



KINGSFORD
INTERNATIONAL INSTITUTE

INTERNATIONAL STUDENT HANDBOOK



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WELCOME TO KII

We are proud and excited to be able to provide industry-leading vocational qualifications to students from across the globe in our brand-new campus. As an international student, we look forward to you bringing your own culture and life experience to campus life and add to our already vibrant community.

Kingsford International Institute (KII) is a dynamic, modern and supportive learning space where we give students the keys to success so they can embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace.

KII is an Australian Registered Training Organisation (RTO) operating under the National VET Framework and regulated by the Australian Skills Quality Authority (ASQA). The qualification we deliver is drawn from Australian National Training Packages and is recognised Australia wide and internationally.

This booklet provides you with important pre-arrival information to help you settle into your new life studying and living in Sydney. We've also included advice on the cultural and social differences you may experience during your early days here in Sydney, and outlined other practical information to ensure your experiences are positive ones.

We look forward to seeing you on campus and wish you every success with your studies! With best wishes,

Bhim Kharel
Chief Executive Officer

Level 2, 545 Kent Street
Sydney, NSW, 2000
Australia

INTRODUCTION

WELCOME

Welcome to **Kingsford International Institute**! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.



OUR MISSION

Our mission is to deliver quality education that shall equip our students with the required skill set, to gain employment. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capabilities.

KII is committed to providing nationally accredited vocational qualifications in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace.

At KII, we believe that the key to success is to:

- Empowering our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a world-class education
- Ensure small class sizes so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field
- Provide students with state-of-the-art facilities and learning resources

ABOUT US

Located in Sydney Central Business District (CBD), Kingsford International Institute (KII) provides courses in the areas of Information Technology, Leadership and Management, Hospitality, and Health. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Kingsford International Institute is a wise choice for your learning and future.

Kingsford International Institute (KII) is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you

achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. We deliver Australian Qualifications Framework (AQF) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualifications are developed by Industry Skills Councils in consultation with industry bodies, regulators, training providers and other stakeholders. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training>

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Outcome Standards for RTOs, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents (VET courses only) once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this handbook for information on how to do so.

OUR CONTACT DETAILS

Sydney contact number: 02 8599 9800

Melbourne contact number: 03 7037 7071

Email: info@kii.edu.au

Website: www.kii.edu.au

STUDENT SUPPORT CONTACT DETAILS

Emergency and health services - Call: 000

Available 24/7 for emergency situations.

KII Emergency contact details

Jennel Tejada: Student Support Manager

Phone: 02 8599 9800

Email: Studentsupport@kii.edu.au

KINGSFORD INTERNATIONAL INSTITUTE | CRICOS: 03689D | RTO: 45363

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OUR LOCATION



KII campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of Sydney and Melbourne's bustling commerce precincts. Our location supports not only our students' studies but also their lives off-campus.



We are located at:

Head office: Level 2 545 Kent Street, Sydney, NSW, 2000

<https://maps.app.goo.gl/vvYPPnUKy7Hd8R5c9>

Other locations:

80 Wentworth Avenue, Surry hills, NSW, 2000

<https://maps.app.goo.gl/yixbeVMSADqsSX3V9>

Level 8, 20 Queen street, Melbourne Vic, 3000

<https://maps.app.goo.gl/mxkDmcRYd1Ui1gBK8>

ABOUT SYDNEY

Sydney is Australia's biggest city, set on a beautiful harbor with famous landmarks like the Sydney Opera House and Harbour Bridge. It's a lively, diverse place with beaches, city buzz, and green parks.

Sydney enjoys a temperate climate. Summers (December-February) are warm, 25-30°C (77-86°F), sometimes hotter. Winters (June-August) are mild, 10-17°C (50-63°F). Rain falls year-round, but spring and autumn are especially nice. Sydney's vibe is relaxed yet energetic, with a love for outdoor life—think surfing, barbecues, and festivals. The arts scene thrives with theaters, galleries, and live music. Food is diverse, from Italian to Vietnamese to fresh seafood. Locals are friendly but move fast in work.

With about 5.4 million people, Sydney is a cultural mix. Nearly half have overseas roots, especially from China, India, England, and the Middle East. English dominates, but you'll hear Mandarin, Arabic, Greek, and more. The median age is around 36, with young professionals, families, and students.

