

pathway to your future

information for prospective students



Melbourne
Australia

www.ithea.vic.edu.au
RTO Registration Number: 22037
CRICOS Provider Code: 02892J



Welcome to ITHEA

On behalf of our devoted, enthusiastic and knowledgeable team, I wish to welcome you to the Institute of Tertiary and Higher Education Australia (ITHEA).

ITHEA the pathway to *your* future.

It is the vision of ITHEA to provide our students with a caring and innovative learning experience, providing guidance towards their hopes and aspirations. We offer our students a range of English language and vocational education programs designed to prepare them for successful participation in higher education programs as well as employment, both in Australia and internationally.

Our nationally accredited courses are designed by highly qualified and supportive staff with extensive industry and teaching experience. Our staff is dedicated to achieving teaching and learning excellence, flexibility and personal satisfaction.

Our state of the art facilities and inner city campus, provides students with a dynamic and inspirational environment in which to realise their potential. Thus, an atmosphere for personal growth within a value-based educational structure.

Peter Jasonides
Managing Director
Institute of Tertiary & Higher Education Australia



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313 - 315 Flinders Lane,
Melbourne, Victoria, 3000

Postal:

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313 - 315 Flinders Lane,
Melbourne, Victoria, 3000

CRICOS Provider Code:

02892J

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22037

welcome



Melbourne, Australia

Melbourne central business district (CBD) is the pulse of our city. Work and leisure come together here. Melbourne is an easily navigated city and all you need is right at you finger tips.

Melbourne is a city of colour and excitement. It has the perfect mix of heritage-listed architecture, ultra modern buildings and lush green parklands. It is a place of history but at the same time, an innovative city of the 21st century.

Melbourne's welcoming culturally diverse population has inspired a plethora of international restaurants and nightclubs, making it a stimulating place to live and study. It's no wonder Melbourne has been internationally recognised as the most liveable city in the world.

... and some facts

Population: 3,806,092 (2006)

Established: 30 August, 1835

Area: 2,153 km² (831.3 square miles)

Time: AEST, UTC+10 (summer, AEDT, UTC +11)

Area: 2,153 km² (831.3 square miles)

Facilities

Modern classrooms - ITHEA offers modern refurbished classrooms with a bright and welcoming atmosphere, comfortable furniture and up to date facilities.

Common Room - ITHEA provides its students with a Common Room. This area enables you to relax between classes and socialise. The Institute provides facilities for heating of lunches and provisions for tea and coffee, tables and chairs for studying and eating, as well as couches and armchairs for relaxing and conversing with fellow students.

Computer Room - ITHEA is equipped with modern computing facilities with up to date software and hardware, comfortable furniture all in a pleasant atmosphere.

"Melbourne is the most liveable city in the world"

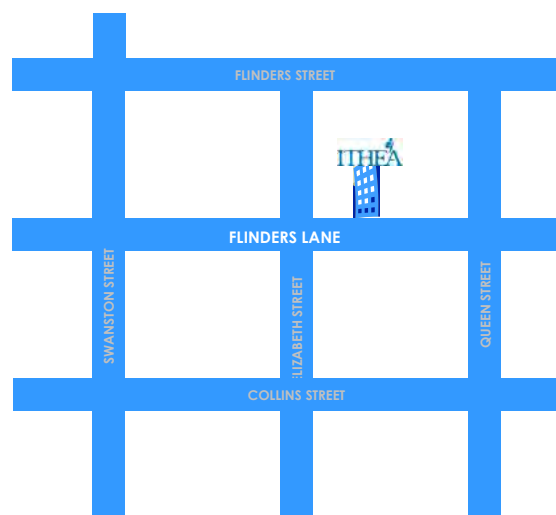
Economist Intelligence Unit,
The Economist, London, UK

Location

ITHEA is conveniently located in the heart of Melbourne City, in the central hub, at level 4, 313 - 315 Flinders Lane, Melbourne.

There is easy access to all amenities including accommodation, medical centres, restaurants, shops, sports and recreational facilities, museums and cinemas.

Our campus is literally a few metres from all modes of public transport easily accessed by buses, trams and trains.



location



Mission

The mission of the Institute of Tertiary and Higher Education Australia (ITHEA) is to provide an elite level of education and training services to our students by providing a range of educational opportunities which enhance their knowledge and skills.

We do this by delivering high quality, accredited programs for a wide range of students from diverse cultural backgrounds.

