



**HUNTER  
EDUCATION  
GROUP**

# STUDENT HANDBOOK 2025



**HUNTER**  
Business  
Academy  
INTERNATIONAL



**HUNTER**  
Hospitality  
Academy



**HUNTER**  
Wellness  
Academy

An aerial photograph of a coastal city at dusk or dawn. The foreground is dominated by a large, rectangular swimming pool with a concrete deck, situated on a rocky shore. Waves are crashing against the pool's edge, creating white foam. To the left of the pool is a curved, paved area that looks like a parking lot or a walkway. In the background, a dense urban area with various buildings and houses stretches along the coast. A large body of water, possibly a bay or harbor, is visible in the distance, with a small island or peninsula in the middle. The sky is a clear, deep blue, and the overall lighting is soft and cool.

# 1. ABOUT US

## MEET OUR NEWCASTLE TEAM



### **Martin Boyce**

Martin is the GM of Hunter Education Group and is here to help you with anything you need while you are studying with us.



### **Dary Milani**

Dary is the Academic Director and your key contact for everything related to your academic studies and your work placement.



### **Brea Hayden**

Brea is your Student Services & Wellbeing Manager and is your dedicated counsellor to help you settle in and make the most out of your time with us.

## WELCOME!

Welcome to Hunter Education! We're delighted to have you join us as you take the first step towards an exciting career in the hospitality industry. At Hunter Education, you are not only a student; you're a future leader in a global, fast-paced industry filled with endless opportunities.

We're committed to providing you with a dynamic learning experience that combines cutting-edge technology, hands-on training, and industry mentorship. Whether you dream of managing a five-star hotel, creating unforgettable experiences for guests, or innovating the future of hospitality, we're here to help you turn that dream into reality.

With our strong connections across the hospitality sector you'll gain practical experience and build a professional network while you study. From access to world-class hotel management software like Shiji and Oracle, to mentorship from industry leaders and General Managers, every part of your journey at Hunter Education is designed to set you up for success. We believe that your time here will not only equip you with the technical skills but also the confidence and leadership qualities to excel in this vibrant industry. Welcome to the Hunter Education family – your future starts now!



## CONTACT DETAILS



**HUNTER  
EDUCATION  
GROUP**

- 1300 47 60 70
- [www.hunter.edu.au](http://www.hunter.edu.au)
- [info@hunter.edu.au](mailto:info@hunter.edu.au)



# OUR LOCATION



We are located within the Rydges Hotel Newcastle, which is located at the corner of Wharf Rd and Merewether St.

We are a 20min walk from the main train station, Newcastle Interchange.

The location is on the 'Honeysuckle' waterfront area of the city.

**On your first day, come to the reception desk at the hotel and ask for the Hunter Education Welcome Desk.**



Don't Forget!

## ORIENTATION

At the start of your course will be provided with an orientation. The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer/s and the other students in your course.

Orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting, as well as a range of other important matters relating to your rights and responsibilities as a student.

Orientation also provides an opportunity for you to ask any questions you might have about studying with us. During orientation, we also make sure that we have all the required forms and paperwork filled in. At your orientation you will receive your first set of learning materials so that you can start on your learning journey.

It is required that students attend an orientation prior to commencing their course.

# OUR OBLIGATIONS AS YOUR RTO

As a Registered Training Organisation (RTO) and a CRICOS provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised and ELICOS training and assessment we deliver. We must comply at all times with the **Standards for RTOs 2015** which are part of the VET Quality Framework, and the **National Code of Practice for Providers of Education & Training to Overseas Students 2018**.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

We are also responsible for adhering to the policies and practices in accordance with the **Education Services for Overseas Student (ESOS) Act 2000** and the **National Code of Practice for Providers of Education & Training to Overseas Students 2018**. The provision of education to international students is regulated by the Department of Education and the Department of Employment (DEEWR) through the Education Services for Overseas Students (ESOS) legislative framework.