Sydney's beaches are world-famous. Bondi Beach is iconic for surfing and its bustling vibe. Manly Beach offers a relaxed feel with great waves. Coogee Beach is popular for families, and Tamarama is a trendy spot for sunbathing.

Sydney's transport includes trains, buses, ferries, and light rail. The train network, like the City Circle, connects the city center to suburbs. Ferries, especially the Manly route, offer scenic harbor rides. Buses cover wide areas, and light rail links places like Central Station to Darling Harbour. Opal cards make paying easy. Driving is common, but traffic and parking can be tricky. Many locals and tourists also walk or cycle, especially near beaches.

ABOUT MELBOURNE

Melbourne, the capital of Victoria, Australia, is a vibrant, multicultural city renowned for its cultural diversity, arts, and culinary scene. Often called Australia's cultural capital, it blends historic charm with modern innovation, set along the Yarra River.

Melbourne is celebrated for its coffee culture, street art, and major events like the Australian Open, Melbourne Cup, and Formula 1 Grand Prix. It's a hub for music, theater, and festivals, with a reputation for liveability, consistently ranking among the world's most liveable cities.

Melbourne has a temperate oceanic climate with four distinct seasons. Summers (Dec-Feb) are warm, averaging 20-25°C (68-77°F), while winters (Jun-Aug) are cool, around 10-15°C (50-59°F). It's known for unpredictable weather, often experiencing "four seasons in one day."

With a population of about 5.5 million (2025 estimate), Melbourne is highly diverse, with over 40% of residents born overseas. Major communities include Chinese, Indian, Italian, Greek, and Vietnamese, contributing to its multicultural fabric.

Melbourne boasts an extensive public transport network, including trains, trams (the world's largest tram network), and buses. The free tram zone covers the CBD, and Flinders Street Station is a key hub. The city is also bike-friendly, with Tullamarine Airport connecting it globally.

COURSES WE OFFER

Kingsford International Institute offers the following courses to international students:

Leadership and management

Hospitality Courses

BSB50820 – Diploma of Project Management	SIT40521 – Certificate IV Kitchen Management
BSB50420 – Diploma of Leadership and Management	SIT40721 – Certificate IV in Patisserie
BSB60420 – Advanced Diploma of Leadership and Management	SIT50422 – Diploma of Hospitality Management
BSB80120 – Graduate Diploma of Management (Learning)	SIT50322 – Diploma of Event Management
	SIT60322 – Advanced Diploma of Hospitality Management

Information Technology courses

ICT50220 – Diploma of Information Technology

ICT60220 – Advanced Diploma of Information Technology

Community and health

CHC43015 – Certificate IV in Ageing Support

CHC52021 – Diploma of Community Services

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

EDUCATION AGENTS

Kingsford International Institute (KII) uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved [education agents](#) is provided [here](#).

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

BEFORE LEAVING HOME

Things to Do

- Prepare passport
- Arrange student visa
- Make contact with KII
- Arrange for immunisations and medications from Doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Arrange Overseas Student Health Cover (OSHC) Insurance
- Pack bags being sure to include the following:
 - Name and contact details of an institution representative
 - Enough currency for taxis, buses, phone calls etc.
 - Important documents:
 - International Student Handbook
 - Passport
 - Letter of offer
 - Confirmation of Enrolment
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)

Upon Arrival in Australia

- Call home
- Settle into accommodation
- Contact KII
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend International Student Orientation
- Get student ID card

- Advise health insurance company of address & get OSHC card
- Open a bank account
- Get textbooks
- Start classes
- Apply for Tax File Number if seeking work
- Get involved in student life and associations (e.g. music, sporting and cultural clubs).

Notifying change of address

You must notify KII of:

- The address where you live in Australia within seven calendar days of arriving in Australia,
- Change in address, within seven calendar days of the change.

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's mandatory that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Cultural diversity
- Code of conduct
- Learning Management system and educational application(s) available
- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already (VET students only).



WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT

ELO Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

SUBMISSION DATE

These can vary and you will have a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on or before the due date.

SUBMITTING AUTHENTIC WORK

All works submitted must be your own work. KII verifies this in the following ways:

- student confirmation and declaration,
- additional verbal questions given to students on a random basis,
- comparison of work style and quality for all work undertaken

GRADED ASSESSMENT

KII does not apply graded assessments for VET. You will get either a Pass (Competent) or Fail (Not Yet Competent).