We focus on the development of students' skills within a supportive, vibrant and exciting learning environment. We accomplish this by utilising only the highest qualified, committed and supportive staff who adhere to all the standards agreed to by Federal, State and Territory governments in Australia. According to government standards ITHEA is monitored and subjected to regular external audits to ensure compliance and verify adherence to the relevant standards.

Vision

We at ITHEA, believe that education is vital for empowerment and development of the individual. We strive to be a leading provider of superior educational pathways, enabling learners to attain their educational aspirations.

Why study @ ITHEA

ITHEA is a new and innovative educational institution which offers many opportunities for academic success. Its development was inspired by significant changes in the educational structure of Australia and the high demand for vocational education for international students. We aim to provide nationally recognised and accredited courses for local and international students. We are attuned to the additional needs and requirements of all students and strive to provide the best possible environment in order that they may succeed in their studies.

We have embraced change in a vibrant environment, continuously looking towards the future for educational innovation and achievement. Most importantly, we acknowledge and value cultural diversity of the students within our institution.

ITHEA is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government, through its registering authority (the Victorian Registration and Qualifications Authority) monitors and subjects us to regular external audits to verify adherence to these standards.

Excellent teaching is at the heart of any successful learning experience. ITHEA teachers are selected for their knowledge, dedication to their students and ability to teach. The friendly and caring atmosphere and comprehensive support network, provide students with a safe and happy study environment away from home.



identity

Melbourne, Australia



Why study in Melbourne?

Melbourne is a thriving metropolis of 3.6 million people from diverse cultural backgrounds. It is the capital city of Victoria which boasts a rich history in sporting, artistic, social and religious life. The "Garden State" (as it is known) is home to world-class shopping precincts such as Chapel Street, South Yarra and Melbourne Central, fabulous restaurants, cafés and markets, terrific art galleries, theatres, cinemas and magnificent parks and gardens. Melbourne is one of the best places to study: colourful, safe, clean and green, affordable!

Life in Melbourne is never boring. Each week, there are countless free attractions. The parks, gardens and crystal clear beaches are spectacular all year round. Melbourne is also known as the festival capital of Australia, playing host to the arts, international sporting events, exhibitions, food, wine and celebrations of multicultural communities. You'll have fun while you study here!

Melbourne is also one of Australia's leading business and education centres. Manufacturing and research and development make Melbourne a great place to find a job after you graduate.

Melbourne's safe and friendly environment, moderate cost of living, affordable quality housing, high quality health and education services, efficient and easily accessed public transport system, moderate climate and clean air, make it one of the most favoured destinations of many international students where they can nurture friendships from around the world.

That's why in 2002 Melbourne was voted as the world's most liveable city in the world!

The climate

Melbourne has a warm temperate climate, with four distinct seasons in the year.

It is at its best during autumn (March to May). The days are warm and the nights are cool with temperatures ranging from 13-21C. The city transforms into a colourful display of autumn hues.

During the mild winter from June to August, the temperatures range from 10-15C. It does not snow in the city but you will still need your umbrella!

In spring (September to November), the city once again awakens with the return of brilliant colours from the blossoming trees. The temperatures range from 12-23C.

In summer, which is from December to February, the temperature ranges from 25-35C. It is recommended that you stay out of the sun during the hottest part of the day and make sure you apply protective sunscreen when ever you go outside.

Melbourne does not have a specific wet season; it can rain at any time of the year.

Sports and other outdoor activities are possible at all times of the year.





services to students

Welfare and services

ITHEA recognises that many overseas students will find the adjustment to the Australian way of life difficult when they arrive. Some students may also have problems that will affect their studies and everyday well-being. Therefore, we provide a range of support and services to assist our students to achieve their learning goals. THEA will make every effort to assist its students in their time of need.

We look forward to welcoming you and ensuring that your learning experience is both meaningful and enjoyable.

Computer Labs

There are strict guidelines to follow:

- no food or drink permitted at any time;
- unauthorised software applications or downloads are not permitted (see Student Handbook for Acceptable Use Policy);
- tampering with the computer systems (i.e. changing settings or removing keyboards) is not permitted;
- students are to purchase their own disks and any other materials;
- at the end of class, leave your working area clean and tidy;
- use of IT labs are done so under staff supervision at all times.

Resource Centre

ITHEA will provide reference books and related material to assist students in their studies.

