



**Student
Handbook
International
Students
2019**

envirotech.edu.au

 @envirotecheducation  Envirotech Education

Welcome Student,

Thank you for selecting Envirotech to further your educational and training pursuits.

Envirotech is an educational provider of vocational education and training in Australia. Your decision to complete Nationally Recognised Training with Envirotech is an important step in developing your cognitive processes in the learning of new skills & knowledge.

We aim to provide a quality learning experience which meets the needs of all learners and that complies with industry standards.

To assist you with your learning we have developed this Student Information & Orientation Guide. Please take the time to read it carefully and should you require further information please contact our staff.

This handbook is an information resource of first-resort for learners covering most aspects of what is required of them by Envirotech Education and what they can expect from it. The handbook provides you with clear guidelines about your duties and responsibilities as a learner. It will also refer you to relevant policies that define those requirements. This will assist you to prepare better for your studies at Envirotech and life in Australia.

Our team is committed to maintain our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with Envirotech a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with Envirotech.



Regards,

Shelly Bengiat.

Director & Chief Executive Officer
Envirotech Education



ENVIROTECH
E D U C A T I O N

INDEX

ABOUT ENVIROTECH	8
VISION AND MISSION	9
ACADEMIA	9
INNOVATION	9
STUDENTS	9
CAMPUS	10
TECHNOLOGY	10
TEAM	10
ENVIROTECH VISION	10
CAMPUS LOCATIONS.....	11
GOLD COAST - 64-66 Goodwin TCE, Burleigh Heads, QLD, 4220	Error!
Bookmark not defined.	
BYRON BAY - 33 Childe Street, Byron Bay, NSW 2481	Error! Bookmark not
defined.	
TRAINING ENVIRONMENT	13
ENROLMENT PROCESS	14
ENGLISH TEST	14
OFFER LETTER	15
PAYMENT FEES	15
CONFIRMATION OF ENROLMENT (COE)	15
ENROLMENT COMPLETION	16
PAYMENT PLANS	16
Direct debit supplier (Ezypay) fees:	17
STUDENT’S RIGHTS.....	17
INTERNATIONAL STUDENTS	20
VISA INFORMATION	20
STUDENT VISA.....	21
COURSE OUTCOMES AND QUALIFICATIONS.....	22

COURSE / UNIT RESULTS	22
SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT	23
TIPS FOR STUDYING EFFECTIVELY	24
APPEAL PROCESS	24
EXPECTATIONS OF STUDENTS AND HOUSEKEEPING	25
STATEMENT OF UNDERSTANDING	25
SELF-DIRECTED LEARNING	25
CHANGE OF CONTACT DETAILS OR SITUATION	25
CLOTHING	25
MULTICULTURAL AND ENGLISH LANGUAGE	26
EATING AND DRINKING	26
PRIVACY OF YOUR PERSONAL INFORMATION	26
PUNCTUALITY	26
KEEPING A COPY OF YOUR WORK	26
DRUGS AND ALCOHOL	27
SMOKING	27
MOBILE PHONES	27
MEDICAL ATTENTION	27
ENVIROTECH EQUIPMENT	28
OTHER PROGRAMS	28
SCHOLARSHIP	28
GOVERNMENT FUNDING	28
TRAINEESHIP & APPRENTICESHIP	28
USER CHOICE PROGRAM	Error! Bookmark not defined.
CERTIFICATE 3 GUARANTEE	Error! Bookmark not defined.
WORK PLACEMENT	29
INTERNSHIP	29
COURSES AVAILABLE	29
INTERN AT ENVIROTECH	29
MAIN BENEFITS	30
INTERNATIONAL STUDENTS	30
AUSTRALIAN MARKET	31

OCCUPATIONAL HEALTH AND SAFETY (OH&S)	32
DUTY OF CARE	32
EMERGENCY CONTACTS	33
FIRST AID KIT	34
CRITICAL INCIDENT	34
EMERGENCY MEETING POINT	35
STUDENT SERVICES	36
INTERNET ACCESSIBILITY	37
PHOTOCOPYING AND PRINTING FACILITIES	37
LIBRARY ACCESS AND LEARNING RESOURCES	37
STUDENTS' AMENITIES	37
NOTICE BOARD	37
DISCOUNTS	38
PERSONAL MEETINGS WITH STUDENTS	38
WELFARE AND SOCIAL SERVICES	38
COUNSELLING	38
STUDENT CARDS	38
EDUCATIONAL GUIDANCE AND TUTORING	39
STUDENT RECORDS	39
LEGAL SERVICES	39
SERVICES ARRANGEMENT.....	40
AIRPORT PICKUP	40
ACCOMMODATION	40
GOLD COAST	41
BYRON BAY	41
MORE ACCOMMODATION OPTIONS	41
STUDENT LIFE.....	42
LIVING COSTS	42
ACCOMMODATION	42
OTHER LIVING EXPENSES	42
MINIMUM COST OF LIVING	42
CURRENCY AND MONEY	43

STUDENTS WITH FAMILY DEPENDANTS	43
BEFORE ARRIVAL	43
EVERYDAY LIFE	45
REAL ESTATE	45
AUSTRALIAN BANKS.....	45
GAS AND ELECTRICITY.....	45
www.tpg.com.au	45
PUBLIC TRANSPORT	45
CAR SALES	45
WORK EXPERIENCE	45
AUSTRALIAN BODIES.....	45
USEFUL WEBSITES FOR INTERNATIONAL STUDENTS.....	46
GETTING A TAX FILE NUMBER	46
STARTING YOUR OWN BUSINESS	46
Tax Return and the financial year	47
 CLIMATE AND SEASONS	 48
GOLD COAST	48
BYRON BAY	48
 THINGS TO DO AND SEE.....	 48
GOLD COAST	48
BYRON BAY	49
TERMS & CONDITIONS	51
26. Student Academic Course Progress Monitoring	56
DIICCSRTE -DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses- for International Students Implementation....	56
27. Student request for enrolment deferral, suspension, cancellation, approved leave of absence and transfer between providers	Error!
Bookmark not defined.	
29. Complaints and appeals policy and procedures	Error! Bookmark not defined.
30. Deferment, Suspension, Cancellation of Enrolment, and Leave of Absence	Error! Bookmark not defined.



ENVIROTECH

E D U C A T I O N



ABOUT ENVIROTECH

Established in 2008, Envirotech Education (“Envirotech”) is an Australian registered training organisation (RTO) registered by the Australian Skill Quality Authority (ASQA) for delivery of approved training courses to domestic and international learners.

Envirotech is strongly committed to the accountable and responsible delivery of the Vocational Education and Training (VET) Quality Framework at the highest academic level.

Envirotech is fully compliant with the RTO standards for excellence in training. We offer exemplary learner services and a wide range of outstanding courses designed for both domestic and international learners.

With tailored programs to suit industry requirements and the development of learner’s employability skills, Envirotech academic programs incorporate innovation, technology, and sustainability in combination with positive employment outcomes.

Envirotech Innovation Leadership Hub enables learners to open and grow their own business initiatives as part of their course projects, supported by the Envirotech team of trainers and assessors. Innovation Leadership Hub, Internship and work-based training are elective components our Diplomas and Advanced Diploma programs.

The Gold Coast and Byron Bay campuses offer unforgettable learning experience.

- Professional Academic programs
- First class locations and facilities
- Vocational placement and work experience
- Blended learning
- Online assessments, free tutoring, mentoring and academic services
- Multicultural academic and support staff
- Rolling intakes, studies commence every month
- Flexible payment plans
- University Pathways

VISION AND MISSION

Envirotech: Globally innovative sustainable learning

Envirotech will continue to be at the forefront of globally innovative learning through environmental sustainability based on technologically advanced education.

ACADEMIA

Our commitment to excellence is not only to our learners but to ourselves and directly drives us to continually be at the highest academic level of accountability for the responsible delivery of the Vocational Education and Training (VET) Quality Framework.

INNOVATION

Envirotech was founded on the visionary goals of innovative and economically sound technological learning. This has long been a deciding factor when implementing new tools and procedures.

LEARNERS

Envirotech will continually facilitate the educational and personal growth of its learners through multi-layered support networks locally, nationally and internationally. Envirotech's vision is to bring our learners into the 21st century through innovation and modern technology.

CAMPUS

Envirotech endeavours for the locations and the design of our campuses to enhance the cultural diversity and the natural beauty of their surrounds to create the best learner experiences.