ASSESSMENT METHODS

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. Depending on your course, the following assessment methods are used:

- Observation of practical skills: Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- Project / Written Report / Case Study: Students will be required to complete practical projects that simulate a workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- Knowledge assessment: Students are required to prepare responses to knowledge questions and activities. Knowledge questioning assessments

- will be provided to students by the assessor at an arranged time and the student will be required to individually complete the assessment. The student may research their answers from the course training materials and notes as well as other sources.

Role Play: Students are required to demonstrate a range of tasks whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

STUDENT RESOURCES

KII provides students with access to a comprehensive range of written, video, and online resources. These materials may be accessed for study use. There is also a range of textbooks for student to access on request from the on-site library. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources. An online portal is provided where students can access reading materials relevant to the course they are studying. However, they cannot use it for submission of assessments. Students can also use on-campus WiFi free of cost. They can use the facilities of the public library as well. The nearest public library, Town Hall Library, is a 3-minute walking distance from our Kent Street location. The main public library near Queen Street in Melbourne is the State Library Victoria. It's located in the heart of the CBD, a short distance from Queen Street.

Sydney

Townhall Library

Level 1, Town Hall House

456 Kent Street

Sydney 2000

Phone: (02) 9265 9333

<https://www.cityofsydney.nsw.gov.au/libraries/town-hall-library-express>

Victoria

State library Victoria

328 Swanston Street

Melbourne 3000

Australia

Phone: 03 8664 7000

Website: <https://www.slv.vic.gov.au/>

COURSE CONTENT

Our Learning Management System is a Moodle based platform and provides 24/7 access to our students. Students will be able to study and complete assessment activities/tasks while working off campus.

Students can access learning resources by logging into our Learning Management System (www.kiionline.edu.au) that includes student workbook, PowerPoint slides and assessment tools. All learning resources are available online for learners on and off campus. Contact our dedicated IT helpdesk/reception to obtain your login detail.

YOUR LANGUAGE, LITERACY AND NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work and study. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach KII will:

- Support students during their study with training and assessment materials and
- strategies that are easily understood and suitable to the level of the workplace skills being delivered

PROVIDE CLEAR INFORMATION TO STUDENTS

WORK PLACEMENTS

Some courses that we offer require you to complete a mandatory work placement. A work placement is structured workplace learning that is required as part of the course and prepares you for the workforce. The placement is designed to help you better understand what you have learned in classroom training and provides you with the opportunity to perform tasks relating to your course in an appropriate industry setting.

There are many benefits of participating in a work placement. You will have the opportunity to:

- apply the knowledge and skills learned during your course in a workplace setting
- gain skills that are recognised by industry
- get to know an employer.

Kingsford International Institute will assist you to find a work placement, or you may find your own work placement. Further information will be provided at your orientation. However, it is important to understand that as a requirement of work placement you will be required to complete a National Police Certificate and some workplaces may require further checks such as working with children and disability worker checks. You will need to pay for these checks yourself and as a guide these checks would be around \$50 - \$80 each. Further details will be required at orientation.

It is also important to understand that certain workplaces have immunisation requirements. If you have any concerns about these requirements, please speak to us.



REASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. To pass each unit you must be deemed as satisfactory in all tasks. To gain your qualification, you must achieve a result of competent for each unit.

You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the '[Fees and Refunds policy and associated procedures](#)' information and this will also be outlined in your Student Agreement signed at enrolment. Please refer to the 'Fees and Refunds' section for more information.

We can't guarantee that you will be awarded your qualification or certificate as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers/teachers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training/teaching and a relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Kingsford International Institute (KII) expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

KII has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

KII provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

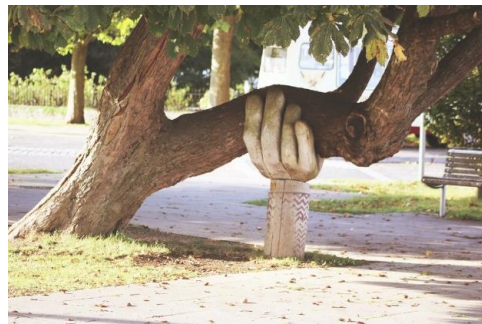
For more information, please refer to "[plagiarism policy and associated procedures](#)" [here](#).

SUPPORT AND WELFARE

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues, including your overall wellbeing.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our 'Important information about Australia' section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

ISSUING CERTIFICATES

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds' section for more information.

FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You may also receive surveys from us from time to time. Please complete these and return as advised.

