



Student Handbook International Students 2021

envirotech.edu.au

 @envirotecheducation  Envirotech Education

Dear Student,

Welcome and thank you for choosing Envirotech to further your education and training.

Envirotech is an educational provider of Vocational Education and Training (VET) in Australia. Your decision to complete a Nationally Recognised Training with Envirotech is an essential step in developing your cognitive processes in the acquisition of new skills & knowledge.

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

To assist you with your learning journey, we have developed this Student Handbook. 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 students covering most aspects of what is required of them by Envirotech Education and what they can expect from it. This handbook provides you with clear guidelines about your duties and responsibilities as a student. It will also refer you to relevant policies that define those requirements and will assist you in preparing for your studies at Envirotech and life in Australia.

Our team is committed to maintaining high standards of 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 to be a rewarding experience. We look forward to your feedback to ensure that our products and services meet your expectations.

I wish you a gratifying training experience with Envirotech.

Regards,

Shelly Bengiat,

Director & Chief Executive Officer - Envirotech Education

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2. EMERGENCY CONTACTS

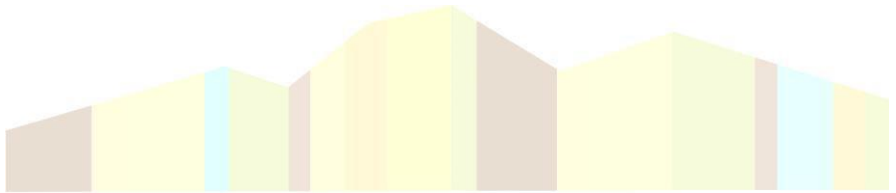
3. FIRST AID KIT

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ENVIROTECH
E D U C A T I O N

I. INTRODUCTION

1. ABOUT ENVIROTECH

Established in 2008, Envirotech Education is an Australian Registered Training Organisation (RTO) registered by the Australian SkillsQuality 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 student services and a wide range of outstanding courses designed for both domestic and international students.

With tailored programs to suit industry requirements and the development of learner's skills, Envirotech academic programs incorporate innovation, technology, and sustainability to guarantee you the best employability outcomes.

The Envirotech Innovation Hub program enables students to open and grow their business initiatives as part of their course projects, supported by the Envirotech team of trainers and assessors. The Innovation Hub is an integral part of the Diploma and Advanced Diploma level courses¹. You may be offered to participate in our internship program, offering students the opportunity to gain invaluable work experience with one of our partner businesses.

The Gold Coast and Byron Bay campuses offer unforgettable learning experiences:

- Professional Academic programs
- First-class locations and facilities

¹To the exception of the Diploma of Early Childhood education, Dual Diploma & Advanced Diploma of Hospitality Management and CertIV in Commercial Cookery

- 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

2. 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 students 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's foundation is based upon the visionary goals of innovative and economically sound technological learning. This vision has long been a deciding factor when implementing new tools and procedures.

Learners

Envirotech will continually facilitate the educational and personal growth of its students 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 its locations and its 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 its 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 students and stakeholders.



3. CAMPUS LOCATIONS



<p>Head Office Burleigh Heads (Gold Coast): 66 Goodwin Terrace, Burleigh Heads QLD 4220 Tel: (07) 55353766</p>	<p>Regional Office Currumbin (Gold Coast): 10 Bains Road, Currumbin Valley QLD 4223 Tel: (07) 55353766</p>	<p>Regional Office Byron Bay: 33 Childe Street, Belongil Beach NSW 2481 Tel: (07) 55353766</p>
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Envirotech operates three campuses from two different states. Queensland (QLD) and New South Wales (NSW).

The campuses are relatively close to each other, 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 beachfront 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 is only a short stroll away from 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.



BYRON BAY - 33 Childe Street, Byron Bay NSW 2481

The Envirotech Byron Bay beachfront 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 only a few of



the activities to indulge in while opening your career prospects while studying with Envirotech in Byron Bay.

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.



Envirotech Education ABN: 83133701578, CAN:133701578, RTO ID: 31871, CRICOS Provider Code: 03094J Envirotech Education Pty Ltd.

Gold Coast Campus: 66 Goodwin Terrace, Burleigh Heads, QLD 4220

Byron Bay Campus: 33 Childe St, Belongil Beach, Byron Bay, NSW 2481

II. ENROLMENT PROCESS

Online enrolment through Envirotech collects essential enrolment details from the student. 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 students and different enrolment procedures also exist for Australian funded or non-funded students. Following the enrolment process, Envirotech enters into a Training Agreement with every student.

