposure on their sun safety website.

For best protection, the cancer council recommends a combination of sun protection measures including:

- **Slip** on some sun-protective clothing that covers as much skin as possible.
- **Slop** on broad spectrum, water resistant SPF30+ (or higher) sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards. Sunscreen should never be used to extend the time you spend in the sun.

- **Slap** on a hat – broad brim or legionnaire style to protect your face, head, neck, and ears.
- **Seek** shade.
- **Slide** on some sunglasses – make sure they meet Australian Standards.

Beach Safety

A day at the beach is a fabulous way to enjoy you time in Australia. If you're planning a day out by the water, here's your guide to staying safe and having a great day:

- **NEVER** swim at an unpatrolled beach. Pick somewhere to swim that has trained lifeguards to assist you if you get into trouble.
- **ALWAYS** swim between the red and yellow flags when you go to the beach. This is the area that has been determined as the safest for swimming. NEVER swim outside the flags. This is the area that is patrolled and watched by trained lifeguards.
- **CHECK** for any signs and ALWAYS follow their instructions
- **DO NOT DIVE** into water as you may misjudge the depth; this may cause serious injuries;
- **ALWAYS** walk into the water slowly and be aware of any submerged objects which can cause injuries;
- **NEVER** swim alone, or at night, when no-one can see you;
- **NEVER** swim under the influence of alcohol;

If you find yourself in trouble in the ocean, raise your hand/arm up to signal for help and stay calm. Float with a current or rip – do not try and swim against it.

The ocean can be a dangerous place and so understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe from danger. More information about Surf safety can be found on the Surf Life Saving Beach Safety website at the following link:

https://beachsafe.org.au/surf-safety

Emergency Services

On-Campus

If you need urgent help while you are on campus, immediately contact a **Student Experience Team member** at your campus or your **trainer**. They will help you get the support you need.

If there is an immediate risk to your life or safety, call **000** for police, fire or ambulance assistance.

Off Campus

If you need urgent support while you are away from campus, contact **Sonder** through the Sonder app or call **1800 234 560**. Sonder provides safety, medical and mental health support 24 hours a day, 7 days a week.

If you or someone else is in immediate danger or there is a life-threatening emergency, call **000** for police, fire or ambulance assistance. Calls to 000 are free.

Interpreter Assistance

Our Student Experience Team can help you locate a suitable interpreter service. Alternatively, you can call Translating and Interpreting Service (TIS) at 131 450 for immediate phone interpreting, pre-booked interpreting and on-site interpreting if you are having difficulties communicating in English. For further information, please see: https://www.tisnational.gov.au/en/Non-English-speakers/Help-using-TIS-National-services

Places of Worship

Australia is defined by our value of multiculturalism. With diverse cultures and religions nationwide, it is very easy to find your preferred place of worship. Please find below a list of some places of worship for each state.

Sydney

Place	Location
Bet Yosef (The Caro Synagogue)	243 Old South Head Rd, Bondi NSW 2026
Christ Church St Laurence (Anglican church)	812 George St, Sydney NSW 2000
Great Synagogue	166 Castlereagh Street, Sydney NSW 2000
Hwa Tsang Buddhist Monastery	29 Mackenzie St, Homebush NSW 2140

Place	Location
Mahamakut Temple	39 Junction Rd, Leumeah NSW 2560
Sri Mandir	286 Cumberland Road, Auburn NSW 2000
St. Mary's Cathedral	St Marys Rd, Sydney NSW 2000
Sydney CBD Musalah	84 Pitt Street, Sydney NSW 2000
Sydney Hare Krishna Temple	180 Falcon Street, North, Sydney
Wynyard Musalah	60 Clarence Street, Sydney NSW 2000

Melbourne

Place	Location
Collins Street Baptist Church	174 Collins Street, Melbourne VIC 3000
South Yarra Presbyterian Church	621 Punt Road, South Yarra VIC 3141
St Michael's Uniting Church	St Michaels Walk, Melbourne VIC 3000
The Sunshine Mosque	618 Ballarat Road, Sunshine, VIC 3022
Wesleyan Methodist Church of Australia	184 Balwyn Road, Balwyn VIC 3103

Brisbane

Place	Location
Ann Street Presbyterian Church	145 Ann Street, Brisbane QLD 4000
Catholic Church	87 Central Avenue, St Lucia QLD 4067
Kuraby Islamic Mosque	1408 Beenleigh Road, Kuraby QLD 4112
Sri Selva Vinayakar Koyil (Ganesha/Hindu Temple)	4915-4923 Mt Lindesay Highway, South Maclean QLD 4280
The Brisbane Synagogue	98 Margaret Street, Brisbane QLD 4000
Tibetan Buddhist Society	16 Rosslyn Street, East Brisbane QLD 4169

Adelaide

Place	Location
Saint Francis Xavier's Cathedral (Catholic)	39 Wakefield Street, Adelaide SA 5000

St Peter's Cathedral (Anglican)	27 King William Road, North Adelaide SA 5006
Pilgrim Uniting Church	12 Flinders Street, Adelaide SA 5000
Adelaide Mosque (Islamic)	20–28 Little Gilbert Street, Adelaide SA 5000
Shri Ganesha Temple (Hindu)	3A Dwyer Road, Oaklands Park SA 5046
Beit Shalom (Jewish)	39 Hackney Road, Hackney SA 5069
Guru Nanak Darbar (Sikh)	7A Barham Street, Allenby Gardens SA 5009
Adelaide Buddhist Centre (Triratna)	96 Halifax Street, Adelaide SA 5000

Library Services

Sydney

The City of Sydney information page outlines various locations and opening hours of libraries in NSW: https://www.cityofsydney.nsw.gov.au/search?term=library&page=1

Melbourne

The City of Melbourne information page various locations and opening hours of libraries within the city:
https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx

Brisbane

The Brisbane City Council website provides information about various library locations and contact details: https://www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries

Adelaide

The City of Adelaide website provides information about library locations, opening hours and services available in Adelaide: City of Adelaide Libraries

Section VI: Working In Australia

Student Visa Work Rights Restrictions

As a condition of the student visa, you are allowed to work up to 48 hours per fortnight while you are enrolled in full-time study in Australia. There is no restriction on the hours you can work during holidays. Keep in mind that you will not be able to work until you have commenced your studies.