If you are a VET student, you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). We hope you will complete this as it's an important way of us getting feedback.



IF YOUR DETAILS CHANGE...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

WHAT'S REQUIRED OF ME AS A STUDENT?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: <https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/legal-rights-and-protections>

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

HOW CAN I APPLY?

If you are applying through an education agent, please contact them for specific details regarding your application. If you wish to contact KII directly, please email info@kii.edu.au

For information on KII courses and other information please visit the college website kii.edu.au

STEP 1 (ENQUIRY)

Student enquiries made via an agent, website, email, phone, etc. shall be provided with marketing and pre-enrolment information along with a copy of the KII Student Handbook, This Handbook contains important information for the student about the course entry requirements, enrolment process, visa eligibility requirements, information on life in Australia, KII Refund Policy, Complaints and Appeals Policy etc. and a course brochure.

STEP 2 (ENROLMENT APPLICATION)

If the student is interested in applying for a course with KII, the agent or a representative from KII or Student Support Manager shall provide an Enrolment Application form.

As part of the application the applying student must submit

1. completed enrolment application form
2. the evidence of IELTS proficiency (Average Score of 6.0) or equivalent,
3. copies of High School Certificate or equivalent secondary schooling outcome, qualifications/work experience and
4. a comprehensive statement of purpose
5. evidence of funds and access to it
6. other relevant documents either to the agent, or KII representative.

If the student is on-shore, the documents must be provided to the Student Support Manager via email or post:

Admissions Officer

Kingsford International Institute

Level 2, 545 Kent Street Sydney NSW 2000

admissions@kii.edu.au

STEP 3 (COURSE ENTRY REQUIREMENT TEST (CERT), DIGITAL LITERACY AND LANGUAGE LITERACY AND NUMERACY (LLN) TEST)

Once the documents as stated in Step 2 have been received, the applicant will need to complete the Course Entry Requirement Test to assess the student's existing skills and knowledge; this test may be waived if the applicant completed a Qualification that is closely related to the course. The student will also need to complete the LLN test to identify if someone needs additional support to successfully complete a course due to potential gaps in their abilities. KII may also need to ensure the Digital competency of the applicant.

Once the student has completed the CERT, Digital literacy and LLN, these will then be reviewed along with feedback (if applicable) and student will be notified via email. All applications shall be received via email.

STEP 4 (STUDENT OFFER)

KII will review the application for enrolment, the results for CERT, Digital literacy and LLN Test, and if found eligible, the applicant will be sent a Letter of Offer and Student Agreement with an invoice of outlining the "initial fees" (refundable) you will be required to pay and an enrolment fee of \$300 (non-refundable) to ensure a position for

the student in the next intake. The letter of Offer is valid for 28 calendar days only. After this date, the position will be offered to another applicant. It is important to note that the offer made by KII is conditional based on the student meeting the minimum requirements for the course.

The letter of offer will

- Advise the course name, content and duration of the course in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money payable by the student (Summary of Fees)
- Set out the circumstances in which personal information about the student may be shared between KII and the designated authorities and, if relevant, the Tuition

Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition

- Advise the student of his or her obligation to notify KII of a change of address within 7 days while enrolled in the course
- Include information of any arrangements with another registered provider, person or business to provide the course or part of the course if applicable
- Advise indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- Include information about the grounds on which the student's enrolment may be deferred, suspended, withdrawn or cancelled
- Include a brief description of the ESOS framework made available electronically by DHA, ESOS Legislative Framework

STEP 5 (CONFIRMATION OF ENROLMENT)

To accept the offer, the student must agree to the terms and conditions of the Letter of Offer, complete, sign and return it to KII. The signed agreement must be received before the student offer expires. The student is also required to provide a payment receipt with the amount indicated as payable in the offer letter from the total tuition fees for successful admission to a program. These documents must be submitted to the KII agent or representative. If the student is applying onshore, they are also required to supply a copy of their personal details and a copy of a valid student visa and a copy of their OSHC card.

The Agent, KII Representative or onshore international students should submit the Student Agreement and supporting documents via mail, or email with evidence of the full invoiced payment to:

Admissions Officer

Kingsford International Institute

Level 2, 545 Kent Street Sydney NSW 2000 admissions@kii.edu.au

Once all required documentation and payment has been received, KII will send the student the following items:

- An electronic Confirmation of Enrolment (eCOE)
- Confirmation of course commencement details
- Overseas Student Health Cover (OSHC) information (if organised by KII)
- Student Visa / Travel / Accommodation Confirmation Form

These documents shall be sent to the student's nominated email address. The student may also nominate to have these document sent to the agent.