1. ENGLISH PROFICIENCY

According to the level of your course, you will need to provide proof that your English level is sufficient to enable you to complete your training.

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

2. LETTER OF OFFER

Envirotech guarantees to send a Letter of Offer within one business day.

The Letter of Offer contains all the necessary information regarding the course or program contract, binding to both Envirotech and yourself. We generate a Letter of Offer once a student 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 your enrolment.

The Letter of Offer is sent to prospective learners together with an invoice. To finalise your enrolment, please return the signed document to Envirotech via email.

3. PAYMENT OF FEES

The Letter of Offer will state the amount payable before commencing your study period at Envirotech and the optional payment methods for the tuition

fees. At this stage, you will need to pay the agreed tuition deposit, services and Overseas Student Health Cover (OSHC) fees. You must provide a transaction record to Envirotech via email.

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

4. CONFIRMATION OF ENROLMENT (COE)

The CoE is the Australian Government official document issued by the Education Provider in supporting student visa application. You must have a valid and current CoE to apply for a student visa.

Students from some countries will first be required to lodge a Pre-Visa Assessment. If this is the case, you can apply for a Pre-Visa Assessment using the CoE or Envirotech's signed Letter of Offer.

The CoE is issued through the Provider Registration and International Student Management System (PRISMS) via the Australian Government website to confirm your enrolment in an approved course. You will only be granted a Student Visa to cover the total of the proposed course package if you provide CoE's for all courses.

5. ENROLMENT COMPLETION

To complete your enrolment, please follow the steps below:

1. Read your offer details carefully and ensure all details are correct.
2. Read the Terms and Conditions of Enrolment and the ESOS Framework (Act and Regulation) by which you agree to be bound.
3. Provide a signed copy of your Letter of Offer, together with relevant evidence: a copy of your passport, the details of your Overseas Student Health Cover (OSHC), proof of English proficiency, previous qualifications' certificates, etc.

4. After accepting and signing your Letter of Offer, proceed to the payment of the required deposit as specified in the letter and provide a transaction record to Envirotech.

NOTE: 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 pre-requisites and conditions of enrolment.

6. UNIQUE STUDENT IDENTIFIER (USI)

If you are undertaking nationally recognised training delivered by Envirotech or any other Registered Training Organisation (RTO), you will need to have a Unique Student Identifier (USI). You will need a USI if you are:

- A student enrolling in nationally recognised training for the first time
- A school student completing nationally recognised training; or
- A student who is continuing with nationally recognised training.

A USI gives you access to your online account. Each USI contains ten numbers and letters. For example, 1AA23BC4D5.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account from 2016.

When applying for a job or enrolling into further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smartphone anywhere and anytime.

If you have a USI, you must provide it as part of your online enrolment form completion. If you do not already have a USI, Envirotech will guide you on how to create one when you undergo induction and attend our orientation day.

If you prefer, you can apply for a USI yourself beforehand at:

<http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx>.

This website will also advise on the documentation and identification you need to create a USI.

7. PAYMENT PLANS

Envirotech Education offers you the option to pay your course remaining tuition in several instalments. Payment plan details will be included in the Letter of Offer.

All payment plans must be set through direct debit arrangement with Ezipay 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 a payment plan and must be completed before the start date of your course.

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

<https://api.ezipay.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 Letter of Offer. A confirmation email will be sent to you once you sign up, and your account is active.

DIRECT DEBIT SUPPLIER (EZYPAY) FEES:

Transaction fees apply for the following:

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

Failed payment fees apply:

- The failed transactions will be rebilled one week after the failed debit with a \$20.24 surcharge/penalty rate.

We recommend the use of BANK ACCOUNT debits 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. A savings account does NOT have the authorization to be debited and will result in failed payment and extra fees.

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

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows a candidate to receive exemptions for the knowledge and skills they have acquired through extensive work experience. Students who have completed previous studies of their proposed course and can present appropriate evidence may apply for RPL prior to enrolment.