ESOS Framework: [www.education.gov.au/esos-framework](http://www.education.gov.au/esos-framework)

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.



## PRIVACY OBLIGATIONS

In collecting your personal information Hunter Education Group will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

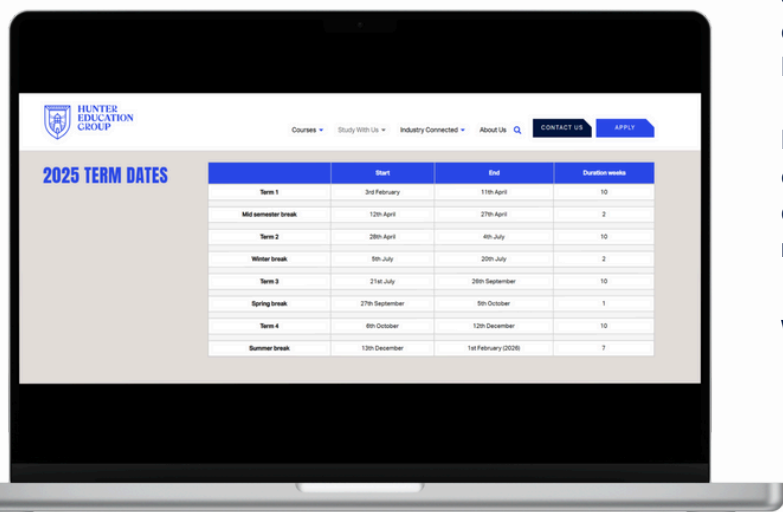
- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- Inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available on our Learning Management System.

**BOOKMARK  
IMPORTANT  
LINKS TO OUR  
WEBSITE ONTO  
YOUR DEVICE!**



## USE THE WEBSITE TO FIND IMPORTANT INFORMATION

### COURSES

Detailed information on all the courses offered by Hunter Education Group, can be found online. Here you will be able to see the duration of the courses, the delivery mode, the entry requirement, the course fees and the course outcomes:

[www.hunter.edu.au/courses](http://www.hunter.edu.au/courses)

### KEY DATES & FEES

All of your terms dates are listed and updated regularly on the website. This shows you how long each term lasts and how long break you have between terms.

Specific details on your learning schedule can be found in your profile on the Learning Management System (LMS).

Fee information is also listed and updated on our website. Here you will find up-to-date information on your course fees and materials fees.

[www.hunter.edu.au/dates-fees](http://www.hunter.edu.au/dates-fees)

## ADDITIONAL ADMINISTRATIVE FEES

**Enrolment Fee** **\$100**

**Reassessment Fee** **\$100**

*All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-assessed. (or this may go on individual course outlines/ agreements etc)*

**Re-issuing of testamur and statements of results and certificates and transcripts** **\$60**

*All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment for VET students or Transcript and Certificates for ELICOS Students. This fee applies to each additional copy of a certification document if required.*

**Recognition of Prior Learning Fees** **\$250**

*Application Fee*

*Charge per unit of competency assessed through RPL* **\$250**

**Materials Fee** **\$250**

**Material Fee ELICOS** **\$200**

**Textbook replacements** **Various**

# 2. BEFORE YOU ARRIVE



## BEFORE YOU ARRIVE

**MAKE SURE YOU HAVE PREPARED ALL YOUR NECESSARY DOCUMENTS AND KEEP CERTIFIED COPIES WITH YOU WHEN YOU TRAVEL.**



## VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Hunter Education Group and including assistance with visas.

For details of the education agents that we partner with, check our website.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study. Note students studying our courses will be monitored for attendance.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- 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.