Airport pickup

The most convenient and secure way for you to be welcomed to Australia is to be escorted to your new accommodation. Students arriving in Melbourne who have paid for this service will be met at the airport and transported to their accommodation.

Orientation and transition assistance

To aid the cultural and local life adjustment of new students, we provide a comprehensive Orientation Handbook which contains very useful information about life in Melbourne.

Health Insurance

Overseas Student Health Insurance (OSHC) is compulsory for all student visa holders. Travel insurance is recommended for all your luggage and personal belongings.

Accommodation assistance

There is a wide range of accommodation available for international students including:

Rental accommodation. When renting a house, apartment/flat, you will be required to sign a lease. You are required to pay one-month's rent in advance as well as a security deposit. This deposit is returned to you at the end of your lease if the house or apartment is in the same condition as when you signed the lease. \$70-\$350 AUD per week.

Homestay is an accommodation program where students live with an Australian family. As well as being cost effective, it is an accommodation program designed to provide students with opportunities to learn more about Australian culture and the English language. \$180-A\$270 AUD per week.

Visit: www.homestay-australia.com for more information.

Shared accommodation is where students share the cost for a house or flat/apartment with other students. International students can find advertisements on notice boards and newspapers for shared accommodation. Often shared accommodation requires students to provide their own furniture. Shared accommodation can be economical but you must be prepared to share the cost and the responsibility for household tasks. \$50-\$180 AUD per week.



What can I do if I'm unhappy about something?

It is important to discuss any matter that you are unhappy about. You can talk to your teacher or to the student counsellor. After talking about a problem you may find that it has been a misunderstanding. However, if you are still unhappy about it, then there is the Formal Grievance Procedure to follow.

Do I have to pay overseas student health cover?

Yes. Australian Government regulations state that all Overseas Student Visa holders must have acceptable health insurance cover during the whole time they are in Australia.

Can I get help with my study plans?

If you are interested in getting more information on further study, either at ITHEA or at another College or University, you can talk to the Student Manager who will assist you in any way possible.

Where is ITHEA?

ITHEA is located on the 4th floor, at 313 Flinders Lane, Melbourne.

What is the Goods and Services Tax (GST)?

A Goods and Services Tax (GST) was introduced on 1 July 2000 as part of the Australian Federal Government's new tax system. Under the new tax, most goods and services are subject to a 10% GST. An overview of the GST is available on the Australian Taxation Office website at: www.ato.gov.au: Fees charged by ITHEA for an accredited tertiary program are GST free. Some visa charges include the GST. GST applies to Overseas Student Health Cover. Short-term accommodation, such as hotels incur a GST. Long-term accommodation is GST free.

How to enrol @ ITHEA

Fill out the application form. You must attach a copy of your passport, IELTS results or secondary school certificate. Post, facs or email the application form and documents to:

ITHEA
Level 4
313—315 Flinders Lane,
Melbourne, 3000,
Victoria, Australia.

Facsimile: +61 3 9620 0009
Email: info@ithea.vic.edu.au

Do not enclose any course fees with this form.

If your application is accepted, ITHEA will make you a formal offer in your nominated course which clearly lists the fee structure, duration of your course and entry conditions. When you have completed the steps outlined in your **Letter of Offer**, ITHEA will then send you a copy of the **Confirmation of Enrolment** form and a receipt. Take the copy of the Confirmation of Enrolment form to Australian Consulate, Embassy, High Commission or Australian Education Centre in your home country and apply for a student visa. The Department of Immigration and Citizenship will then commence procedures for the issue of your visa. As this can take some time, it is important that your application is submitted well before your course start date, and that you respond promptly to ITHEA's offer of a place. For student visa information enquire through an Australian Diplomatic Mission or of the Australian Department of Immigration and Citizenship or check their website at: www.immi.gov.au

Receiving your eCOE

You should now send us the completed Letter of Offer along with the tuition fees for your first semester of study (this amount will be on your Letter of Offer), Overseas Health Cover (this amount will also be on your Letter of Offer) and accommodation fees if you require these services. Payment options are explained in your Letter of Offer. You can contact us if you require further details. Please ensure all payments are in Australian Dollars. Once we have received payment, we will issue an electronic Confirmation of Enrolment (eCoE). You will need to take your eCoE to your closest Australian Diplomatic mission to obtain your student visa.