A written application should be submitted before the enrolment process into the selected course. RPL applications must include:

1. Updated Resume containing
 - a. Candidate general information
 - i. Full name
 - ii. Address
 - iii. Email
 - iv. Phone number
 - b. Education background
 - i. Certificate name
 - ii. Institution where studied
 - iii. Year
 - c. Employment background

- i. Employer name
 - ii. Role
 - iii. Month/Year
 - iv. Contact person able to provide/support the information provided
 - d. Other relevant information the candidate thinks relevant for the RPL process such as
 - i. Nonofficial education
 - ii. Volunteering positions
 - iii. Other skills and knowledge
2. Education background
 - a. Certified education certificates/transcripts from the educational provider or
 - b. USI Transcript reports for VET qualifications
3. Position descriptions outlining
 - a. Duties and responsibilities held at the different employments
 - b. Achievements during the roles

Recommended evidence:

1. Third party reports signed by previous employers outlining roles during specific projects relevant to the units of competency and the qualification subject to RPL..
2. Links to videos or photos that show the candidate performing activities relevant to the RPL
3. Recommendation letters from employers outlining roles and/or responsibilities

A qualified trainer assesses the application RPL. If a student is not satisfied with the decision, he/she may appeal.

RPL processes incur additional costs that will be advised upon application.

Credit Transfer (CT)

A Credit Transfer can be applied for students who have previously completed units of competency in their previous studies. A written application must be submitted before or during the enrolment process into the selected course. Credit transfer applications must include:

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

Course Duration

Granting of RPL or CT may result in the shortening of the actual duration of the course, which, in the case of international students, will have to be notified to Department of Immigration and Border Protection (DIBP) via PRISMS.

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

For further information about RPL and the process at Envirotech access our Envirotech [RPL Guide, and Credit Transfer & RPL Form](#).

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III. VISA INFORMATION AND ASSISTANCE

Envirotech has experience dealing with Student/ Working Holiday/ Partner visa holders and offshore applications. We support students and agency representatives with visa application processes.

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 smooth 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 on using the services of a migration agent, visit the webpage of the Department of Home Affairs [here](#).

1. STUDENT VISA

To study in Australia, an international student will need to apply for a Student Visa either at the relevant Australian embassy in your home country or online for some 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

You are welcome to contact us for any visa enquiry or service and we will put you in touch with one of our partner immigration agents. You can also visit the

Department of Home Affairs for more information on [Student Visa Subclass 500](#) requirements.

2. SERVICES

Once your Student Visa is granted, notify Envirotech with the details of your travel arrangements at least two weeks before arrival. Here are some services we can provide for all our students:

- Cultural adjustment support
- Internet and computer access
- Arranging accommodation
- Arranging medical cover
- Student Discounts
- Counselling
- Blended learning

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

Envirotech's administration staff are dedicated to ensuring you get through your course as smoothly as possible. Our experienced staff members will help you sort out any problem you may have concerning the administration of your course.

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

HOMESTAY AND STUDENT HOUSE

Envirotech will refer students to our partnered Australian Student Accommodation to assist in this process of finding accommodation. There are Australian families offering homestay and shared accommodation options.

They are ready to receive our students, 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 integral part of an International students study experience abroad. It is a great learning experience for both the student and the host family.

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

GOLD COAST:

Student Homestay Accommodation:

To book your homestay on the Gold Coast, and to find out more details, fill out the form available on the Australian Student Accommodation's

<http://australianstudentaccommodation.com.au/>

BYRON BAY:

Student Accommodation:

To book your student accommodation in Byron Bay, and to find out more details, fill out the form and download its current price list available on

Byron Bay Student Accommodation

<http://www.byronbaystudentaccommodation.com.au/>

OTHER ACCOMMODATION OPTIONS

If you wish to have more freedom and independence, share houses are an excellent option for accommodation. By living in a share house, you will split the cost of the apartment or house with other students or Australians. Living with roommates is a fabulous opportunity to meet people from around the world as well as locals who will be able to introduce you to the Aussie lifestyle!

Envirotech has a notice board on which locals and other students can display available share houses and private rentals.

You may also visit our Facebook page to look for available rooms shared by other students, join Facebook groups or look up available accommodation on Gumtree or visit real estate agent's website. See **Providers and Useful Links** (section IV.8, p.28) for more information.



IV. PLANNING YOUR STAY

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

1. BEFORE ARRIVAL

7 Steps to Envirotech:

1. Choose your course of interest
2. Complete our Online Enrolment Application Form
3. Arrange your accommodation and Overseas Student Health Cover (OSHC).
4. Make your payment and receive the Confirmation of Enrolment (CoE)
5. Lodge your visa application and complete your medical check if required.
6. Obtain your Visa Grant letter.
7. Buy your flight tickets, pack your bags and live the dream!