TECHNOLOGY

Envirotech continues to move towards our goal of being a world-class leading education provider in business technology and sustainability by consistently investing in business innovation technologies and entrepreneurship education on a global scale.

TEAM

Envirotech drives its employees' success through continually inspiring and educating every individual. By passionately supporting the growth and intellectual nourishment of its team. Envirotech will create a positive atmosphere for its learners and stakeholders.

ENVIROTECH VISION

- High Standards of Education focusing on sustainability and Innovation
- Providing all learners, the tools to succeed by the empowerment of skills, Australian qualifications and vendor's certifications.
- Qualify our learners to find suitable employment, participate in the workforce or start a successful business.
- Offer our learners a diverse range of courses and give our learners assistance in gaining work experience through learner services and work placement schemes.
- Provide our learners with lifelong leadership and mentoring roles leading to personal growth and rewarding careers
- Understanding each learner individually and to be aware of every learner's circumstances.
- Offering education and learning experiences for our learners to meet tomorrow's challenges.

- Receive widespread recognition for our commitment to delivering vocational education and training programs of the highest standard through an ethical, caring and professional approach.
- Provide a caring and loving learning environment for staff and learners.
- A diverse Faculty and Staff
- Friendly, Safe and Healthy Learning Environment
- Important focus on learner employability

CAMPUS LOCATIONS



Envirotech operates three campuses from two different states. Queensland (QLD) and New South Wealth (NSW).

The campuses are relatively close, only about a one-hour drive from campus to campus via the picturesque Pacific Coast Highway.

GOLD COAST - 64-66 Goodwin Terrace, Burleigh Heads QLD 4220

The Envirotech Gold Coast beach front campus is in the idyllic “old theatre arcade” full of bustling Gold Coast culture.

Located in one of the most popular tourist destinations, our Burleigh Heads campus boasts a short walking distance to shopping centres, and is a hop, skip and jump away from some of Burleigh Head’s best recreational spots! We are just 15 minutes

from the Gold Coast International Airport, and there is easy access to public transport and many options for student accommodation.



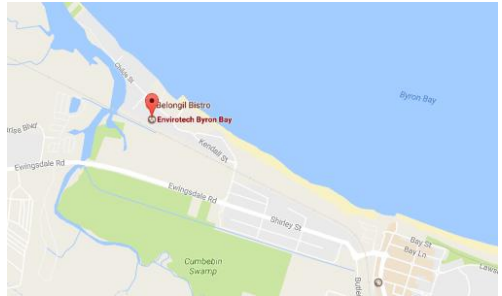
GOLD COAST – 10 Bains Road, Currumbin Valley QLD 4223

Envirotech Education has a new campus located in the Gold Coast Hinterland in Currumbin Valley. Our third campus is the focal point of our Environmental Sustainability Hub. Surrounded by lush green rainforests and natural hinterlands, the wildlife and easy-going people allow for a great learning experience.



BYRON BAY - 33 Childe Street, Byron Bay NSW 2481

The Envirotech Byron Bay beach front campus is in one of the world's tourist hot spots, in the most supportive learning environment across from the ocean, natural parks, resorts, trendy restaurants, hip cafes and locally owned shops. Byron Bay is one of Australia's cosiest and coolest surfing towns, just a short drive away from the scenic New South Wales hinterlands. Beach yoga, surfing lessons and cruising eateries are just a few of the activities to indulge in while opening your career prospects while studying with Envirotech in Byron Bay.



TRAINING ENVIRONMENT

Envirotech learning resources are available to learners in electronic copies and supports a productive learning and technological environment: this environment is conducive to an effective learning process.

Envirotech staff must meet strict criteria before conducting any training or the validation of assessments and fostering a personal approach to studying. The minimum qualifications we required our trainers to have are: Certificate IV in Training and Assessment, relevant industry experience, and any occupation training requirements as stated within course curriculum and/or training packages.

Along class sessions Envirotech learners participate in and contribute to class discussions and group activities. They have close relationship with the trainers and are encouraged to adopt new knowledge and abilities in the area of studying.

Learners with special needs will be identified in collaboration between the learner and the trainer. These needs will be addressed through reasonable adjustments to enable the learner to achieve goals and the completion of the qualification.

Learner's feedback is highly valued to continuously improve our operations. Therefore, we encourage our learners to complete an online feedback form at the end of each term, to evaluate, analyse and improve processes during the term break.

On a daily basis, learners are always welcome to knock on our door, provide feedback, or for any other chatting opportunity on any matter, as we believe in an open-door policy.

ENROLMENT PROCESS

Online enrolment through Envirotech collects essential enrolment details from the learner. You must complete the Enrolment Checklist and submit all the required paperwork listed, including evidence of your English level.

The enrolment process differs between international and domestic learners and different enrolment procedures also exist for Australian funded or non-funded learners. Following the enrolment process, Envirotech enters into a Training Agreement with every learner.

ENGLISH TEST

In the case where your English level evidence is not available, please arrange for a test and an interview.

Any learner from countries where English is not the native language will have to submit an English test. Envirotech accepts the IELTS test results or alternatively learners can take Envirotech's internal English test at no cost.

OFFER LETTER

Envirotech guarantees to send an Offer Letter within 1 business day.

The offer letter is the course or program contract, binding to both Envirotech and the learner. It is created once a learner submits the enrolment form together with all supporting evidence as per the checklist on the application form. It contains a summary of policies and procedures relating to learner's enrolment.

The Offer Letter is sent to prospective learners together with an invoice. To formalise learner enrolment please return the signed document to Envirotech via email.

PAYMENT FEES

The Letter of Offer will state the amount payable before commencing study at Envirotech and the optional payment methods. At this stage the agreed tuition, service and Overseas Health Cover (OSHC) fees are paid. The transaction record should be provided to Envirotech via email.

After induction, all additional course fees are charged periodically through a direct debit service.

CONFIRMATION OF ENROLMENT (COE)

The COE is an Australian government document issued by the Education Provider in supporting student visa applications. You must have a valid and current COE to apply for a student visa, otherwise a Student Visa is not granted.

Learners from certain countries will first be required to lodge a Pre-Visa Assessment. If this is the case, the application for your Pre-Visa Assessment can be made with the COE or Envirotech's signed letter of offer.

The COE is issued through PRISMS to confirm that the learner is enrolled in an approved course. You can be granted a student visa to cover the total of the proposed course package only if you provide COE's for all courses.

ENROLMENT COMPLETION

To complete your enrolment in accordance with the Offer Letter, please follow the steps below:

1. Read carefully your offer details and ensure all details are correct.
2. Read the Terms and Conditions of Enrolment and the ESOS Framework (Act and Regulation) to which you agree to and be bound by.
3. Provide a signed copy of your enrolment offer, together with relevant evidence.
4. (Passport copy, Overseas Student Health Cover (OSHC), evidence for English level, previous qualifications' certificates etc.)
5. Make a payment of the required deposit as specified in this letter of offer, after accepting and signing your Offer Letter;
6. Your offer will be valid for 28 days from the issue date that appears on the bottom of the page.

Please refer to our Terms & Conditions to familiarise yourself with the prerequisites and conditions of enrolment.

PAYMENT PLANS

After deposit payment, Envirotech Education offers you the option to pay your course remaining tuition in several instalments. Payment plan details will be included on the Offer letter.

All payment plans must be set through direct debit organised by Envirotech. That means, the instalment amount will be debited automatically from your bank account according to the Offer Letter payment plan.

Note that Direct Debit is compulsory for learners with payment plan and must be completed prior to the start date of your course.

Please follow the link below to set up your direct debit plan:

<https://api.ezypay.com/4301/general-1>

Please note, the monthly amount and dates that appear in the form are by default. They will be amended according to the payment plan on your signed offer letter. A confirmation email will be sent to you once you sign up and your account is active.

Direct debit supplier (Ezypay) fees:

- Transaction fee applies
 - \$ 1.58 for bank account (recommended)
 - 3.894% of the debit/Instalment amount for visa/master card
 - 7.786% of the debit/Instalment amount for AMEX

- Failed payment fee applies:
 - The failed transactions will be rebilled one week after the failed debit and \$20.24 will be added on top.

We recommend the use of BANK ACCOUNT details to avoid unnecessary fees. Using your BANK ACCOUNT details will ensure you pay the minimum transaction fees. Note that it must be an access or cheque account. Savings account does NOT have authorization to be debited and will result on failed payment and extra fees.