If you are applying for your student visa directly, you can obtain information from the Department of Immigration and Citizenship at: www.immi.gov.au or your local Australian Diplomatic Mission.





services to students

Counselling

Student services staff are available to assist students with any difficulties or personal problems they may experience while studying in Australia. Assistance is available for accommodation problems, visa renewals, medical appointments, homesickness, tax file number applications and any other problems students require help with.

ITHEA provides a Student Liaison Officer to manage the counselling and welfare for all students.

Appropriate interpreting services are also provided for overseas students during counselling sessions if required and referral to other external, qualified counselling for further assistance can be arranged.

Career advice, academic counselling and placement service

Qualified counsellors provide students with advice on all the courses available for them to achieve their study goals. Assistance is given with arranging interviews and enrolment into colleges and universities. Regular talks from universities and colleges are held at ITHEA to provide students with information about study options. All students will benefit from potential links with Australia's leading universities and vocational colleges.

Emergency assistance & medical care

All students carry a student identification card with their address and the 24-hour emergency phone number to provide them with the security of knowing that they can get assistance at any time. There are many local doctors and hospitals located close to campus.

First Aid Officers

ITHEA has Certified First Aid Officers who will assist with emergency first aid for students if required. For cases requiring further medical attention, students will be directed to the care of a qualified medical practitioner. Students on student visas are issued a medical card by the government health service after arrival.

Grievance Policy

ITHEA'S student grievance policy and procedure is based on the principle that all students are entitled to fair and equitable treatment and prompt resolution of any disputes or complaints they may have. Our student grievance policy enables students to have a voice for any issues which may arise.

The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by ITHEA.

The independent mediator will be provided by ACPET phone (+61 3) 9416 1355.



Student Visa Requirements

According to the Department of Immigration and Citizenship (DIAC), "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application".

Additional information on student visa issues is available on the DIAC website at: www.immi.gov.au

Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

Certificate IV, Diploma and Advanced Diploma Qualifications

- Applicants must be 18 years or older.
- Applicants must have satisfactorily completed year 12 or equivalent, or,
- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered.
- A proficiency in English equivalent to IELTS 5.5 of higher.

Language, Literacy and Numeracy

Students' language, literacy and numeracy levels are described as follows:

Reading and writing – a learner will be able to read, comprehend and write a range of texts within a variety of contexts.

Oral communication – a learner will be able to use and respond to spoken language including some unfamiliar material within a variety of contexts.

Numeracy and Mathematics – a learner will be able to recognise and use some of the conventions and symbolism of formal mathematics including measurement, graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem solving strategies.

Limited language assistance will be provided in the form of modified teaching and assessment where required.

Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing OSHC at:

www.health.gov.au/internet/wcms/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1





Contact details

The Institute will require your current contact details. If you have plans to change any contact details, you **must** inform ITHEA in writing two days prior to your change of address. It is your responsibility to maintain current contact details with the Institute.

Attendance requirements

The Department of Immigration and Citizenship (DIAC) requires that all international students attend 80% of classes to satisfy the visa requirements. Every student's attendance is strictly monitored. If your attendance is less than 80% and if there is no valid excuse i.e. a doctor's certificate to cover illness during this time, your name will be reported to the ITHEA Student Manager by your teachers.

What will happen if you are reported to ITHEA?

- there will be one letter of warning,
- followed by an Attendance Agreement signed by the student,

and finally –

- a cancellation notification.

DIAC will be notified of enrolment cancellation at this time. You will be required by DIAC to attend an appointment to discuss your status. It is likely that your Visa will be cancelled.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

School-aged dependents

Dependents of persons holding a student visa are required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Full time study

Australian law requires International students to study at a full time study load. You may only study part-time if you must **repeat failed units**. You can only repeat failed units **once**.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake from later years to ensure they have a 100% full time study load.

Please be aware that if your attendance drops below 80% over any 2-week period, ITHEA is required to review your enrolment, counsel you and, if poor attendance persists, report you to DIAC. The report may put you in breach of your visa conditions.

Delivery to students holding a student visa via distance education is specifically **not** permitted.

Competencies to be achieved

Competencies to be achieved during training are detailed in the ITHEA course brochures.

Satisfactory progress

Students who do not have satisfactory academic progress will be reported to DIAC. Unsatisfactory academic performance is defined as failing more than 3 units in any one term. A failure in two units in a term will trigger a review of academic progress by ITHEA. If at the end of the review ITHEA is not satisfied with the academic progress of a student, the student may be reported to DIAC which may result in a breach of visa conditions.



cost of living

Cost of living

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need a minimum of A\$12,000 per year (excluding tuition) to cover living expenses.