2. LIVING COSTS

As an international student, 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 Department of Home Affairs (DHA) 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: \$185 to \$440 per week

OTHER LIVING EXPENSES

- Groceries and eating out: \$140 to \$280 per week
- Gas, electricity: \$10 to \$20 per week
- Phone and Internet: \$15 to \$30 per week
- Public transport: \$30 to \$60 per week
- Car (after purchase): \$150 to \$260 per week
- Entertainment: \$80 to \$150 per week

The Department of Home Affairs has established financial requirements you must meet to receive a Student Visa for Australia. **From 1 October 2019**, the 12-month living cost is:

- You as a student: \$21,041
- Partner coming with you add: \$7,362
- Child coming with you add: \$3,152

All costs are per year in Australian dollars. To convert to your 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 <https://www.studyinaustralia.gov.au/>

3. 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.

- Most common credit cards are accepted in shops, hotels and restaurants.
- Standard credit cards include MasterCard and Visa and Bankcard, in some places American Express and Diner's Club are accepted
- ATMs are widely available 24 hours a day.
- Currency exchange facilities: at airports, shopping centres and tourist centres.

International students may open personal bank accounts with low bank fees specifically designed for learners. You can choose to open a personal bank account upon your arrival in Australia or before your departure.

4. STUDENTS WITH FAMILY DEPENDENTS

International students, accompanied by dependent family members, must accommodate and present additional funds for the support of these family members. Besides, 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.

5. TAX FILE NUMBER (TFN)

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 TFN declaration form. If you do not provide a TFN declaration, your income will be taxed at the highest personal income tax rate, which will mean less money in your wage each week.

You can apply for your TFN [online](#) or over phone 13 28 61, 8 am to 6 pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

6. STARTING YOUR OWN BUSINESS

Students 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 do not work over the allowable amount of 20 hours per week.

International students 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 of work per week with no exceptions.

To apply for an ABN number, access the Australian Business Register's [website](#).

7. TAX RETURN AND THE FINANCIAL YEAR

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

Every person in Australia, including temporary residents and international learners, **MUST** lodge a tax return at 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 two figures is either paid to the tax department or is given to the individual. For example, an individual who worked only for a short period may not have hit the minimum threshold and will receive the entirety of their tax.

For more information, visit the ATO's [website](#).

8. PROVIDERS AND USEFUL LINKS

Envirotech strives to help you have a smooth and stress-free experience in Australia as our learner. Therefore, we have created a list of the leading providers whose services you may require during your stay in Australia.

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

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

OTHER USEFUL LINKS

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

9. LOCAL CLIMATE

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. Its warm and 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 month of the year. Winters are warm with daily maximums typically reaching a pleasant 19.4 °C (66 °F) and a minimum of 11°C (52°F).

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

10. TOURISM AND ATTRACTIONS

GOLD COAST

The Gold Coast is home to numerous theme parks such as Warner Bros Movie World, Dream World and White Water World. You can check out Australia's largest water 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 exciting places to visit.

www.goldcoast.qld.gov.au

www.visitgoldcoast.com

www.verygc.com.au

BYRON BAY

Byron Bay sits between the green mountains of the Border Ranges and the sparkling coast of the Pacific Ocean offering a variety of activities for all nature-lovers. 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 unique.

Whether it's a walk to the Lighthouse, surfing at the Pass, reading your book while sunbathing on one of the beaches, scuba diving 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 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 Education ABN: 83133701578, CAN:133701578, RTO ID: 31871, CRICOS Provider Code: 03094J Envirotech Education Pty Ltd.

Gold Coast Campus: 66 Goodwin Terrace, Burleigh Heads, QLD 4220

Byron Bay Campus: 33 Childe St, Belongil Beach, Byron Bay, NSW 2481

V. DELIVERY AND ASSESSMENT

Envirotech offers delivery of its courses in a classroom, online or in a blended delivery mode. Classroom delivery can be conducted in a face to face methodology, on campus, through a combination of lectures, group discussions, practical sessions and individual activities.

Assessments and course content are all online on the Envirotech learning management system. Students can access their course materials and assessments from any digital device, any time, using an internet connection.

The combination of a face to face and online delivery mode provides learners with a flexible and supportive learning environment, where they gain new skills and knowledge, relevant to the course they are studying.

The online system has a range of online tools and student's dashboard to support your learning and advance your experience. Through the dashboard, students can monitor their progress, prioritise their studies and activities towards course completion, follow their calendar and class schedule and communicate with trainers and class peers online.