## OVERSEAS HEALTH COVER (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are a number of providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

BUPA Australia	<a href="http://www.overseasstudenthealth.com">www.overseasstudenthealth.com</a>
Medibank Private	<a href="http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx">www.medibank.com.au/Client/StaticPages/OSHCHome.aspx</a>
Allianz Care Australia	<a href="http://www.allianzcare.com.au">www.allianzcare.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au/home/newtonib/overseasstudents">www.nib.com.au/home/newtonib/overseasstudents</a>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

*Extra OSHC provided by some OSHC providers;*

*International travel insurance; or*

*General treatment cover with any Australian private health insurer.*

## OUR PREFERRED OSHC PROVIDER

Hunter Education Group has partnered with the NIB to bring you special OSHC rates in Newcastle.

NIB is one of the largest health cover providers in Australia and is a proud Newcastle company, still headquartered in our magnificent city.

[www.nib.com.au/overseas-students/#product-section](http://www.nib.com.au/overseas-students/#product-section)



## ACCOMMODATION

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel, Airbnb or hostel. Temporary accommodation can be found through:

[www.booking.com](http://www.booking.com)

There are a range of long-term accommodation options for international students. For example:

### Private Rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

### Share House

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

### Boarding or Homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international student, **you have the same renting rights as local residents**. Review the information below about renting and tenants rights. For tenants renting in New South Wales, details can be found here:.

[www.nsw.gov.au/housing-and-construction/renting-a-place-to-live](http://www.nsw.gov.au/housing-and-construction/renting-a-place-to-live)



## OUR PREFERRED HOMESTAY PROVIDER

Hunter Education Group has partnered with the Australian Homestay Network to bring you special homestay rates in Newcastle.

Staying with a homestay family is a great way to settle down quickly in a new country with a welcoming family who will help you navigate your new challenge!

The Australian Homestay network finds great families and a range of options for students including half board, full board or room only.

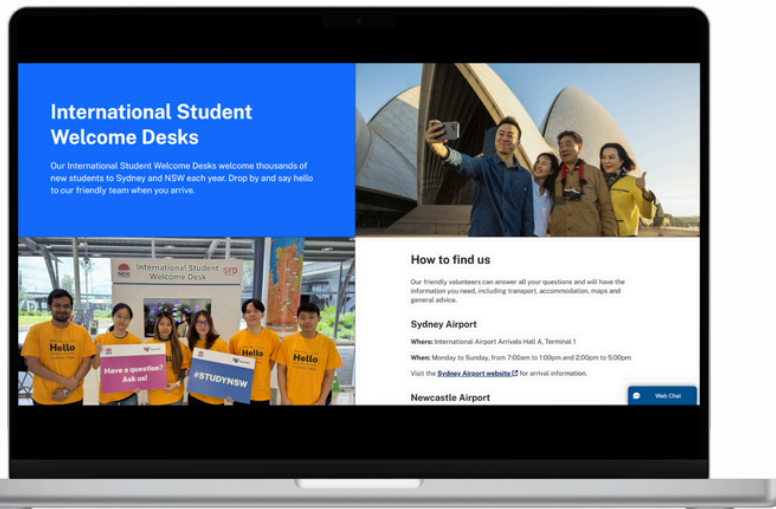
Use the link below to register and gather more information from the Australian Homestay Network.

[www.homestaynetwork.org/hunter-education-group-students/](http://www.homestaynetwork.org/hunter-education-group-students/)



# ARRIVING IN AUSTRALIA

## FIND THE INTERNATIONAL STUDENT WELCOME DESK FOR SOME FRIENDLY ADVICE!



## AIRPORT CUSTOMS & IMMIGRATION

Most students will fly into Sydney International Airport which has direct flights from Asia, the Middle East & Latin America.

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back. It's a good idea to have printed copies of your COE, your OSHC and your offer letter from Hunter Education.

After collecting your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted.

Use the Study NSW website and watch the 'Arrival Tips for International Student' video showing what to expect when you land.