Accommodation costs range from \$100 per week (flat/apartment accommodation) to \$200 per week (homestay).

Fruit, vegetables and meat are available fresh and at reasonable prices, particularly when shopping at a market. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Food costs about \$60 per week and transport can cost about \$30 per week.

To the right is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper price.

Food	Cost
Milk 1 litre	\$1.50
Bread 1 loaf	\$3.00
Apples 1 kg	\$4.00
Potatoes 1 kg	\$2.00
Beefsteak 1 kg	\$8.00
Eggs 1 dozen	\$3.50
Cereal	\$3.00 - \$5.00
Fruit Juice 2 litres	\$4.00
Rice 1 kg	\$2.00
Instant Noodles (pkt)	\$0.60
Cappuccino	\$3.00
Personal Effects/Services	Cost
Shoes 1 pair	\$70.00
Jeans 1 pair	\$80.00
Toothpaste 140g	\$2.50
Shampoo 250ml	\$4.00
T-shirt	\$20.00
Hairdresser	\$20.00 to \$40.00
Newspaper	\$1.50
Cinema ticket	\$15.00
Public transport city	\$6.00 (day pass)
Petrol - unleaded	\$1.40 per litre
Toilet paper (6 pkt)	\$3.50





Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning; most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many teachers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Course delivery

Teacher led classroom delivery, workshops, seminars, tutorials and supervised study. Integrated delivery of some units will occur.

Qualification Content

- ◆ Please refer to the ITHEA website www.ithea.vic.edu.au for full details of courses offered.
- ◆ Individual course brochures are also available for download.

Course assessment

In general terms, assessment during training will involve observation of:

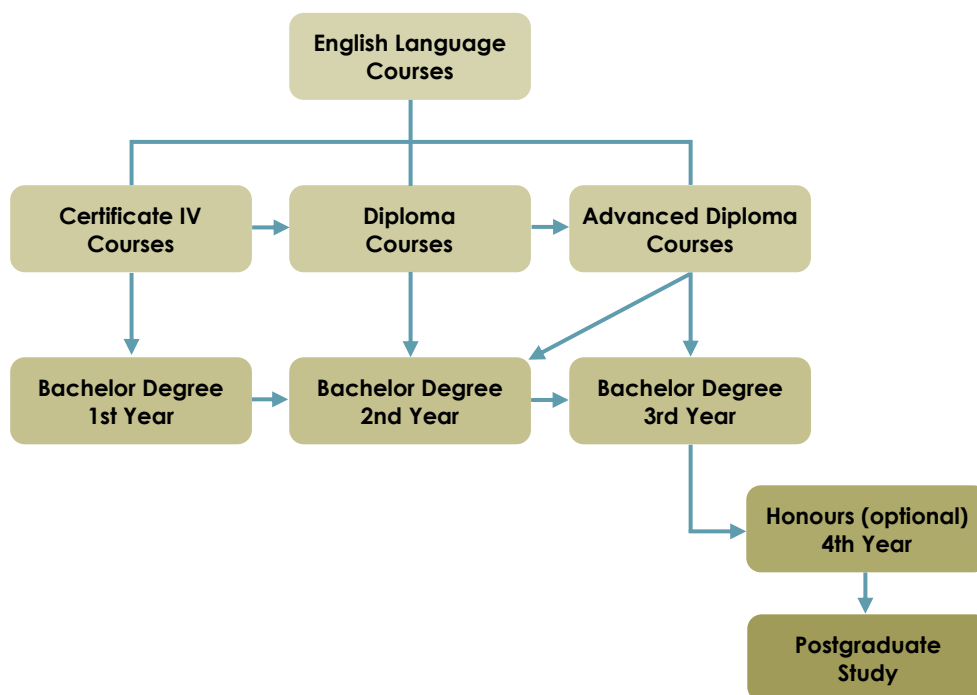
- performance in class,
- workshops and laboratories,
- case studies
- projects
- assignments
- presentations
- role plays
- written tests and exams
- integrated assessment of some units may also occur.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will also be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.



Australian Education Framework



Pathways

ITHEA offers many innovative opportunities for the academic excellence of students. All ITHEA courses are designed to prepare international students for university study. Courses are fully accredited, nationally recognised and provide students with links to colleges and universities upon satisfactory completion of these courses. ITHEA courses are linked to Australian academic institutions, providing pathways for further study and credit transfers where applicable.