LEARNER'S RIGHTS

Envirotech is strongly committed to the highest academic level standards and the responsible delivery of the Vocation Education Training (VET) Quality Framework. Along with those standards, we strive to provide exceptional customer service and always have open communications with our learners and their representatives from the start.

Please, refer to Envirotech Learner's Rights where you can find essential information to protect yourself as a learner and customer:

- Enrolment deferral
- Suspension, cancellation or approved leave of absence
- Transfer between providers
- Cancellation of enrolment
- Complaints and appeals
- Consumer Protection
- Privacy Statement

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

Recognition of Prior Learning (RPL) allows a candidate to receive exemptions for the knowledge and skills they have already attained or for those who have had extensive work experience. Learners who have completed previous studies of their proposed course and can present appropriate evidence may apply for a Credit Transfer before starting.

A written application should be submitted before or during the enrolment process into the selected course. Credit transfer application must include:

- A statement of attainment showing the awarding registered provider
- Course code and title
- Units of competency code and title
- Result and date

An application for credit transfer or RPL is assessed by a qualified trainer. If a learner is not satisfied with the decision, he/she may appeal. Policies and procedures related to the appeal process can be obtained from Student Services and the Student Handbook.

Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of international learners, will have to

be notified to Department of Immigration and Border Protection (DIBP) via PRISMS.

Learners should apply for Credit Transfer or RPL before his/her visa is granted, or in the first 2 weeks of the course enrolment. The CoEs and course duration will be amended as required.

RPL PROCESS

Envirotech offers learners the opportunity to apply for RPL to all learners upon enrolment. It is your right to be awarded for your skills and experience and we will be privileged to assist you achieve this goal. The RPL process is rewarding and engages applicants through the process to create a portfolio demonstrating their accumulated professional achievements.

For further information about RPL and the process at Envirotech access our Envirotech RPL Guide, and Credit Transfer & RPL Form.

4 STEPS FOR RPL

1. RPL initial application

Learners should apply for recognition at enrolment within the two (2) weeks following enrolment. The learner, with support from Envirotech, will have to identify the appropriate qualification / unit for which they seek recognition.

RPL applications must be supported with the applicant's current CV.

2. Personal Interview

Envirotech will interview the learner and will advise of RPL selected units and the evidence gathering requirements. The interview allows time to examine the applicant's CV and assisting learners on how to construct a reasonable evidence portfolio.

The learner will be given access to the full curriculum, so they can clearly identify the learning outcomes or competencies and the type of required evidence.

3. Gather and submit your work

The gathering of competency evidence is the fundamental stage of the RPL where each individual learner must seek the unique work outcomes demonstrating their skills and knowledge. To submit the RPL an application form should be completed and forwarded to Envirotech with all supporting evidence.

4. RPL finalisation

Envirotech will then analyse individual experience and qualifications and compare them against appropriate learning outcomes/competency statements. If the claim matches the learning outcomes/competencies, then full recognition is granted.

PROFESSIONAL GAPS

When a professional gap is identified by Envirotech the learner may be required to complete gap training.

Learners may appeal the decision and ask for a subject matter expert to make a recommendation. The cost of this further process will be borne by the learner.

A letter of advice of the outcome will be forwarded to the applicant within two weeks of the final decision.

INTERNATIONAL LEARNERS

VISA INFORMATION

Envirotech has experience dealing with Student/ Working Holiday/ Partner visa holders and offshore applications. We support learners and agency representative in visa application needs.

Our approved agents can assist you through your journey with:

- Available Courses
- VISA Requirements
- Travel Information

- Accommodation Options
- Gold Coast and Byron City Information

We have quality education agents all over the world to support your safe and easy arrival in Australia. To check our updated [Registered Agents List visit our website](#).

Attention-Education agents are not exempt persons and therefore must not provide immigration assistance. For more information please refer to: <https://www.border.gov.au/Trav/Visa/Usin/immigration-assistance>

STUDENT VISA

To study in Australia an international learner will need to apply for a Student Visa either at the relevant Australian embassy in your home country or online for certain passport holders.

Most of Envirotech courses will require a student visa, if you are the holder of other visas, please refer to our office to check your options

There are different student visas for the different course levels. Learners wishing to enrol for study at Envirotech in VET* must apply for Student Visa 500.

You are welcome to contact us for any visa enquiry or service.

** Vocational Education and Training*

For further information, refer to our Full Envirotech Immigration Guide.

- Important visa requirement
- Before you enrol
- Apply for a visa
- ESOS legislation framework
- Conditions for a student visa grant
- Student visa conditions
- Work and study
- Mandatory Overseas Student Health Cover (OSHC)
- School aged dependent conditions
- Academic and administration conditions
- Living costs and Evidence of Fund

COURSE OUTCOMES AND QUALIFICATIONS

Envirotech delivers nationally accredited courses. Upon successful completion, you will be entitled to receive a Nationally Accredited Qualification. In the completion of units of competency a Statement of Attainment will be issued. Courses are designed to meet the national standards and requirements and will comprise several units of competency. Learner's skills and knowledge are assessed against the units of competency criteria, and if met, will be marked as competent. Qualifications are issued upon gaining competency in all required units.

All learners participating in training with Envirotech, shall be issued with either a

- A full AQF Certificate and Transcript or
- Statement of Attainment (when partial qualification is completed)

COURSE / UNIT RESULTS

The following results are used to record unit outcomes on the above documents:

Competent: When achieving satisfactory results in each of the unit sub modules assigned.

Withdrawn: The learner has withdrawn from a unit or course and not completed all required learning outcomes.

Exemption: The learner has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process.

Pending: Indicates that assessments or assignments have not been finished yet.

Not Yet Competent (NYC): The learner has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

Re-issuing Qualifications: If your Certificate or equivalent document is misplaced or damaged, contact Envirotech administrative staff to order a replacement. This will attract a cost of \$20.00 plus postage. Qualifications are issued from the results and are kept for 30 years

Re-assessment: Learners have 3 attempts for gaining competency in a unit. If a re-assessment needs to be undertaken outside of normal operating hours, then a fee of \$70 may be imposed. Should the learner again be unsuccessful, they will receive a further 14 days and additional support before being required to retake the assessment. In case of a total failure in any unit of competency the learner will be required to undertake the entire unit again and to present all of the relevant tests and assignments. This can be expected to incur further fees. Repeated failure in units may result in exclusion from the program or a requirement to restart the full current term work.

SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT

Envirotech may provide special consideration or an extension of time to a learner in any unit and in respect of any assessment item. Learners may apply for special consideration or extension if:

- Their performance in an assessment item was seriously affected by a reasonable situation beyond their control (such as medical grounds, compassionate circumstances, religion grounds); or
- They were seriously disadvantaged when the assessment was attempted, on the grounds of illness, accident, disability, bereavement or other compassionate circumstances.

TIPS FOR STUDYING EFFECTIVELY

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during the session and reviewing work at home.
- If you are studying via 'distance self-paced' ensure that you keep to your schedules for work completion.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of coffee or do something you like) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms with their translation or meaning.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen
- Email your trainer with any question or difficulty you come across in your home assignments.

APPEAL PROCESS

This agreement, and the availability of complaints and appeals processes, does not remove the rights of the learner to take action under Australian Consumer Law.

The dispute resolution process of Envirotech Education does not limit the learner's right to pursue other legal remedies.

If a learner requires assistance from outside Envirotech they have the option to contact the office of Education Queensland International.

Envirotech Education Provider No: 31971 CRICOS No: 03094J OR Access the website on www.eqi.com.au

EXPECTATIONS OF LEARNERS AND HOUSEKEEPING

STATEMENT OF UNDERSTANDING

You must sign the “Statement of Understanding” in your induction to indicate that you understand and agree with the conditions contained in this handbook. Also, refer to our Policies & Procedures to be aware of your responsibilities as an Envirotech learner.

SELF-DIRECTED LEARNING

Envirotech strongly encourages you to engage in self-directed learning activities in consideration that this is a major attribute in the workplace, including continual updating of knowledge and skills and development of new skills and knowledge. Envirotech will assist learners to develop such skills in tutorial sessions. Further optional access and staff assistance outside of class contact hours is available by prior arrangement at the Administration Office.