STEP 6 (VISA / TRAVEL / ACCOMMODATION)

Upon receiving the electronic Confirmation of Enrolment (eCOE), the student can apply for a Student Visa (subclass 500).

You must apply for this visa online. After you have gathered and scanned the documents that support your application, create an IMMI account and apply for your student visa with the online application system – ImmiAccount on Department of Home Affairs website (www.homeaffairs.gov.au). Students may opt to use services of a registered migration agent or an agent to lodge the visa application on their behalf.

Students must notify KII at the earliest possible the outcome of visa application. Students whose visas have been granted are required to arrange their own travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify KII of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of temporary accommodation including address, as well as confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Phone number of a relative, a friend or a contact in Australia
- Contact details on arrival in Australia (must include a mobile phone number where possible)

This information is to be provided in the KII Student Visa/ Travel/

Accommodation Confirmation Form and submitted to agent or KII representative or Student Support Manager directly via mail or email to:

Student Support Manager Kingsford International Institute Level 2, 545 Kent Street

Sydney, NSW 2000

studentsupport@kii.edu.au

If the student is not successful in securing a student visa, they must notify KII as soon as possible to access a full refund of their paid tuition fees (i.e. \$1500 of total tuition fees). The student will not be refunded the application fee (\$300).

STEP 7 (ORIENTATION / COURSE COMMENCEMENT)

The student shall be notified of the course commencement details at the point of confirmation of enrolment. On arrival at KII (usually one week before class starts), the student will participate in an orientation program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you if needed.

ENTRY TO AUSTRALIA

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you disembark the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

BAGGAGE CLAIM

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

AUSTRALIAN CUSTOMS AND QUARANTINE

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU\$60,000 and risk 10 years in prison. All international mails are also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit [DAFF website](#).

GETTING FROM THE AIRPORT

Train

Sydney Airport is located just 13 minutes by train from the city. Airport Link offers a fast and convenient way to reach the city and suburbs, with trains running approximately every 10 minutes. The station is located at the northern end of the terminal and accessible from the Arrivals level. To use this service, you will need to purchase an Opal Card from the station, Relay or WH Smith. For more information, including fares, maps, timetable changes and travel planners, choose from the links below:



[Opal Website](#).

More details are available on [By Train](#).

BY TAXI AND RIDESHARE

You can access taxis and rideshare services when you arrive. The Sydney CBD is a short, 20-minute ride away and will cost approximately \$45-\$55 one way. You'll find taxi ranks at the front of all terminals - simply follow the signs to the nearest ranks. For rideshare services, please arrange with your driver to meet you at the priority pick-up area.

ACCESSING MY MONEY

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

HOW MUCH TO BRING?

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU\$2000 to AU\$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of this money as either Traveller's Cheques or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you. Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you, not even to someone who may indicate they are studying at the same education institution.

CURRENCY EXCHANGE

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Major Shopping Centres.

ELECTRONIC TRANSFER

You can transfer money to a bank account in Australia by electronic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee on every transaction

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs** displaying the Cirrus logo. Check this with your financial institution before leaving home.

CREDIT CARDS

All major international credit cards are accepted in Australia, but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

TEMPORARY ACCOMMODATION

HOTELS, MOTELS & BACKPACKERS

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

STAYING WITH FRIENDS OR FAMILY

If you know someone in Australia, this is a great way to settle in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia.

BRINGING MY FAMILY

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

ISSUES TO CONSIDER

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

POLICIES AND PROCESSES

FEES AND REFUNDS

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times:

- by maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid
- through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete your studies in another course or with another education provider or receive a refund of your unspent tuition fees
- by not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Non-tuition fees that may apply include:

ADDITIONAL FEES THAT MAY APPLY	AMOUNT
Deferral fee	Nil
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee)	\$150
Reassessment fee for the practical units* of SIT courses only	\$500
Fees for late payment of course fees	\$100
Credit transfer assessment fee	\$500
Re-issuance of certificate	\$100

FEE PROTECTION

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

REFUNDS

Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

INTERNATIONAL STUDENT REFUNDS

the applicable number of units. This should be shown on the invoice.

REFUNDS

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where KII cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on KII.