1. DELIVERY

To preserve our beautiful environment, Envirotech has made the conscious decision to be a paper-free organisation. You will access your assessments and educational materials via the e-learning platform Moodle. On induction day, our staff will guide you through the process of logging in and navigating the platform.

All submissions will be made via the platform, and your trainer will assist you weekly in completing the activities for each unit of competency.

Please refer to the courses calendar in our website to find out about your course's delivery and assessment days.

https://cdn2.hubspot.net/hubfs/3445426/Timetable_Term2_2020_Envirotech.pdf

2. ASSESSMENT

Your submission will be marked by one of our qualified assessors. Our marking procedures comply with the assessment principles as follow:

- a) Fairness - considering your individual needs
- b) Flexibility - Using a range of assessment methods to help produce valid decisions and recognise competency demonstration in a variety of ways
- c) Validity - Ensuring that assessment tasks and methods match the assessment requirements
- d) Reliability - Having a well-designed assessment system that includes measures to minimise variation between assessors

3. TEAMS

We strive to offer our students the best experience possible and to improve our services in an effort towards continuous improvement. At the end of 2019, we introduced Teams our new communication platform for our learners to comply and **in 2020 as our online delivery platform to comply with the Covid-19 Government distancing measure.**

Teams is a Microsoft 365 application that works as a hub, a helpdesk through which you will be able to:

- contact your trainers for additional support via private messages
- reach out to other students more easily when completing group work
- receive general communications and information in the Teams feed
- request one-on-one support sessions online via teleconference

Upon induction, each student will obtain an Envirotech email address which will enable them to access the service.

VI. LIFE ON CAMPUS

Envirotech sets high expectations from its team and for itself, but also its students. While undertaking your training with us, you will be bound to abide by specific rules and expectations. Below you will find information about life on campus and what is expected of you.

1. SELF-DIRECTED LEARNING

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

TIPS FOR STUDYING EFFECTIVELY:

In 2020, Term 2 - Envirotech moved to full online training to comply with Covid-19 distancing restrictions and measures

- Aim complete your activities and assessments on time by keeping a scheduled plan
- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for an assessment, e.g. assignments, projects
- Keep up-to-date with classwork by taking notes during the online or class session and reviewing work consistently
- 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 before the next training session
- Do take regular breaks during study sessions
- Study at the time of day that best suits you
- Reward yourself (snack, a cup of coffee, or do something you like) when you have completed the study task for the session

- Visualise what you are reading
- 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

2. CHANGE OF CONTACT DETAILS OR SITUATION

It is a condition of your student visa that you advise Envirotech of any changes in your address and other personal details within **seven (7) days** of your arrival in Australia and anytime you move to a new address. You can update your personal information on the student portal website or alternatively, you might sent all personal changes and details to students@envirotech.edu.au

3. 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 as other people could get upset or angry! Students are expected to dress appropriately and to wear shoes (footwear) at all times.

4. MULTICULTURAL SUPPORT AND ENGLISH LANGUAGE

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

7. FOOD AND DRINKS

Food and drink are not 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.

8. PRIVACY OF YOUR PERSONAL INFORMATION

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

9. PUNCTUALITY

Please be on time! Coming late to class not only disrupts others in your class, it also distracts your teacher. As we are required to monitor attendance for all our ELICOS students, there are penalties for lateness, 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.

10. KEEP A COPY OF YOUR WORK

Please retain a copy of all work that you submit to Envirotech and back up on your computer and the cloud. Regrettably, if you failed to have a backup copy to submit, Envirotech will ask you to re-do any assessments and assignment tasks lost in transit and re-submit.

11. DRUGS AND ALCOHOL

Consumption of or being under the influence of drugs and alcohol or any 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.

12. SMOKING

Smoking is forbidden inside the Envirotech buildings and on our campuses, including outdoor areas. Smokers are only allowed to smoke when well away from the main Envirotech buildings. Smokers are also required to smoke during

breaks only and to ensure that all butts or other debris are disposed of appropriately.

13. MOBILE PHONES

Mobile phones must remain off during all training sessions. Phones must be set to silent or meeting mode to avoid disturbing trainers and other students during class.

14. MEDICAL ATTENTION

If you have an ongoing medical condition, you must advise us of the situation upon 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 necessary treatment, including any medication needed to be taken during class time. In the event of a student requiring treatment, the trainer is to be advised immediately so that appropriate action can be taken, and any necessary medical treatment obtained.