Recognition of prior learning

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided during orientation.

Credit Transfer

Registered Training Organisations and TAFE Colleges must recognise the qualifications and statements of attainment issued by any other Registered Training Organisation. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with ITHEA.

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified Transcript, Award or Statement of Attainment.





How to apply

All applications must be submitted using the ITHEA Application Form as found in this booklet or online.

The Application Form must be accompanied by the following:

- evidence of completion of the appropriate education level required to enter the applicant's chosen course;
- evidence of satisfactory English language levels to meet the entry requirements of the applicant's chosen course. In many cases this will require applicants to complete an academic IELTS test.

Applications can be submitted directly to ITHEA by mail, facs or email or through an authorised education agent.

Staff at ITHEA's office will process applications swiftly. Applicants will then receive notification informing them of the result of their application. Successful applicants should accept their offer as soon as possible and proceed with the visa process.

Visa requirements

Applicants applying for a student visa to study at ITHEA will apply under one of the following visa subclasses.

- 570- studying an ELICOS course only;
- 572- studying a certificate course, a diploma or an advanced diploma.

Major Visa requirements

You are required to regularly attend your classes and be performing to a satisfactory level, that is, passing your course. Your attendance will be monitored every fourteen days.

You must maintain satisfactory academic progress throughout the entire duration of your course.

Major Visa requirements cont.

You have to apply for a special visa to obtain permission to work. You are not allowed to work for more than 20 hours per week and the work must not interfere with your studies. There are no limitations to work during holiday periods.

ITHEA is to be informed immediately of any change of address during the duration of your studies.

If your country is classified at assessment level 3 or 4, and your study intentions in Australia are for 10 months or less, you will be subject to a 'no further study condition'. This means you must leave Australia before your student visa expires. If you want to do further study, you must leave Australia and apply for a new student visa offshore.

You must remain with education provider (ITHEA) with whom you enrolled for the first six months of your course.

If you change educational provider (i.e. leave ITHEA) you must inform us of your new provider.

Your overseas student health cover (OSHC) must always be current throughout the duration of your study in Australia.

If you are absent for more than 3 consecutive days, you must contact ITHEA.

Further information can be obtained from the Department of Immigration and Citizenship website at:

www.immi.gov.au/students

how to apply

what happens next?

What happens when we get your application?

When applications for admission for students on a student visa are processed by ITHEA to study for Certificate or Diploma courses, the following criteria apply:

- ▶ the Managing Director assesses the applicant's educational qualifications (either obtained in Australia or overseas) necessary for studying at a certificate or diploma level. The applicant is also assessed to determine whether the applicant has the required entry level competencies for the particular course in which the student wants to enrol;
- ▶ if the applicant's educational qualifications do not meet ITHEA's admission requirements, other factors may be considered. For example: age, work experience, attitude and aptitude, previous academic results, attendance rate in the previous educational institution, ability and skills to function in an academic environment and the possibility to succeed in his/her academic endeavours;
- ▶ having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If the applicant has a satisfactory IELTS score, (IELTS 5.5) the applicant will be admitted to his/her chosen course;
- ▶ if an applicant cannot produce a satisfactory IELTS score and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enrol in an English language course for an appropriate duration until the student achieves an IELTS score of 5.5;

▶ in a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an IELTS test or equivalent in Melbourne.

The participants for each program offered by the Institute will be selected in a manner that reflects access and equity principles.

Student orientation

Orientation is conducted in the first week at ITHEA and will be spent getting to know all about the Institute, its facilities, meeting Co-ordinators and Teachers, asking questions about your course and learning a little about Melbourne and the local area, how to settle in quickly and enjoy your time here. It is important that you attend the orientation program as many things are covered in this one short week.





frequently asked questions

How many students will there be in my class?

All of ITHEA's classes are small where teachers can provide attention to the academic need of each student.

How do I find places in town?

The Melway Street Directory and maps are available for purchase from any department store, newsagent or for borrowing from ITHEA.

What do I do if I change my address?

You MUST notify ITHEA of any changes to your living arrangements. It is a requirement of your visa to keep us informed of any changes. [Section 20 of the Education Services for Overseas Students (ESOS) Act 2000]. It is your responsibility to ensure that you always update your residential address details with us to ensure you receive important information about your course, fees or possible breaches of your student visa.