[www.study.nsw.gov.au/current-students/international-student-welcome-desk/](http://www.study.nsw.gov.au/current-students/international-student-welcome-desk/)

## GETTING TO NEWCASTLE

### BY PLANE

You can fly to Newcastle Airport from Sydney, Brisbane or Melbourne. You will need to collect your bags before transferring to the domestic terminal.

[www.newcastleairport.com.au/flights/connectworldwide/](http://www.newcastleairport.com.au/flights/connectworldwide/)

### BY TRAIN

Trains to Newcastle Interchange run from Central Station in Sydney and cost around \$10-15. The journey will take around 2.5 hours. You do not need to book a ticket but can simply purchase one from one of the machines at the train stations or use a credit card to tap on and tap off.

<https://transportnsw.info/>

### BY PICK-UP/TRANSFER

A number of services are available for pick up, but you must book in advance. We recommend using 2Airport.com

[www.2airport.com.au/services/international-student-transfers](http://www.2airport.com.au/services/international-student-transfers)



# 3. LIVING IN AUSTRALIA

A modern rooftop pool deck with lounge chairs and a city skyline in the background. The scene is set during the day with a clear blue sky. In the foreground, a long, narrow swimming pool stretches across the frame. To the right of the pool, several lounge chairs with light-colored cushions and blue and white striped towels are arranged on a light-colored tiled deck. In the background, a tall, modern building with a grid of windows and colorful accents (red, orange, blue) stands prominently. To the left, a city skyline with various skyscrapers is visible across a body of water.

# LIVING IN AUSTRALIA

**ENSURE THAT YOUR FAMILY BACK HOME HAVE ALL YOUR UPDATED CONTACT DETAILS AND ALSO PROVIDE YOUR NEW DETAILS TO US.**



## BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [Study Australia](#)

Where you have dependent children that need to attend childcare or school, you should be aware that there are additional costs you will need to consider.

Child care and schooling in Australia incurs a fee and can be found on the Governments website.

For New South Wales, information can be found [here](#).

For Queensland information can be found [here](#).

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs and are indicative only.

## EMERGENCIES

### Emergencies

For emergencies such as fire, ambulance or police, dial **000**. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

## USE THE GOVERNMENT WEBSITE STUDYAUSTRALIA.GOV.AU



### LIVING COSTS

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience 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 don't have to rely on such work to meet all their expenses.

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.



## FINANCES

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive or withdraw money at an ATM – you will be able to do this at the airport.

Once you have arrived in Australia you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting [Study Australia](https://www.studyaustralia.gov.au)

## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

[Study Australia](#)

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions. [Working in Australia](#)

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at [www.fairwork.gov.au](http://www.fairwork.gov.au)



# 4. STUDYING WITH US



# STUDYING WITH US

## COURSE EXPECTATIONS

The training and assessment offered by Hunter Education Group focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component/s, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## ELICOS STUDENTS

The teaching and assessment offered by Hunter Education Group focuses on developing your English language skills for further study or employment.

Our course outlines include the details of how we deliver the teaching to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods vary from course to course but usually include exams and presentations.

## ATTENDANCE & HOMEWORK

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

International students must maintain the requirement of their visa with regards to full -time study.

## ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).



## MAINTAINING PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Hunter Education Group will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We use a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Academic Director will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Hunter Education Group decision to report you to DHA. However, an appeal will only be considered if Hunter Education Group has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Hunter Education Group is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### Submitting your assessments

Most assessment tasks will be submitted online through the Learning Management System.

In the event that an assessment is paper based/written, you must submit these assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Paper based/written tasks will not be accepted without a signed cover sheet.