15. ENVIROTECH EQUIPMENT

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

16. INTERNET ACCESSIBILITY

All Envirotech students have free access to Envirotech wireless Internet network while on campus. During the Covid-19 it is expected all our students have appropriate access to the internet.

17. PHOTOCOPYING AND PRINTING FACILITIES

Services are available through the administration office free of charge. Note that only black and white copies are available, and copies will be limited per student.

18. LIBRARY ACCESS AND LEARNING RESOURCES

Envirotech offers extra study materials that include:

- Review recording sessions with relevant trainers
- Sample tests for homework

Envirotech's campuses are located close to public libraries, that are easily accessible for students.

19. AMENITIES

On campus, accessibility and availability of student's basic amenities include a kitchen offering free coffee and tea to all students, clean and accessorised toilet rooms and filtered drinking water.

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

20. TRAINING ENVIRONMENT

As a paperless organisation, all Envirotech learning resources are available to learners electronically to a productive, technology-based learning environment.

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 require our Trainers to hold 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 with class sessions, Envirotech students can participate in and contribute to class discussions and group activities. They maintain a close relationship

with the Trainers and are encouraged to adopt new knowledge and abilities when studying.

Students 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 student to achieve their goals and the completion of the qualification wherever possible.

Student feedback is highly valued to continuously improve our operations. Therefore, we encourage our students to complete an online feedback form at the end of each term, to allow us to evaluate, analyse and improve processes during the term break. Envirotech also conducts annual student feedback surveys.

Students are always welcome to provide feedback, in person or via email students@envirotech.edu.au on any matter.

21. NOTICE BOARD

A students' notice board is provided in the student lounge on campus. Student information relating to course calendar, course information and other notices will be posted on the notice board. Students wishing to display their announcements must seek approval from Envirotech staff.

22. DISCOUNTS

In the State of Queensland, you are entitled to concession on your public transport card-Gocard.

23. COMMUNICATION

Envirotech has an open communication policy, and students are encouraged to approach staff for any matter. Trainers are available via their personal email address or through the platforms TEAMS. For all other enquiries or concerns, please direct these to students@envirotech.edu.au

24. WELFARE AND SOCIAL SERVICES

All students 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 office.

25. COUNSELLING AND STUDENT SUPPORT

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 student's ability to keep up with academic requirements, and financial obligations.

Thinking of that, Envirotech will provide you with referral to a professional with expert advice. You may refer to the following websites

Queensland Health: www.health.qld.gov.au

Australian Institute of Health and Welfare: www.aihw.gov.au

Lifeline Services: <https://www.lifeline.org.au/get-help/get-help-home>

26. 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 give you concessions for transport and different social activities. You can also apply for the [ISIC](#) (International Student Identity Card) to get access to thousands of offers and discounts around the world.

27. STUDENT RECORDS

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

28. 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

29. STUDENT MISCONDUCT

Misconduct is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the Trainer
- Smoking in non-smoking areas
- Being disrespectful to other students
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required, in group activities
- Continued absence or late arrival at required times

ENVIROTECH
E D U C A T I O N

VII. COURSE COMPLETION

Envirotech delivers nationally accredited courses. Upon successful completion of all required units of competency, 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. Student'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 students participating in training with Envirotech, shall be issued with either:

- A full AQF Certificate and transcript, or
- A Statement of Attainment (in case of partial completion).

1. 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.

Credit Transfer: The student has achieved competency in the unit of competency either at Envirotech Education or with another Registered Training Organisation and is accepted as a credit transfer.

RPL: The student has been assessed as competent due to the approved Recognition of Prior Learning process.

Not Yet Competent (NYC): The student 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: Students 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 \$50 may be imposed. Should the student 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 student 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.

2. SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT

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

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

3. APPEAL PROCESS

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

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

If a student 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



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VIII. WORK PLACEMENTS AND INTERNSHIPS

The current labour market in Australia is becoming very competitive with changes in the economic landscape. International students 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 students every day to successfully enter the Australian marketplace. Each student 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 and internship programs.

1. WORK PLACEMENT

As part of the course completion requirements, some qualifications include a work placement component. Each course has nominal hours linked to the achievement of the qualification. Currently, Envirotech offers three courses including a work placement:

Certificate III in Early Childhood Education and Care

Diploma in Early Childhood Education and Care

Certificate IV in Commercial Cookery

Dual Diploma & Advanced Diploma of Hospitality Management.