CHANGE OF CONTACT DETAILS OR SITUATION

You must advise Envirotech of any changes in your personal details within 7 days of the change. You can update your personal details on the student portal website. For more information of how to do it, please refer to the ‘students portal guide’ available in the office and will be handed to you in the induction day.

CLOTHING

Remember to bring a sweater or jacket if you feel the cold, as air-conditioning in the class is usually on. Please do not wear any rude words or pictures on your clothing- other people could get upset or angry! Learners are expected to be dressed in an appropriate manner and shoes (footwear) should be worn all of the time.

MULTICULTURAL AND ENGLISH LANGUAGE

Envirotech delivers our courses to domestic and international learners. We provide new arrivals with multicultural support while we request that English only is spoken around our campuses. You will get much more English practice if you make friends with learners from other countries who are also learning English in Australia. It is important to be patient and respect each other in class and in general.

EATING AND DRINKING

Food and drink are allowed in the classrooms. You can make lunch in the kitchen and eat it in the Common Room. It is your responsibility to leave your area clean and tidy.

PRIVACY OF YOUR PERSONAL INFORMATION

Envirotech will always respect your personal information and will only share your personal details with any third party only when there is a real need. In these cases, your personal contact, enrolment and course details may be shared with Australian Governments and designated authorities, the TPS (Tuition Protection Service), the ESOS assurance Fund Manager or any other relevant body.

PUNCTUALITY

Please don't be late! Coming late to class not only disrupts others in your class and distracts your teacher. There are penalties for lateness and if you are more than 15 minutes late, you will be marked absent for one hour on the class roll. This could affect your attendance.

KEEPING A COPY OF YOUR WORK

Please retain a copy of all work that you submit to Envirotech. Regrettably we must ask you to re-do any assessments and/or assignment tasks that are lost in transit.

DRUGS AND ALCOHOL

Consumption, or being under the influence, of drugs and alcohol or illicit substances during training hours or abusing a trainer or other work colleague is unacceptable and will result in your being asked to leave the premises. Continued abuse of this policy may result in your removal from the Training program. Learner's behaviour must not disrupt or threaten other learners or company personnel. Abusive behaviour, verbal or physical violence can result in instant withdrawal from a program.

SMOKING

Smoking is not permitted inside the Envirotech buildings and campuses outdoor areas. Smokers are only allowed to smoke when well away from the main Envirotech buildings. Smokers are also required to smoke on breaks only and to ensure that all butts or other debris is placed in the receptacles provided.

MOBILE PHONES

Mobile phones must remain off during all training sessions. Learners may make and receive calls other than class times. However, the phone must be set to silent or meeting modes to avoid disturbance of staff or other learners during class.

MEDICAL ATTENTION

If you have an ongoing medical condition, you must make us aware of the situation at the time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at that time and the Chief Executive informed of the required treatment, including any medication required to be taken during class time. In the event of a learner requiring treatment, the trainer is to be advised immediately so that appropriate action can be taken, and any necessary medical treatment obtained.

ENVIROTECH EQUIPMENT

Individual learner users are responsible for safety, care, health and hygiene standards and to ensure that equipment is cleaned and returned in accordance with Envirotech policy and trainers instructions. No equipment or products may be taken from Envirotech premises for any reason whatsoever. Any learner found removing Envirotech property from the premises without prior consent is subject to instant dismissal from the Envirotech on misbehaviour grounds.

OTHER PROGRAMS

SCHOLARSHIP

While most international learners in Australia are full-fee paying learners, another option is to apply for a scholarship. Envirotech grants some scholarships per year with the aim of ensuring diversity across our educational programs.

GOVERNMENT FUNDING

Australian Government scholarships are not available for international learners undertaking English language training specifically in Australia. However, there are English language training scholarships granted by Envirotech every year. An international learner granted a scholarship must still apply for an Australian Student Visa Subclass 500.

TRAINEESHIP & APPRENTICESHIP

Envirotech provides Nationally Recognised qualifications under this funding program which are adjusted to suit individual business needs and apprenticeship programs for some of our courses. We provide flexible training options allowing for on-the-job training, with negotiations around time, location, and the nature of the training to suit individual business needs.

WORK PLACEMENT

Here is your chance of improving employability skills and preparing yourself for the Australian job market.

The competition for graduate jobs in Australia is high and challenging. As a learner you are competing against locals who are familiar with the culture and industry, and for international learners, language can also be an obstacle. Having a second or postgraduate qualification is no guarantee of gaining a job and you may need to put extra effort into persuading an employer to hire you. Therefore, work placement component as part of your course, can be a good platform to gain vocational experience and network with industry professional people.

INTERNSHIP

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. From that you can gain practical training and experience in an English language environment, helping you to develop a network of professional contacts. These can be useful for future references and increasing your chances to find a similar job in your home country.

COURSES AVAILABLE

- Diploma & Advanced Diploma of Leadership and Management
- Diploma & Advanced Diploma of Marketing
- Diploma & Advanced Diploma of Business
- Diploma Project Management

INTERN AT ENVIROTECH

Our internship program primarily aims to provide learners with valuable work experience by investing their vocation skills in an industry in the context of our institution.

Participation in this program will provide an intern with work experience, that will be linked to your course of study at Envirotech. It is an unpaid position for a fixed duration.

This work experience and employment training will be of no charge to you.

MAIN BENEFITS

1. Find out about different aspects of work in a business environment;
2. Future long term career prospects on board at Envirotech, by the end of the program;
3. Advice on pathway decisions such as whether you are suitable for a particular career or job choice;
4. Networking opportunities, meeting other professional who may help you with future job opportunities or with references required in job applications.
5. Immediate opportunities to use classroom acquired skills.
6. Develop a “can do” level of confidence supported by real work environment experiences.

INTERNATIONAL LEARNERS

We know that moving to a new country can be a great adventure; meeting new people, experiencing new cultures, exploring new places. However, there are times when things can become a little overwhelming and get you off track. This can impact all aspects of life; leading to depression, isolation and withdrawal. This process strongly impacts the learner’s ability to keep up with academic requirements, and financial obligations.

Thinking of that, Envirotech offers full-time learner support. During one-on-one sessions, we explore challenges, emotions and obstacles, and come up with achievable action plans designed to equip learners with tools and strategies to move forward.

These often include many of the skills cited in the Australian employability skills framework, such as self-management, communication and planning.

AUSTRALIAN LABOUR MARKET

The current labour market in Australia is becoming very competitive with the changes in the Economic landscape. International learners often find the labour market difficult to enter.

Learning how to represent their skills and talents to best meet the Australian market gives them a competitive advantage and a fair chance of gaining employment.

Our range of initiatives have been assisting learners every day to successfully enter the Australian marketplace. Each learner who comes to us is provided with a tailor-made action-plan which will help them focus and attain stronger results through our work placement program.



OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Envirotech is committed to providing a safe and healthy environment for all learners. We aim to achieve the highest degree Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the wellbeing of our learners, staff and visitors.

Learners are required to participate in all training activities and carry out any tasks that may be asked for by your trainer to the best of their ability and these will include in each unit a reference to the relevant WH&S procedures.

All self-paced learning workbooks and/or assessments must be completed, even when learners perceived that they already referred to the OH&S components in previous units. Learners are required to wear workplace uniforms as directed for any scheduled practical training sessions.

DUTY OF CARE

Who is responsible for Occupational Health and Safety?

All employees and learners are responsible for their own Occupational Health and Safety in the Workplace and Training environment.

Learners are responsible for not only their own health and safety but also the health and safety of others within their working environment. Learners should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer, supervisor, manager or administration staff.

To meet this commitment, each person must take all reasonable care to prevent injury to others, damage to the school or plant and equipment, identifying risks and hazards in the workplace and reporting them. Learners should abide by safe working practices and comply with all health and safety regulations.