Tax File Number

Once you have permission to work in Australia, you will need to apply for a **Tax File Number (TFN)** from the Australian Taxation Office (ATO). Most students can apply online at www.ato.gov.au.

You need a TFN when you start a new job or change jobs.

Finding a Job

Casual or part-time work can help you earn income while you are studying. Many international students find work in retail, hospitality and customer service.

Common job search websites include:

www.seek.com.au

www.careerone.com.au

www.mycareer.com.au

As a student visa holder, you must follow the work conditions on your visa. In most cases, this means you can work up to 48 hours per fortnight while your course is in session. A full-time job in Australia is usually around 38 hours per week, so this is not generally suitable to a student visa holder.

ALG expects you to make your studies a high priority. Your work must not interfere with your classes, assessments, attendance, course progress or work placement requirements.

ALG is not responsible for employment-related issues caused by your study timetable or any changes that may need to be made to your timetable.

Fair Work Ombudsman

While working in Australia, it is important that you understand your rights and responsibilities in the workplace.

International students have the same basic workplace rights as other workers in Australia. This includes the right to be paid correctly, receive payslips, work in safe conditions and be treated fairly.

The **Fair Work Ombudsman (FWO)** is the national workplace relations body. The FWO provides information and support about pay rates, workplace conditions, leave, unfair treatment and other employment matters.

For more information about workplace rights for international students, visit:

International students fact sheet

Minimum Rights and Conditions

All employees in the national workplace relations system receive basic minimum workplace rights (entitlements) under the **National Employment Standards (NES).** However, the workplace rights that apply to you may vary depending on whether you are employed on a full-time, part-time or casual basis.

When you start a job with a new employer, they must provide you with a copy of the **Fair Work Information Statement (FWIS**) as soon as possible after you start your new job. The Fair Work Information Statement is a document that provides important information about your basic workplace rights and conditions, including pay, leave, working hours and ending employment.

For more information about the NES, visit : https://www.fairwork.gov.au/employment-conditions/national-employment-standards

For more information about the FWIS, visit: https://www.fairwork.gov.au/employment-conditions/information-statements/fair-work-information-statement

Anonymous Report

The FWO has an online form that allows anyone to report a workplace concern anonymously. The form can be accessed at https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/report-an-issue-anonymously

Record My Hours app

As an international student, it is likely that you may be engaged on a casual basis where your pay is calculated based on the number of hours you work. Whilst your employer will record the hours, it can also be helpful for you to record as well. The **Record My Hours app** assists workers to easily record and store your hours of work and is free to download. For further information and the link to download, see https://www.fairwork.gov.au/tools-and-resources/record-my-hours-app

What to Do if You Have a Problem at Work

If you believe you have been treated unfairly at work or your workplace rights have not been met, you should first try to resolve the issue with your employer. If the issue is not resolved, you can contact the Fair Work Ombudsman (FWO) for information, advice and help with workplace problems. For help about how to contact the FWO, go to: https://www.fairwork.gov.au/about-us/contact-us

Section VII: Further Resources

Australian Learning Group (ALG)

- ALG Website - https://alg.edu.au
- ALG Student Support - https://alg.edu.au/studentarea/studentsupport/
- ALG Policies and Forms - hie https://alg.edu.au/forms-policies-procedures/
- ALG Student Handbook – https://alg.edu.au/studenthandbook/
- ALG Frequently Asked Questions (FAQs) - https://ash.alg.edu.au/hc/en-us
- ALG Facebook: https://www.facebook.com/ALG91165/
- ALG Instragram: https://www.instagram.com/australianlearninggroup/?hl=en

International Student Education Framework

- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - https://cricos.education.gov.au/
- Education Services for Overseas Students (ESOS) Framework - https://www.education.gov.au/esos-framework https://www.dese.gov.au/esos-framework

Regulatory Bodies

- The Australian Skills and Qualifications Authority (ASQA) - https://www.asqa.gov.au/
- Tuition Protection Service (TPS) - https://www.education.gov.au/tps
- Department of Home Affairs (DHA) - https://immi.homeaffairs.gov.au/
- Fair Work Ombudsman (FWO) - www.fairwork.gov.au/
- Australian Competition and Consumer Commission - www.accc.gov.au
- Australian Human Rights Commission - www.humanrights.gov.au

Study Information

- Study in Australia - https://www.studyaustralia.gov.au/dyinaustralia.gov.au
- MyFuture - https://myfuture.edu.au/
- MySkills - https://www.myskills.gov.au/

International Student Organisations

- Australian Federation of International Students (AFIS) - https://www.facebook.com/AFISorg/
- Council for International Students Australia (CISA) - www.cisa.edu.au

English Language Tests

- International English Language Testing System (IELTS): www.ielts.org
- Test of English as a Foreign Language (TOEFL): www.toefl.org
- LANGUAGECERT Academic - https://www.languagecert.org/en

Tourism and Australian Living

- Tourism Australia - https://www.australia.com/en
- Insider Guides - https://insiderguides.com.au/