Note that those work placements are a mandatory part of your course and failure to participate in work placement will lead to non-completion of the courses as mentioned above.

Work placements are an invaluable opportunity towards improving your employability skills and preparing yourself for the Australian job market.

2. INTERNSHIP

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. You will gain practical skills and experience in an English-speaking 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 OFFERING INTERNSHIP:

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

3. INTERNSHIP AT ENVIROTECH

Our internship program primarily aims to provide students with valuable work experience by investing their vocational 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 professionals 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.

4. SCHOLARSHIP

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



IX. OCCUPATIONAL HEALTH AND SAFETY (OH&S)

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

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

All self-paced learning, workbooks and assessments must be completed, even when students perceive that they have already referred to the OH&S components in previous units. Students are required to wear work uniforms as directed for any scheduled practical training sessions.

1. DUTY OF CARE

Who is responsible for Occupational Health and Safety?

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

Students are responsible for not only their health and safety but also the health and safety of others within their working environment. Students 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.

2. EMERGENCY CONTACTS

- **Police/Fire services/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/>

3. FIRST AID KIT

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

4. CRITICAL INCIDENT

Critical Incident 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 cover the actions to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

students 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 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.

5. EMERGENCY MEETING POINT

Gold Coast 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 extinguishers 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, the 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.

A. 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. In case my payment is more than 50% of course fees, payable prior to my commencement date, I agree to voluntarily pay these fees.
4. I have read and understood 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's website](#).
5. I understand, accept and agree to abide by the terms and conditions specified within this letter of offer and to the policies and procedures specified in the student handbook, available on Envirotech's website;
6. I agree during the Covid-19 I will undertake my course online using the TEAMS platform
7. I understand that all courses have an expected minimum academic requirement of 20 hours per week;
8. 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;
9. I understand that Envirotech is required, under S19 of the ESOS Act 2000, to report to the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.
10. I will ensure that I have my own laptop with Windows 10 or Mac equivalent installed for the commencement of my course; Students enrolling to Certificate III levels and above MUST have sufficient level of computer skills and experience in the usage of Microsoft Office package;
11. 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.
12. I authorise Envirotech to obtain further official records if necessary, from any relevant institution/body;
13. 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.
14. Please note, this is a conditional Letter of Offer (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](#)

B. 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.
- 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 (unless it is a Public Holiday, it will take place on the Thursday). Please ensure you bring your laptop, passport, visa grant letter, OSHC with you to class. You will receive a welcome email detailing the date and the time of your orientation.

During the Covid-19 crisis, the orientation day will be conducted solely online live with a facilitator.

3. STUDENT VISA INFORMATION

Students 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 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 students 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 students 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

Students must have and bring with them a laptop computer to complete their studies at Envirotech. Additionally, students must have an internet account available during enrolment. A new Envirotech email account will be assigned to every student on induction. This email address will become the student's official email on all systems and Government reports. The student is required to check this email regularly and act according to the instructions. Students who do not meet 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

Students who are enrolled in our **Fast track (or Pre-qualified) courses** (E.g.: 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. **Successful students will be required to do an additional 2 units by Distance study and seek assistance, when needed, on Assessment days from the relevant trainer.**

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

Students who have completed previous studies or accumulated extensive work experience and can present appropriate evidence, may apply for a Credit Transfer (CT) 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 students, will have to be notified to Department of Home Affairs (DHA) via PRISMS. Students 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. TRANSITIONING OF SUPERSEDED QUALIFICATIONS

In line with Australian Skills Quality Authority (ASQA) Standards for RTOs 2015 Clause 1.26 to 1.27 – Manage transition from superseded training products, Envirotech Education endeavours to deliver training and assessment that meets training package requirements, in line with this, once a new training product is published on the national register, Envirotech has 12 months to transition to delivering the new product. During the one-year transition period, students may still commence training in the superseded training product; however, these students must then be completed or if completion is not achievable Envirotech reserves the right to transition the student from the superseded qualification to the replacement qualification before the end of the transition period.

10. STUDENTS UNDER 18


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

Under 18 students, 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 students 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 student 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 students 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.

11. DUAL QUALIFICATIONS



Envirotech Education ABN: 83133701578, CAN:133701578, RTO ID: 31871, CRICOS Provider Code: 03094J Envirotech Education Pty Ltd.

Gold Coast Campus: 66 Goodwin Terrace, Burleigh Heads, QLD 4220

Byron Bay Campus: 33 Childe St, Belongil Beach, Byron Bay, NSW 2481

Students 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.