What if I have problems with the study?

ITHEA offers a wide range of support to help students reach their full academic potential. This includes providing referral to specialist counsellors, course advice, bridging English courses and study skills support.

Can we email home?

Yes, students can stay in touch with family and friends with email access in our Resource Centre. A video link with home may also be arranged.

How many hours do I study per week?

If you are a full time student you study for 20 hours per week.

Why is ITHEA different from the others?

The small classes ensure students receive full attention from our highly qualified and experienced staff. The whole experience of learning will be personal. The diverse student body will extend your cross cultural experience while you study.

Are ITHEA courses accredited?

All full time ITHEA courses are accredited by the appropriate government authorities and are on the Commonwealth Register of Institutions and Courses for Overseas Students.

Can I open a bank account?

You can open a bank account with adequate identification including passport or student card. There are several banks on the La Trobe University campus as well as the local area. Banks are generally open from 9.30 - 4pm Monday to Thursday, and 9.30 - 5pm on Fridays.

When can I take the IELTS test and what is it?

IELTS (International English Language Testing System) is designed to test the language of candidates who need to study in English. IELTS is accepted in Australia, New Zealand and the United Kingdom. Test dates are set approximately 3 times a month. The cost is \$220 (AUD) and there are two venues in Melbourne. It should be noted that once you have sat the test you are not able to sit it again for 3 months.

Is there someone to talk to if I have a problem?

Staff members are able to help you with academic concerns, health insurance, visa requirements, and accommodation.

Do I have to go to class every day?

You must attend 20 hours per week and you are expected to be punctual. If you arrive late, you must join the class quietly. Regular lateness will mean that you will have to be marked absent for that session. All students who are absent due to illness for more than one day must bring a medical certificate from their doctor when they return to ITHEA. Leave of absence may only be granted for special circumstances and the Department of Immigration and Citizenship (DIAC) must be notified of this. DIAC requires that international students must have a **minimum of 80%** attendance in order to retain their visa.

frequently asked questions



What can I do if I'm unhappy about something?

It is important to discuss any matter that you are unhappy about. You can talk to your teacher or to the student counsellor. After talking about a problem you may find that it has been a misunderstanding. However, if you are still unhappy about it, then there is the Formal Grievance Procedure to follow.

Do I have to pay overseas student health cover?

Yes. Australian Government regulations state that all Overseas Student Visa holders must have acceptable health insurance cover during the whole time they are in Australia.

Can I get help with my study plans?

If you are interested in getting more information on further study, either at ITHEA or at another College or University, you can talk to the Student Manager who will assist you in any way possible.

Where is ITHEA?

ITHEA is conveniently located in the heart of Melbourne City, in the central hub, at level 4, 313 - 315 Flinders Lane, Melbourne.

What is the Goods and Services Tax (GST)?

A Goods and Services Tax (GST) was introduced on 1 July 2000 as part of the Australian Federal Government's new tax system. Under the new tax, most goods and services are subject to a 10% GST.

An overview of the GST is available on the Australian Taxation Office website at:

www.ato.gov.au:

Fees charged by ITHEA for an accredited tertiary program are GST free. Some visa charges include the GST. GST applies to Overseas Student Health Cover. Short-term accommodation, such as hotels incur a GST. Long-term accommodation is GST free.



TERMS & CONDITIONS

1.0 Tuition fees - Please refer to the individual course guides for fee structures.

2.0 Additional Fees and services - Health insurance - While in Australia, international students must have Overseas Student Health Cover (OSHC). Immediate family members who join you must also be covered. Your OSHC fee must be paid before your visa can be issued, and you will need to renew it annually.

3.0 Refund Policy

3.1 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

3.2 Refund applications must be made in writing using the refund application form.

3.3 An administrative charge of \$100 is made to vary an application.

3.4 Tuition Fees and OSHC are refunded in full where:

3.4.1 The Australian Embassy/High Commission rejects the Student's initial Visa Application in writing and a copy of the rejection letter is sent to ITHEA.

3.4.2 Notices of Cancellation are not effective until ITHEA receives written notification of your cancellation.

3.5 Tuition fees will be refunded in part where a student wishes to cancel a course;

3.5.1 More than 30 days before course commencement, less 10% for administrative expenses.

3.5.2 Where a cancellation occurs less than 30 days prior to the starting date of the course, 30% of tuition fees will be deducted from the full fee applicable for the semester/course.