Where KII cancels a course either before or after commencement, students will receive an automatic refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

DOMESTIC STUDENT REFUNDS – VET COURSES ONLY

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

CIRCUMSTANCE	REFUND DUE
Kingsford International Institute cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on KII (known as provider default).	Full refund of all fees.
KII cancels course due to unforeseen circumstances, including a sanction being imposed on KII (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of 70% of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 50% of all other fees and charges.

CIRCUMSTANCE	REFUND DUE
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing KII to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

INTERNATIONAL STUDENT REFUNDS

In addition to the above circumstances, refunds for international students will be calculated as set out in the table below. Note the weekly tuition fee and weeks in the default period have the meaning as set in the ESOS (Calculation of Refund Instrument) 2024.

CIRCUMSTANCE	REFUND DUE
KII cancels course before commencement.	Full refund of all fees.
KII cancels course following commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
KII has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Visa has been refused	100% refund of tuition fees Application fee not refunded.
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. 70% refund of tuition fees
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 50% of all other fees and charges.

CIRCUMSTANCE	REFUND DUE
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing KII to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
Student withdrawal request is notified in writing and received by Kingsford International Institute on the commencement date or after the term commences (includes \$1000 deposit for Advanced Diploma or Graduate Diploma Courses whose commencement date is 2 years or longer from the first course) withdraw the offer of the course prior to commencement.	No refund.
The student is refused a visa and has already commenced their course.	<p>The refund amount is calculated as follows:</p> <p>The weekly tuition fee x weeks in the default period.</p> <p><i>As an example, to illustrate this, Raj is studying a 40-week course. Each term is 10 weeks. The total fees for Raj's course are \$10,000 in course fees and \$500 in material fees. Raj pays the first term's course fees of \$2,500 plus the material fee of \$500. However, Raj completes 2 weeks (14 days) of his course but then has his visa refused.</i></p> <p><i>The weekly course fees for this course amount to \$250 per week.</i></p> <p><i>The number of weeks in the default period is 8 weeks (56 days) i.e., to the end of the first term.</i></p>

CIRCUMSTANCE	REFUND DUE
	<i>Raj is therefore eligible to receive a refund of \$2,000 i.e., the weekly course fees of \$250 x the number for weeks in the default period of 8 weeks. Raj won't be eligible to have the material fees refunded.</i>

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Kingsford International Institute (KII) as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by KII. An appeal is a request for KII decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal in writing within 3 working days of receipt.

We will commence reviewing your complaint or appeal within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, KII will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If at any time during the process you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, if the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

Information about KII's complaints handling, including a copy of the complaints and appeals policy and complaints and appeals form will be published on the website.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO)**.

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by KII
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

KINGSFORD INTERNATIONAL INSTITUTE |CRICOS: 03689D|RTO: 45363

INTERNATIONAL STUDENT HANDBOOK July 2025 V1.0

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Online Complaints Form: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-complaints-hotline-complaints-form>

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

COURSE PROGRESS AND MONITORING

All overseas students on student visas must follow their student visa conditions and one of the conditions is to maintain satisfactory course progress and satisfactory attendance of at least 80% or more of scheduled course contact hours for the course.

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected
- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend, and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent, we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process; or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed:

- if you can provide evidence of compassionate or compelling circumstances
- where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

DEFERRING YOUR COURSE

Kingsford International Institute allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

SUSPENDING YOUR COURSE

KII allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES

If you wish to transfer to another RTO, English course provider or university within the first six months of your main course of study, you will need to apply for release from Kingsford International Institute. If you wish to transfer after six months you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the [CRICOS course and institution search](#).

Kingsford International Institute (KII) may approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy
- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by KII or by an education or migration agent, regarding the KII or the course, and the course is therefore unsuitable.

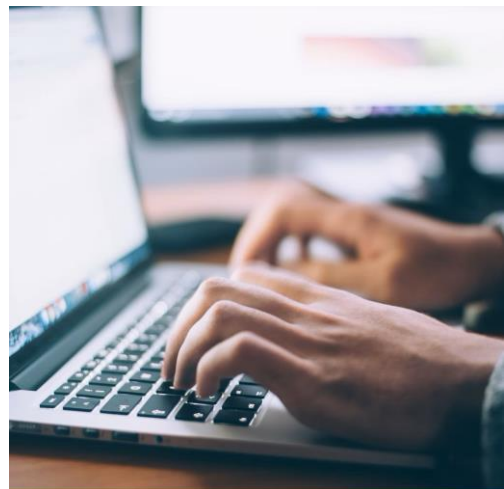
KII will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

HOW TO APPLY

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or English course provider or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.