EMERGENCY CONTACTS

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia - external site: +61 2 6261 3305
- Road Assistance QLD: 13 1905
- Road Assistance NSW: 13 1111
- Poisons Information Centre: 13 1126
- Community Health: 55198242
- Other Gold Coast services:
www.goldcoast.com.au/essential-gold-coast-services

Gold Coast Hospital

1 Hospital Boulevard, Southport QLD 4215 | 1300 744 284

www.health.qld.gov.au/goldcoasthealth

Robina Hospital

2 Bayberry Lane, Robina QLD 4226 | 07 5668 6000

www.health.qld.gov.au/services/goldcoast/gcoast_robina_hosp.asp

Tweed Hospital and Community Health Services

Corner Florence & Powell Streets, Tweed Heads NSW 2485 | 07 55067416

www.nswlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health

Byron District Hospital

10 Shirley Street, Byron Bay NSW 2481 | 02 6685 6200

www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital

Byron Bay Hospital

54 Ewingsdale Rd, Ewingsdale NSW 2481 | 02 6639 9400

<http://nswlhd.health.nsw.gov.au/about/hospitals/byron-central-hospital/>

FIRST AID KIT

The first aid kit is provided for use by all staff and learners and is maintained by the Red Cross. The first aid kit is located at the staff room.

CRITICAL INCIDENT

It is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury.

Envirotech has a documented critical incident policy together with emergency and OH&S procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Learners who identify a critical incident must report the incident immediately to any of Envirotech's staff. Critical incidents may include (but are not limited to) events such as:

- Missing learners;
- Severe verbal or psychological aggression;
- Death/ suicide, serious injury, violence or any threat of these;
- Widespread infection/ contamination or the threat of these;
- Natural disaster;
- Substantial damage to facilities;
- Deprivation of liberty and/ or civil unrest;
- Matters of high risk to personal safety;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse; and
- Publicity with the potential to significantly damage/ disrupt the reputation or operations of Envirotech Education.

Note: Non-life threatening events could still qualify as critical incidents.

EMERGENCY MEETING POINT

GOLD CAST CAMPUS

Please refer to the emergency and evacuation plan located in each classroom and on walls across the campus building.

If there is an emergency, assembly point will be at the entrance of the building, near *Baskin Robbins*.

Fire distinguishers are located along the corridors outside the classrooms.

BYRON BAY CAMPUS

Please refer to the evacuation signs located in each classroom.

If there is an emergency, assembly point will be in the entrance of the building, next to the *Envirotech sign*.

CURRUMBIN VALLEY CAMPUS

Please refer to the evacuation signs located in each classroom.

If there is an emergency, the designated assembly point will be at the main carpark towards the greenhouses.

STUDENT SERVICES

Once your student VISA is granted, notify Envirotech with the details of your travel arrangements at least two weeks prior to arrival. Here are some services we can provide to all our learners:

- Airport pickup
- Cultural adjustment support
- Internet and computer access
- Arranging accommodation
- Arranging medical cover
- Student Discounts
- Assistance in finding work
- Counselling
- On campus Welfare support
- Electronic resources library
- Blended learning

Envirotech staff are available during Australian business hours to answer any inquiry and assist with your enrolment. Business hours are 9:00am to 5:00pm Monday to Friday.

Envirotech administration staff have a special interest in ensuring you get through your course as smoothly as possible. The administration staff are well experienced in sorting out any problem you may have concerning the administration of your course. Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out for you.

- Highly qualified multicultural staff
- Most of our staff are fluent in at least two languages
- International experience and background
- We understand your journey in Australia

INTERNET ACCESSIBILITY

All Envirotech learners have free access to Envirotech wireless Internet network, whilst on campus.

PHOTOCOPYING AND PRINTING FACILITIES

Services are available through the administration office and incur costs of 20 cents per page and 50 cents per colour page.

LIBRARY ACCESS AND LEARNING RESOURCES

Envirotech has available individual extra study materials that include:

- DVDs and Digital Media– relevant to course information, visual re-enforcement.
- Audiotapes – learners are encouraged to tape lectures for back-up study tools.
- Review sessions with relevant instructors.
- Sample tests for homework.

Envirotech campuses are located close to public libraries, that are easily accessible for learners.

LEARNERS' AMENITIES

Accessibility and availability of learners' basic amenities includes kitchen, coffee and tea station with free coffee and tea to all learners always, clean and accessorised toilet rooms and showers and free drinking water.

It is the responsibility of learners using the learner amenities area to ensure that the area is clean and tidy, all amenities are always clean and that all utensils are cleaned and returned to the storage provided by the end of each day.

NOTICE BOARD

A learners' notice board is provided in the classroom area. Learner information relating to course calendar, course information and other notices will be posted on the notice board. Learners wishing to post their own notices must seek approval from Envirotech staff.

DISCOUNTS

You are entitled to discounts in several businesses in the campus area as an Envirotech learner.

PERSONAL MEETINGS WITH LEARNERS

Envirotech has an open communications policy and learners are encouraged to approach staff for any matter, regardless if it is or not relevant to the course and academic requirements.

WELFARE AND SOCIAL SERVICES

All learners have access to the guidance of social and welfare services by qualified social worker including confidential personal guidance to help resolve any personal issues, which may be affecting their studies or achieving progression in course outcomes and requirements. Appointments can be made at the administration.

COUNSELLING

Counselling services are provided to all learners at no cost. Counselling services may be also contacted by phone and via the internet, the following contacts may be of service.

www.health.qld.gov.au

www.aihw.gov.au

www.lifeline.org.au/goldcoast/lifeline_services

STUDENT CARDS

On your first day at Envirotech, a photo will be taken to issue you your student card. The student card comprises your personal details, therefore it is not transferable to anyone else but you.

The card will allow you concessions for transport and different social activities. You can also apply for ISIC (International Student Identity Card).

www.isiccard.com.au/index.html

EDUCATIONAL GUIDANCE AND TUTORING

Learners that are experiencing difficulties with their studies and course progress can be supported by an Envirotech tutor, who is available on Fridays to all learners at no cost. A tutoring session during assistance day must be booked in advance in the office.

LEARNER RECORDS

All learner records are kept in a secure location and are accessible to staff only. Any learner wishing to view their records can do so by logging in to their learners' portal.

LEGAL SERVICES

A free legal service is available at Legal Aid Queensland, 1st Floor, 100 Scarborough Street, Southport QLD 4215. Telephone: 1300 65 11 88

ENVIROTECH
E D U C A T I O N

SERVICES ARRANGEMENT

AIRPORT PICKUP

Envirotech offers its learners a friendly airport pick-up service where we can meet you at the Gold Coast or Brisbane airports and take you to your accommodation.

Airport pickup charges:

- Airport Transfer (One Way): \$ 99.00
- Airport Transfer (Return): \$ 190.00
- Airport transfer Brisbane-Coolangatta (one way): \$ 250.00
- Airport transfer Brisbane-Coolangatta (return): \$ 480.00

You are welcome to contact us for any enquiry or service.

ACCOMMODATION

Envirotech and Students Accommodations can assist our learners in this process. We have many Australian families offering homestay and shared accommodation options.

They are ready to receive our learners, as well as to provide comfortable accommodation with a typical Australian family. An exciting opportunity to experience the Australian way of life, share the food, the customs and the humour!

Homestay is an important part of an International learner's study experience abroad. It is a great learning experience for both the learner and the host family.

The cost of accommodation is NOT included in tuition fee amounts.

GOLD COAST

Student Homestay Accommodation: www.aussiehomestay.com.au

For booking your homestay on the Gold Coast, and to find out more details, fill out the form available on our website.

BYRON BAY

Student Homestay Accommodation:

www.byronbaystudentaccommodation.com.au

For booking your homestay in Byron Bay, and to find out more details, fill out the form and download its current pricelist available on our website.

MORE ACCOMMODATION OPTIONS

Envirotech has a noticeboard with some options for share and rent accommodation.

You may also visit our Facebook page to look for available rooms shared by learner's posts.



ENVIROTECH
E D U C A T I O N

LEARNER LIFE

Ready to get on board in this great adventure with Envirotech?

In this segment, we have selected some important information that you must keep in mind when planning your studies abroad.

LIVING COSTS

As an international learner, it is recommended that you allow at least \$100-\$300 per week for accommodation and another \$100-\$200 for incidental living costs. The statistics used by the Department of Immigration and Border Protection (DIBP) are \$1550 per month of average living costs in Australia.