12. ACADEMIC PROGRESS REQUIREMENTS

Envirotech is required in accordance with Standard 8 of the National Code of Practice 2018 to monitor and record student academic progress throughout their period of enrolment. When a student 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 students at risk of failing to meet course progress requirements and implement an intervention strategy in order to assist the student to meet course requirements. Students failing their academic progress will have to attend an intervention day which may attract additional costs. Envirotech will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. Students 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.

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

Students 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.

13. ATTENDANCE REQUIREMENTS

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

14. CONSUMER AND TUITION FEES PROTECTION

- 14.1. Envirotech safeguards student tuition fees through the use of insurance and assurance schemes mandated by Australian Legislation. (TPS)
- 14.2. 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.
- 14.3. Envirotech contributes annually to a Tuition Assurance Scheme governed by the Department. This means that as an overseas student 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.
- 14.4. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian Consumer Law.
- 14.5. If a concern/complaint or appeal does not get resolved internally, the matter will be referred to an external mediator.

15. 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.

Students 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.

16. 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.

17. 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.

18. 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 or 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. Students 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 students, 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.

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

Students must start their course on their allocated start date, except in exceptional circumstances. Students 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 student within the 14 days of course commencement. Students 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.

- 19.1.** Once a course, or sequence of courses has commenced, students 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 students 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.
- 19.2.** Cancellation, suspension or deferral of enrolment must be submitted in writing on Envirotech forms available on the website
- 19.3.** Course transfers or exchanges between students are not permitted.

- 19.4.** Requests for transfer to another education provider are restricted and will require a letter of release for international students and in some cases evidence for a new student visa lodgement. In addition, Envirotech will require a supporting letter to be provided from the student and evidence of exceptional and/or extenuating circumstances. Before any release letter is approved, students 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.
- 19.5.** Should Envirotech approve a course or provider transfer, any monies transferred will be in accordance with Envirotech's Refund Policy.
- 19.6.** 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.
- 19.7.** Once a deferral or suspension of enrolment request is received from a student, the request will be assessed and may be approved on compelling and compassionate grounds in accordance with the National Code 2018.
- 19.8.** Envirotech reserves the right to expel, suspend or terminate any student enrolment in certain circumstances that are detailed in the policies and procedures and the Student Handbook. These circumstances include but are not limited to:
- 19.8.1. Early course completion
 - 19.8.2. Late or no course commencement
 - 19.8.3. Transfer to another provider
 - 19.8.4. Cessation of studies
 - 19.8.5. Late or no payment of course fees
 - 19.8.6. Violating any of Envirotech's policies, or Australian law
 - 19.8.7. Misconduct or misbehaviour including but not limited to breach of discipline, bad language, aggressive and offensive behaviour, unsatisfactory attendance.
 - 19.8.8. Failure to successfully progress academically in the course
 - 19.8.9. Breach of visa conditions (international learners)
 - 19.8.10. Providing fraudulent documents, misleading or incorrect information
 - 19.8.11. Failing to participate in course academic components as a genuine student

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

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

20. COMPLAINTS AND APPEALS POLICY

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

21. REFUND POLICY

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

22. FEES AND CHARGES

If the student does not pay the fees by the due date, a late fee will be charged, and the student may lose their place in the course. Envirotech reserves the right to review its fees without notice. Students 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 student is to undertake diligent payment of Envirotech's fees and charges, as specified or amended in the student'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.

Students who missed practical activities without an approved absence (e.g. practical cooking class) are required to pay for late private re-assessment a fee of \$250 for every practical assessment schedule they have missed. This includes if students are invited to a practical re-assessment and choose not to attend the re-scheduled practical assessment.

Envirotech reserves the right to waive the additional fees for some students in special circumstances and for compelling or compassionate circumstances

It is the student'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.

23. PAYMENT SCHEDULE

23.1. All fee payments shall be made to Envirotech.

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

23.2.1. Any Statements of attainment will be withheld until payment is received

23.2.2. Any Certificate will be withheld until payment is received

23.2.3. Any Record of Results will be withheld until payment is received

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

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

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

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

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

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

23.4. 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.

24. [PRIVACY POLICY](#)

25. [COURSE PROGRESS AND STUDENTS ENGAGEMENT MONITORING POLICY](#)

2.5 [DEFERRAL, SUSPENSION AND CANCELLATION](#)

Approved	30/04/2020	Compliance	Next Review Date: 01/04/2021
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