APPEALING THE DECISION

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

TRANSFERRING COURSES WITH KINGSFORD INTERNATIONAL INSTITUTE

Kingsford International Institute (KII) offers students the options to transfer to other courses within KII.

KII *will* approve your request for transfer if you can show that:

- The course better meets the study capabilities of the student; and/or
- the course better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or

- the student provides evidence that their reasonable expectations about the current course are not being met.

KII *will not* approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form available [online](#). The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether any additional fees will be required to be paid.

APPEALING THE DECISION

If your application for internal transfer is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

STUDENTS WHO ARE STUDYING A PRINCIPAL COURSE WITH ANOTHER PROVIDER

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at KII alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

KII will not admit students for concurrent study within their first six months of their principal course.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a [Withdrawal](#) or a [Release Form](#). Make sure you carefully read the [Fees and Refunds Policy](#) information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

PRIVACY AND ACCESS TO RECORDS

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

KII does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

We may be required to provide your personal information to the Tuition Protection Scheme (TPS). The TPS may disclose your personal to third parties in accordance with their privacy policy, including but not limited to:

- a contracted service provider engaged by the TPS Director to assist in the performance of the TPS Director's statutory functions;
- education providers to facilitate replacement course arrangements;
- government departments, including the Service Delivery Office within the Department of Finance (Finance), the department, Department of Home Affairs, Services Australia, Overseas Student Ombudsman, VSL Ombudsman, Tertiary Education Quality and Standards Agency, Australian Skills Quality Agency and the Australian Government Actuary.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact KII to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner

- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

RESPECT AND ETHICS

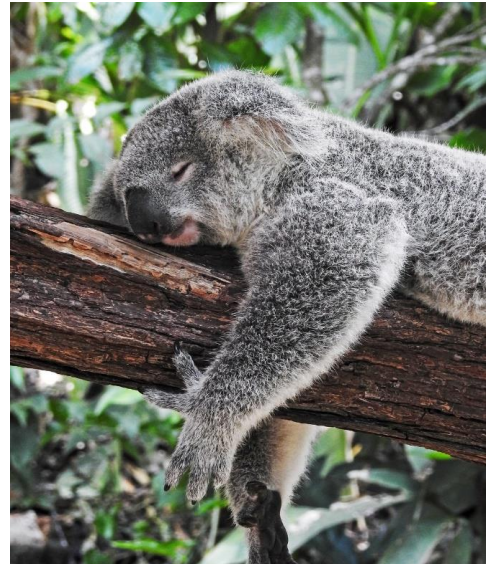
You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.

IMPORTANT INFORMATION ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.



This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: <https://www.studyaustralia.gov.au/en>

COST OF LIVING

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student Visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not need to rely on such work to meet all their expenses.

As per the Department of Home Affairs, from 10 May 2024, the 12-month living cost is:

- Student/Guardian : AUD 19,710
- Partner/Spouse : AUD 10,394
- Child : AUD 4,449

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. While the Department of Home Affairs requires student visa students to possess the abovementioned funds the cost of living in Sydney varies as per the student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car and entertainment) per week can be found in the link below:

For a specific breakdown and the most recent update of accommodation and other living costs, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> and make use of the cost of living calculator provided by Insider Guides at <https://insiderguides.com.au/cost-of-living-calculator/>.

ACCOMMODATION

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation>.



BRINGING MY FAMILY

Your visa may allow you to bring your family members to Australia as your dependants (check your individual circumstances with the department of home affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia; o Possible higher rent for a larger home; o Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia;
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

CHILDCARE AND SCHOOLS

Child Care: Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before and after school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools: In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age. If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs. You can choose from a wide range of schools close to where you will be living.

The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs o Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of nonEnglish speaking backgrounds

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

<https://education.nsw.gov.au/schooling/parents-and-carers/choosing-a-school-setting>

- To learn more about International Student Program, visit the following site: www.deinternational.nsw.edu.au/

VISA APPLICATION

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online. The visa application process can be complicated and for students from some countries it may better to submit the visa application with the assistance of an experienced migration agent or an agent. In order to apply for a visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian Immigration office.

You must allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

[Explore visa options for studying in Australia](#)

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the COE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within seven calendar days.