This amount may include different expenses such as:

ACCOMMODATION

- Hostels and Guesthouses: \$90 to \$150 per week
- Shared Rental: \$85 to \$215 per week
- Homestay: \$235 to \$325 per week
- Rental: \$165 to \$440 per week

OTHER LIVING EXPENSES

- Groceries and eating out: \$80 to \$280 per week
- Gas, electricity: \$35 to \$140 per week
- Phone and Internet: \$20 to \$55 per week
- Public transport: \$15 to \$55 per week
- Car (after purchase): \$150 to \$260 per week
- Entertainment: \$80 to \$150 per week

MINIMUM COST OF LIVING

The Department of Immigration and Border Protection has financial requirements you must meet to receive a student visa for Australia. **From 1 July 2016** the 12-month living cost is:

- You: \$19,830
- Partner or spouse: \$6,940
- Child: \$2,970

All costs are per year in Australian dollars. To convert to your own currency, visit www.xe.com. The Australian Government can provide you with guidance on managing your finances, at www.moneysmart.gov.au. For more information, access www.studyinaustralia.gov.au/global/live-in-australia.

CURRENCY AND MONEY

- Australia's currency is the dollar (\$). 100 cents (c) = \$AU1.
- Note denominations: \$100, \$50, \$20, \$10, \$5.
- Coin denominations: \$2, \$1, 50c, 20c, 10c, 5c.
- Traveller's cheques can be cashed at banks and major hotels.
- Major credit cards accepted at shops, hotels and restaurants.
- Common credit cards include American Express, Bankcard, Diner's Club, MasterCard and Visa.
- ATMs are widely available 24 hours a day.
- Currency exchange facilities: at airports, shopping centres and key tourist centres.

International learners may open personal bank accounts with low bank fees specifically designed for learners. This can be done from Australia or prior to your arrival.

LEARNERS WITH FAMILY DEPENDANTS

International learners accompanied by dependent family members must accommodate and present additional funds for the support of these family members. In addition, any school aged dependents (between the age of 5 and 18 years) must have arrangements for their education in Australia and have obtained an official Confirmation of Enrolment for Overseas Students form for those dependents.

For information regarding schooling for dependants and living in Queensland please visit the Department of Education and Training website.

www.eqj.com.au/qld-schools.

BEFORE ARRIVAL

7 Steps to Envirotech

1. Choose your course of interest
2. Complete our Online Enrolment Application Form
3. Arrange your accommodation and health insurance
4. Make your payment and receive the Confirmation of Enrolment (CoE)
5. Lodge your visa and do your medical check
6. Obtain your Visa Grant letter
7. Buy your flight tickets, pack your bags and live the dream!



EVERYDAY LIFE

Envirotech strives to help you to have a remarkable experience in Australia as our learner. For this, we provide for you here a relevant list of the main providers you may need while in Australia.

Besides this, our friendly staff and Registered Agencies are always available to assist you and advise you how to proceed in those matters.

<p>REAL ESTATE</p> <p>Renting www.realestate.com.au www.domain.com.au</p> <p>Agencies www.eldersrealestate.com.au www.lihooker.com.au www.professionals.com.au www.raywhite.com</p>	<p>AUSTRALIAN BANKS</p> <p>Research www.finder.com.au</p> <p>Major Brands www.commbank.com.au www.anz.com.au www.nab.com.au www.stgeorge.com.au</p>	<p>GAS AND ELECTRICITY</p> <p>Research www.comparethemarket.com.au www.iselect.com.au</p> <p>Providers www.agl.com.au www.originenergy.com.au</p>
<p>PHONE AND INTERNET</p> <p>Research www.iselect.com.au www.youcompare.com.au</p> <p>Providers www.optus.com.au www.dodo.com www.telstra.com.au www.virginmobile.com.au www.tpg.com.au</p>	<p>PUBLIC TRANSPORT</p> <p>QLD – Gold Coast Campus www.queenslandrail.com.au</p> <p>NSW – Byron Campus www.byron-bay.com/transportation</p>	<p>CAR SALES</p> <p>Research www.carsales.com.au www.carsguide.com.au www.gumtree.com.au</p>
<p>WORK EXPERIENCE</p> <p>Job Seeking www.seek.com.au www.jobseeker.org.au www.au.indeed.com</p> <p>Australia Fair Work www.fairwork.gov.au</p>	<p>AUSTRALIAN BODIES</p> <p>Australian Documents www.qld.gov.au www.rms.nsw.gov.au www.ato.gov.au</p> <p>Consumer Protection www.rta.qld.gov.au www.accc.gov.au</p>	

USEFUL WEBSITES FOR INTERNATIONAL LEARNERS

Medibank Private: www.medibank.com.au

Australian Health Requirements: www.immi.gov.au/allforms/health-requirements/

Study Gold Coast: www.studygoldcoast.org.au

Study Queensland: www.studyqueensland.qld.edu.au

ESOS framework: www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

Department of Immigration and Citizenship (DIAC): www.immi.gov.au

GETTING A TAX FILE NUMBER

You must obtain a Tax File Number (TFN) to be able to work in Australia. A tax file number is your unique reference number in the Australian tax system. When you start working, your employer will ask you to complete a tax file number declaration form. If you do not provide a tax file number declaration your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your tax file number online at www.ato.gov.au or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

STARTING YOUR OWN BUSINESS

Learners who wish to start their own business must apply for an Australian Business Number (ABN) in addition to the tax file number (TFN). They must ensure they not work over the allowable amount of 20 hours per week.

International learners have full work permission for periods of course break or public holidays. This permission does not apply to their family members who are restricted to the 20 hours work per week with no exceptions.

Tax Return and the financial year

The financial year in Australia starts on 1 July of every year and ends on 30 June of every year.

Every person in Australia, including temporary residents and international learners MUST lodge a tax return in the end of the financial year. The tax return calculates the total income earned by an individual and the total taxes paid and the balance between the 2 figures is either paid to the tax department or is given to the individual if for example the individual worked only for a short period of time and therefore the tax rate that was applied was too high.

For more information, access www.ato.gov.au/Individuals/Lodging-your-tax-return



CLIMATE AND SEASONS

GOLD COAST

The Gold Coast sub-tropical climate has an average of 287 days of sunshine a year with average summer temperatures of 19 to 29 degrees Celsius (66 to 83 degrees Fahrenheit) and average winter temperatures of 9 to 21 degrees Celsius (48 to 69 degrees Fahrenheit).

BYRON BAY

Byron Bay enjoys a subtropical climate with hot, wet summers and mild, dry winters. It's mild, temperate climate makes it a perfect place to holiday all year round. The summer months are December, January and February. February is usually the hottest and most humid. Winters are not cold with daily maximums usually reaching a pleasant 19.4 degrees Celsius (66° Fahrenheit) and a minimum of 11 °C (52 ° Fahrenheit).

- Spring: September to November
- Summer: December to February
- Autumn: March to May
- Winter: June to August

THINGS TO DO AND SEE

GOLD COAST

The Gold Coast is home to numerous theme parks such as Warner Bros Movie World, Dream World and White Water World, check out Australia's largest water theme park Wet 'n' Wild, or see the dolphins at SeaWorld.

The Gold Coast has a range of large quality shopping centres covering everyone's needs at Robina Town Centre, Pacific Fair, Australia Fair or Harbour Town. Both the large city of Brisbane with its markets and fairs, museums and

many shopping centres and the small town of Byron Bay lay just about an hour drive from the Gold Coast and are very interesting places to visit.

www.goldcoast.qld.gov.au

www.visitgoldcoast.com

www.verygc.com.au

BYRON BAY

Byron Bay sits on the forest fringed coast of the sparkling Pacific Ocean and there are many activities that take advantage of these amazing resources. Once you are done relaxing at your accommodation, you will find plenty of inspiration to get outside and enjoy the environment that is such a big part of what makes Byron Bay so special.

Whether it's a walk to the Lighthouse, surfing at the Pass, reading your book while sunbathing on one of the beaches, scuba dives or a parachute jump over the bay, you won't be short of things to do. Or take advantage of one of the many health spas for a massage or beauty treatment. And when the sun sets, you can hit the restaurants and bars for a quiet meal or for drinks and dancing until the early hours.