3.6 No refunds will be made after the commencement date of the course.

3.7 This agreement does not remove student right to take further action under Australian Consumer Protection laws or to pursue other legal remedies. Students who believe they have been given an incorrect refund are entitled to appeal the decision and are entitled to have an independent person appointed at ITHEA's expense to resolve the appeal. The ITHEA appeals procedure does not inhibit your rights to pursue other legal remedies.

3.8 Refunds due to the rejection of a Visa will require a copy of the visa rejection notification from the Australian Embassy/High Commission/DIAC & your ITHEA receipt.

3.9 Course and other Fees are not transferable to another student or institution but may be transferred to another course within ITHEA at the discretion of the Institute after payment of an administrative fee.

3.10 All refunds due to student default are in Australian Dollars and normal processing time is four to six weeks.

3.11 Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin, as applicable, in Australian dollars.

3.12 Bank charges are deducted for refunds made by bank draft or electronic transfer.

3.13 Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student

4.0 Student grievance - Students not satisfied with the calculated refund may refer to the ITHEA Student Grievance procedure and ask for an independent third party.

Please note that this cancellation and refund policy does not remove the right of the student to take further action under Australia's consumer protection laws. Students may contact the Department of Fair Trading.

5.0 Deferral of course - Tuition fees may be deferred if you give at least 30 days notice in writing before the commencement of the course. You will have to pay any increase in tuition fees. Note that DIAC has the final say as to whether the reasons for deferral are acceptable.

6.0 Expulsion: ITHEA reserves the right to expel students for serious breaches of discipline following appropriate ITHEA disciplinary procedure. No money is refunded for expelled students and in the case of student visa holders, DIAC will be notified.

7.0 Entry requirements: To enter ITHEA vocational education courses, students must have a IELTS score of 5.5 points (or equivalent) and a minimum of Year 12 (or equivalent) and be 18 years of age or older. Evidence in the form of original or certified documents must be provided upon registration.

8.0 Visa and Visa subclass conditions: It is the responsibility of the student to remain aware of the conditions of their visa and visa subclass and to register for an ITHEA course after the student has taken the ITHEA letter of offer to DIAC for approval.

9.0 Change to conditions: ITHEA reserves the right to change its fees, conditions, course times or course commencement dates at any time *without notice*. Notified fees can change without notice prior to students enrolling. After enrolment, fees will not be changed for the *normal* duration of the course.

10.0 Change of Provider

Students on a student visa are not permitted to change their primary provider for the first six months if the course duration is equal to or exceeds 1 year and are not permitted to change their primary provider for the entire course duration if this duration is less than 1 year. ITHEA will release a student if they meet the conditions of release.

DECLARATION

I certify that the information provided on this form and attachments is true and correct and understand that, if I am accepted for a place in ITHEA:

- it is my responsibility to obtain a passport and visa for entry into Australia;
- I am responsible for my return air fares, health cover, accommodation and living expenses while undertaking the course;
- I must pay the course fees in advance;
- I understand that I must attend regularly and make satisfactory progress as ITHEA is required to notify Australia Immigration authorities about changes to my enrolment, and any breach of Visa conditions relating to attendance and unsatisfactory progress;
- I accept the terms and conditions set out in the ITHEA Course Guide;
- I will allow ITHEA to provide information related to my studies to my parents or guardians if required;
- I declare that the information supplied in this application and the supporting documentation is true and complete;
- I have read and understood the Application Procedure and Terms and Conditions (including the Refund Policy);
- I have read and understood the Privacy Statement;
- I understand that as a requirement of an Australian student visa, I may not change education provider for the first 6 months of my main course of study;
- I understand that the information provided by me to ITHEA may be made available to Australian Commonwealth and State agencies pursuant to obligations under the ESOS Act and National Code of Practice 2007;
- I understand that this agreement does not remove my right to take further action under Australia's consumer protection laws.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws

Applicant's signature: _____ Date _____

Provider Default Statement

In the unlikely event that ITHEA Corporation Pty Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ITHEA Corporation Pty Ltd at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If ITHEA Corporation Pty Ltd is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provided by ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Privacy Statement

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.



Melbourne, Australia



Institute of Tertiary & Higher Education Australia is a trading name of ITHEA Corporation Pty Ltd
CRICOS Provider Code 02892J - RTO Number 22037