The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page on the website of Department of Home Affairs.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria

For a full list of mandatory and discretionary student visa conditions please visit the Department of Home affairs [Subclass 500 Student visa](#)

TRANSPORT

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights

For more information refer to the [NSW transport](#) site [here](#)

For Victoria public transport, visit [Home - Public Transport Victoria](#)



HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies

- Home safety
- Fire
- Transport and personal
- Sun and water.

WORKING ON A STUDENT VISA

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 48 hours per fortnight when your course is in session, and unlimited hours when your course is out of session.

For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: <https://www.studyaustralia.gov.au/en/work-in-australia>.

Work that is formally registered as part of your course may not included in the 48 hours per fortnight limitation.

For more information on your eligibility to work in Australia while holding a student visa, please visit <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

TAX FILE NUMBER

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office website. www.ato.gov.au/Individuals/Tax-file-number/

KEEPING IN CONTACT

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. It is important to **ALWAYS** let someone know where you are and how to contact you by phone, by email or by post.

On your arrival please contact the college on (02) 8599 9800 or via email.

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. All

international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Medical treatment in Australia is expensive. Please check all the terms and conditions and the benefits. To cover you for the duration of your training you will need cover for a minimum of the length of your course. OSHC can assist you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

Any Australian Health fund can offer OSHC policies for overseas students provided it has signed a legal agreement with the Commonwealth in order to provide these services. This agreement is called a Deed

For further information about OSHC and other optional insurances visit

<https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>.

Several health insurers offer [Overseas Student Health Cover \(OSHC\)](#) to international students in Australia. The main providers include AHM OSHC, Allianz Care Australia (formerly OSHC Worldcare), BUPA Australia, CBHS International Health, Medibank Private, and NIB. These insurers are officially registered to provide OSHC, meaning they have met specific requirements and are authorized to offer this type of health cover to international students.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

You have the right to choose your own OSHC provider even where KII makes a specific recommendation. It's your choice!

Visit the Department of Health and Aged Care at <https://www.health.gov.au/> to view their useful OSHC Frequently Asked Questions.

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



POLICE STATION

The nearest police station is:

New South Wales Police

192 Day Street

Sydney 2000

Phone: 02 9265 6499

Fax: 0292656434

Website: [NSW Police](#)

DEPARTMENT OF HOME AFFAIRS (DHA)

Sydney

Level 13, 9 Castlereagh Street
Sydney NSW 2000

Melbourne

808 Bourke St,
Docklands, VIC 3008

Phone: 13 18 81

Website: <https://immi.homeaffairs.gov.au/>>

MEDICAL FACILITIES NEAR CAMPUS

The closest hospital to campus with an Accident and Emergency Department is:

Sydney

St Vincent's Hospital

Address: 390 Victoria Street

Darlinghurst NSW 2010

Phone: (02) 8382 1111

Website: <https://www.svhs.org.au/>

Melbourne

The Royal Melbourne Hospital

Address: 300 Grattan St, Parkville

VIC 3050

Phone: (03) 9342 7000

Website: <https://www.thermh.org.au/>

The closest medical centre is:

Sydney

Sydney Doctors

Address: Level 1/70 Pitt St, Sydney,
NSW 2000

Phone: (02) 9233 3399

Website:
<https://sydneydoctors.com.au/fees/>

Melbourne

City Medical GP and Vaccination Clinic

Address: Ground/200 Queen St, Melbourne
VIC 3000

Phone: [\(03\) 9098 7480](tel:0390987480)

Website: <http://www.citymedical.com.au/>

COUNSELLING SERVICE

Associated Counsellors and Psychologists

418/185 Elizabeth St

Sydney NSW 2000

[T:\(02\) 8205 0566](tel:(02)82050566)

504/135-137 Macquarie St

Sydney NSW 2000

[T:\(02\) 8205 0566](tel:(02)82050566)

Phone: (02) 8205 0566, contact hours: 8am – 6pm

Website: [Associated Counsellors and Psychologists](#)

TRANSPORT SERVICES

For more information about the transportation services, refer to the link below:

Victoria Public Transport: <https://www.ptv.vic.gov.au/>

NSW Public Transport: <https://transportnsw.info/>>

TAXI COMPANY

Black and White Cabs

Phone: 133 222

Website: <https://www.blackandwhitecabs.com.au>

CRISIS SUPPORT

LIFELINE 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



BEYOND BLUE 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site:

www.beyondblue.com.au.



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.