With a vibrant scene of cafés, restaurants, bars, pubs, boutique shopping and galleries, there are so many things to do and something new to discover in this unique town. And with a full calendar of annual festivals, concerts and events, as well as weekly craft and produce markets, live music and theatre, and daily tours and activities, you will be busy during the whole length of your course.

www.byron.nsw.gov.au

www.visitbyronbay.com

www.byron-bay.com

ENVIROTECH

STUDENT HANDBOOK



APPENDIXES

- TERMS & CONDITIONS
- STUDENT'S RIGHTS
- IMMIGRATION GUIDE
- POLICIES & PROCEDURES

TERMS & CONDITIONS

LEARNER DECLARATION

Prior to enrolment learners must agree, declare and give their consent to the following:

1. I declare that all information given is true, correct and complete;
2. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above
3. I have read and understand the terms of this written agreement, the Terms and Conditions of Enrolment and I confirm that I have been fully advised of the fees, academic progress, attendance requirements, Refund, course cancellation and Complaints and Appeal Policies and procedures. All documents are available [on Envirotech website](#).
4. I understand, accept and agree to abide by the terms and conditions specified within this offer letter and to the policies and procedures specified in the student handbook, available on Envirotech's website;
5. In case my payment is more than 50% of course fees, payable prior to my commencement date, I agree to voluntarily pay these fees.
6. I understand that all courses have an expected minimum academic requirement of 20 hours per week;
7. I agree that it is my responsibility to pay the course fee on time, and any other fees relevant as per the schedule of fees. I understand that failure to do so means I will not be allowed to attend classes and I will be a learner in default which may result in enrolment and visa cancellation;
8. I understand that Envirotech is required, under S19 of the ESOS Act 2000, to report to the Department about: changes to learner's enrolment; and any breach by learners of student visa conditions relating to attendance or satisfactory academic performance.
9. **I will ensure that I have my own laptop with Microsoft Office 2010 (above or equivalent) installed for the commencement of my course;** Learners enrolling to Certificate III levels and above MUST have sufficient level of computer skills and experience in the usage of Microsoft Office package;
10. I have read the course requirements on Envirotech website and if I am enrolled in an intensive course, I declare I have sufficient educational or vocational experience to study in a shorter duration.
11. I authorise Envirotech to obtain further official records if necessary, from any relevant institution/body;
12. I authorise Envirotech to set up and activate my direct debit account before each course commencement via EzyPay, and to debit my account as per the scheduled payments.
13. Please note, this is a conditional offer letter (learner contract), pending until your student visa assessment is approved by Envirotech. For Envirotech to assess your ability to meet the Australian student visa requirements, please complete the visa assessment checklist form: [VISA CHECKLIST FORM](#)

ENVIROTECH
E D U C A T I O N

TERMS AND CONDITIONS OF ENROLMENT

1. ENROLMENT COMPLETION

To complete your enrolment in accordance with the letter of offer, please follow the steps below:

- Read the offer details, ensure all details are correct and that you agree to the terms and conditions of enrolment under the ESOS Framework (Act and Regulation).
- Provide a signed copy of this enrolment offer, together with relevant evidence of Overseas Student Health Cover (OSHC), if Envirotech is not providing you this service.
- Please note that if you are under 18 years old, this offer must be signed by your parent or legal guardian.
- After accepting and signing this letter of offer, make a payment of the required deposit as specified in this offer agreement.
- This is a conditional offer. For Envirotech to assess your ability to meet the Australian student visa requirements and finalise your enrolment, please complete the visa assessment checklist form: [VISA CHECKLIST FORM](#)

2. ORIENTATION DAY

Your orientation day will be conducted on Friday as per your course commencement date at 9am. Please ensure you bring your passport, visa grant letter, OSHC and laptop with you to class.

3. STUDENT VISA INFORMATION

Learners must maintain and comply with their student visa conditions, including notifying Envirotech about any change of address or contact details while enrolled in a course within no more than 7 working days from the change. For more information regarding the [student visa](#), or [student visa conditions](#), please check the Department of Home Affairs (DHA) [website](#).

Envirotech assessed your eligibility to apply for a student visa, and we are required to continually assess your enrolment to ensure you comply with the student visa conditions, and that you are a genuine student.

4. CHILDREN'S EDUCATION

Any school aged dependents (5 – 18 years old) accompanying overseas learners to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. The accepted benchmark for government school fees is approximately \$8000 per child per year.

5. OVERSEAS STUDENT HEALTH COVER (OSHC)

International learners are required to obtain Overseas Student Health Cover (OSHC) for the proposed duration of their visa prior to the visa grant. If you requested Envirotech to arrange your OSHC, this will be included in the offer details. If you arrange your OSHC yourself, or through your agent, evidence of your cover is required as part of your enrolment process.

For more information about OSHC please refer to the following website:

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

6. COURSE REQUIREMENTS – Laptop Computer

Learners must have and bring with them a laptop computer to complete their studies at Envirotech. Additionally, learners must have an internet and email account available during enrolment. Learners who do not have the above criteria, will not be able to commence their studies, and will have to arrange it prior to their commencement date.

7. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING

Learners who are enrolled in intensive courses (E.g.: Certificate III, Diploma or Advanced Diploma courses completed in 6 months) must have sufficient previous educational or vocational experience or they must otherwise complete a lower qualification in the same stream.

8. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)

Learners who have completed previous studies or accumulated extensive work experience and can present appropriate evidence, may apply for a Credit Transfer or Recognition of Prior Learning (RPL) prior to course commencement. A written application should be submitted before or during the enrolment into the selected course. A Credit Transfer application must include a statement of attainment showing the awarding registered provider, course code and title, units of competency code and title, result and date. The application for credit transfer or RPL is assessed by Envirotech and will be

approved based on sufficient evidence. Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of international learners, will have to be notified to Department of Home Affairs (DHA) via PRISMS. Learners should apply for Credit Transfer or RPL before their visa is granted, or in the first 2 weeks of the course enrolment, at the latest. The Confirmation of Enrolment and course duration will be amended as required.

9. LEARNERS UNDER 18

Envirotech takes special care and interest and responsibility for the welfare of learners who are under 18. Envirotech staff are notified if they have learners who are younger than 18 years of age in class, so that the extra level of care that is required for these minor learners is provided.

Under 18 learners, who will **not** be living within the care of a parent or nominated relative, as defined by the National Code 2018, in Australia, must be approved with welfare arrangements and accommodation with one of Envirotech's approved accommodation providers. In cases where learners are staying with a 'nominated guardian' approved by the DHA, who is an eligible relative who is aged over 21, Envirotech will conduct screening procedures to ensure the welfare of the learner and that the person is of good character.

In cases where appropriate welfare and accommodation have been approved by Envirotech, a Confirmation of Appropriate Accommodation and Welfare (CAAW) will be issued through PRISMS and the information will be provided to the department.

Under 18 learners will be inducted by Envirotech staff and be provided with clear emergency contact details and how to seek assistance and report any incident including sexual, physical or any other abuse.

10. DUAL QUALIFICATIONS

Learners applying to dual qualifications, will be enrolled in the main qualification, and only upon satisfactory completion will be awarded credit transfer for the secondary qualification.

11. ACADEMIC PROGRESS REQUIREMENTS

Envirotech is required in accordance with Standard 8 of the National Code of Practice 2018 to monitor and record learner academic progress throughout their period of enrolment. When a learner does not meet the course requirements for two consecutive study periods, they must be reported to DHA for non-progress via PRISMS. This may result in their visa being cancelled. Envirotech will notify the learners at risk of failing to meet course progress requirements and implement an intervention strategy in order to assist the learner to meet course requirements. Learners failing their academic progress will have to attend an intervention day which may attract additional costs. Envirotech will notify the learner in writing of its intention to report the learner for not achieving satisfactory course progress. Learners have 20 working days to appeal Envirotech's decision through the access of the complaint and appeal mechanism. For the full detailed policies and procedures, please refer to the Envirotech website.

Learners must satisfactorily complete all required assessment tasks to satisfy the academic requirements of each unit of competency to complete the course.

Learners who withdraw or do not complete a full qualification requirement, will not be issued with a certificate and will receive a Statement of Attainment for any units of competency completed during a paid course period. The Statement of Attainment will contain the list of units successfully completed along the paid course duration.

12. ATTENDANCE REQUIREMENTS

International learners are required to attend course sessions in order to maintain satisfactory academic progress and meet their student visa conditions. Learners who are not able to maintain satisfactory attendance will be required to attend additional hours outside the course schedule which may attract additional fees.

13. CONSUMER AND TUITION FEES PROTECTION

- 13.1. Envirotech safeguards learner tuition fees through the use of insurance and assurance schemes mandated by Australian Legislation. (TPS)
- 13.2. In the case where Envirotech will not be able to provide the course which you have enrolled in and paid for, Envirotech will proceed with its tuition protection scheme in accordance with the ESOS Act and its refund policy. In this case an alternative course (placement) will be sourced or a refund will be offered.
- 13.3. Envirotech contributes annually to a Tuition Assurance Scheme governed by the Department. This means that as an overseas learner in Australia your course fees are safe and, in all circumstances, you are assured of either being placed in an alternative course, or to receive a refund of your fees.
- 13.4. This agreement, and the availability of complaints and appeals processes, does not remove the right of the learner to take action under Australian Consumer Law.
- 13.5. If a concern/complaint or appeal does not get resolved internally, the matter will be referred to an external mediator.

14. ACCESS AND EQUITY

Envirotech values Social Justice. We are committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. All staff at Envirotech share the responsibility that our Policy is adhered to at all times. Envirotech is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end we are striving to discourage discrimination against any person on the grounds of gender, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, and promote equality of opportunity for disadvantaged groups, and bias-free communication.

Learners who feel that Envirotech Access and Equity Policy has been breached are encouraged to follow the Grievance Policy above until the issue is satisfactorily resolved.

15. CODE OF ETHICS

Envirotech is bound by the requirements of the RTO standards, the ESOS Act 2000 and Regulations in all its operations and interactions as depicted in the National Code 2018.

16. ADVERTISING CONSENT

Unless it states differently on your enrolment, Envirotech may use your photograph and video imaging taken as part of the course, as applicable, or any reproduction (full or partial) thereof, in any form, style, or colour, together with any writing and other advertising material. The consent and release are given without limitation upon, or liability for, any use for advertising, illustration, publication or broad case of any kind, or in trade or media, or for any purpose. Any photography and/or likeness or voice and the film, tape, plates, and negatives thereof, remain the exclusive property of Envirotech Education. Commercial or advertising materials will not need to be approved before being advertised or used.

17. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000)

While you are undertaking your training program, there will be times when Envirotech or its authorised representatives and/or its Training Consultant, Business Development Consultant, Administration Officer, may need to discuss your situation with others. Please be assured that any discussion held with these representatives will be for the purposes of your development and well-being. Learners and their employers are required to provide permission in writing for these discussions or viewing of evidence to occur.

This authority does not permit Envirotech to discuss of your details, study or work with other learners, unless we have your written permission to do so. Please sign in the declaration provided below. Your personal information, attendance details, progress and results will be disclosed to different government departments, E.g.: Department of Education, Training and the Arts, Queensland Studies Authority, ASQA and DHA for the purpose of the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 2002.

18. LEARNER REQUEST FOR ENROLMENT DEFERRAL, SUSPENSION, CANCELLATION, APPROVED LEAVE OF ABSENCE AND TRANSFER BETWEEN PROVIDERS

Learners must start their course on their allocated start date, except in exceptional circumstances. Learners who wish to defer their course start date must give at least one-week written notice to Envirotech. Envirotech will cancel the enrolments after 14 days from course start date where no deferral request has been submitted, or no approved deferral has been granted, or if no contact has been made by the learner within the 14 days of course commencement. Learners who do not commence the course(s) on the agreed start date of the course (s) as per the details in this agreement and do not contact Envirotech to request an alternative start date prior to the commencement date of the course(s) will be in default and Envirotech will notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

- 18.1. Once a course, or sequence of courses has commenced, learners may be permitted to transfer to another field of study within Envirotech after providing a written request and relevant forms. A change of course will incur an administration fee as referred to in the fee schedule. International learners are not eligible to change their courses if the course is not at the same AQF level or above the original course level. Any course change request must be submitted in writing to Envirotech and will be subject to Envirotech's approval.
- 18.2. Cancellation, suspension or deferral of enrolment must be submitted in writing on Envirotech forms available on the website
- 18.3. Course transfers or exchanges between learners are not permitted.
- 18.4. Requests for transfer to another education provider are restricted and will require a letter of release for international learners and in some cases evidence for a new student visa lodgement. In addition, Envirotech will require a supporting letter to be provided from the learner and evidence of exceptional and/or extenuating circumstances. Before any release letter is approved, learners are required to demonstrate that they have completed their payments and demonstrated good behaviour and commitment to study. Any provider transfer request must be submitted in writing to Envirotech and will be subject to Envirotech's approval.
- 18.5. Should Envirotech approve a course or provider transfer, any monies transferred will be in accordance with Envirotech's Refund Policy.
- 18.6. By signing this offer you are automatically bound by Envirotech's Deferral Suspension, Cancellations, Approved Leave of Absence and Refund and Transfer between provider policies and procedures. The most up to date policy is always available on the Envirotech website.
- 18.7. Once a deferral or suspension of enrolment request is received from a learner, the request will be assessed and may be approved on compelling and compassionate grounds in accordance with the National Code 2018.
- 18.8. Envirotech reserves the right to expel, suspend or terminate any learner enrolment in certain circumstances that are detailed in the policies and procedures and the Student Handbook. These circumstances include but are not limited to:
 - 18.8.1. Early course completion
 - 18.8.2. Late or no course commencement
 - 18.8.3. Transfer to another provider
 - 18.8.4. Cessation of studies
 - 18.8.5. Late or no payment of course fees
 - 18.8.6. Violating any of Envirotech's policies, or Australian law
 - 18.8.7. Misconduct or misbehaviour including but not limited to breach of discipline, bad language, aggressive and offensive behaviour, unsatisfactory attendance.
 - 18.8.8. Failure to successfully progress academically in the course
 - 18.8.9. Breach of visa conditions (international learners)
 - 18.8.10. Providing fraudulent documents, misleading or incorrect information
 - 18.8.11. Failing to participate in course academic components as a genuine student

Envirotech will notify the DHA of international learner's course status through the PRISMS including any learner default. There are no refund rights for such cancellations.

Please refer to the <http://envirotech.edu.au/en/about-us/policies-procedures-and-forms/> available on the Envirotech website for further information.

19. COMPLAINTS AND APPEALS POLICY

<https://envirotech.edu.au/media/3170/complaints-and-appeals.pdf>

20. REFUND POLICY

<https://envirotech.edu.au/media/3431/finance-refund-international-policy.pdf>

21. FEES AND CHARGES

If the student does not pay the fees by the due date, a late fee will be charged, and the learner may lose their place in the course. Envirotech reserves the right to review its fees without notice. Learners should check the fee details prior to payment. Fees are not expected to rise by more than 10% in any one year per letter of offer that has been issued.

The learner is to undertake diligent payment of Envirotech's fees and charges, as specified or amended in the learner's letter of offer.

For the purposes of this agreement, fees and charges include, but are not limited to tuition fees, application and materials fees, excursion and related expenses, OSHC, Homestay accommodation fees (if applicable), certificate replacements, administration charges, extra assistance in academic progression, change of course and course deferrals.

It is the learner's responsibility to be aware of payment deadlines and be aware of Envirotech policies relating to payments. All Envirotech fees are subject to indexation in accordance with Australian CPI as reported by the Reserve Bank of Australia (RBA)

You are required to keep a copy of any fees paid by you.

22. PAYMENT SCHEDULE

22.1. All fee payments shall be made to Envirotech.

22.2. Failure to pay these fees may result in any one or all of the following:

22.2.1. Any statements of attainment of results will be withheld until payment is received.

22.2.2. The debt will be transferred to Envirotech's debt collection agency. The full costs of which will be borne by the learner.

22.2.3. The learner's enrolment will be cancelled, which will be reported to DHA via PRISMS. This may result in the student's visa being cancelled.

22.2.4. Release letter and cancellation of student's enrolment may not be issued.

22.2.5. Students with unpaid fees will not be permitted to re-enrol in or attend any course at Envirotech.

22.2.6. Interest being charged in accordance with the schedule of fees:

22.3. Late academic submission fees will apply for students, for any assessment that has been submitted for grading after the schedule due date.

22.4. Students who do not pay their fees as scheduled or will not rectify overdue payments, are risking enrolment cancellation. A notice will be issued to the student via email.

23. PRIVACY POLICY

<https://envirotech.edu.au/media/3426/qa-privacy-policy.pdf>

2.4 STUDENT ACADEMIC COURSE PROGRESS MONITORING POLICY

<https://envirotech.edu.au/media/3433/academic-engagement-progress-and-attendance-policy.pdf>

2.5 DEFERRAL, SUSPENSION AND CANCELLATION

<https://envirotech.edu.au/media/1001/international-students-deferral-suspension-and-cancellation.pdf>

Approved	18/04/2019	Compliance	Next Review Date: 01/04/2020
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