Paper based/written assessments can be submitted directly at reception.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

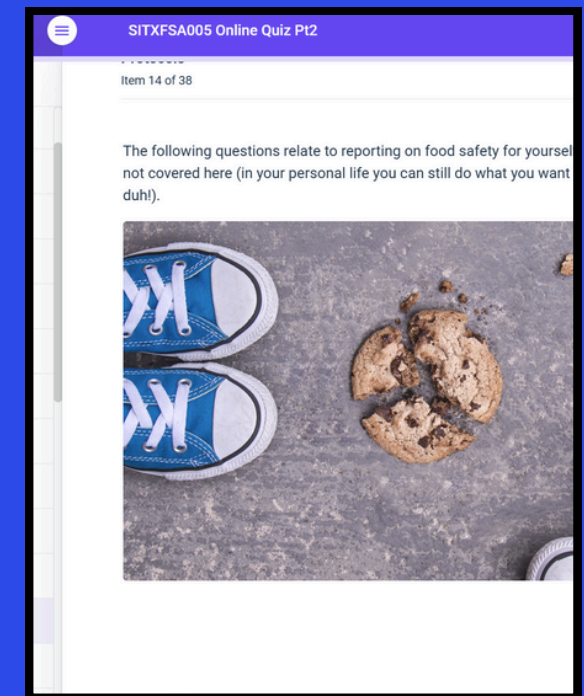
If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

## OUR LEARNING MANAGEMENT SYSTEM

During your orientation you will receive training on how to use the LMS at Hunter Education Group.

The LMS will be your 1-stop shop for all information regarding your course plan, your timetable and more.

<https://hunter.app.accelerate.com/learner/>



## ASSESSMENT ARRANGEMENTS CONTINUED

### Assessment outcomes – ELICOS students

As an ELICOS student you will be required to complete both formative (ongoing) and summative assessments. The ongoing assessment will help your teacher to be able to assess your progress and provide you with feedback about any areas of improvement. The final assessments will be used to assess and then grade your completed assessment.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## STUDENT PLAGIARISM, CHEATING & COLLUSION



Hunter Education Group has a zero tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## CHANGES TO YOUR VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Hunter Education Group will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Hunter Education Group, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Hunter Education Group will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Hunter Education Group will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## POLICY & RECORD MANAGEMENT

A full policy library is found on the LMS which all students have access to. These policies include:

**Course Transfer**

**Deferral, suspension and cancellation**

**Complaints & Appeals**

**Access to your records**

You may access or obtain a copy of the records that Hunter Education Group holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Registrar using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the Student Management System where some records about the course can be viewed.

**Amendment to records**

If a student considers the information that Hunter Education Group holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

# UNIQUE STUDENT IDENTIFIER

Australian Government USI Unique Student Identifier

Search for keywords

For students For providers VET transcripts About us Help Login to the USI Registry System

4QVYNM7X9R

Are you coming to Australia to study?

If you're an international student planning to study in Australia, you must land in Australia and go through customs before you can create a USI.

Find out more

What is a Unique Student Identifier (USI)?

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

If you're at university, TAFE or doing other nationally recognised training, you need a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment.

After you arrive in Australia and ideally, before you commence your studies. you will need to create a Unique Student Identifier (USI).

[www.usi.gov.au](http://www.usi.gov.au)

**You must create your own USI by going to the government website, or provide Hunter Education with permission to create one on your behalf. This can be undertaken at Orientation day.**

## USI

Don't Forget!

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. 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 either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

# STUDENT CODE OF CONDUCT

## STUDENT RIGHTS

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Hunter Education Group holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Hunter Education Group on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

If you do not follow the conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.



## STUDENT RESPONSIBILITIES

All students of Hunter Education Group, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Hunter Education Group in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work through the Learning Management System.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Hunter Education Group if any difficulties arise as part of their involvement in the program.
- Notify Hunter Education Group if they are unable to attend a training session for any reason prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

# LEGISLATION

As a student, you have both rights and responsibilities under applicable legislation.

## **Education Services for Overseas Students**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.education.gov.au/esos-framework>

## **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, Hunter Education Group must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Hunter Education Group has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Hunter Education Group emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

## LEGISLATION CONTINUED

### **Harassment, victimisation or bullying**

Hunter Education Group is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Hunter Education Group will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

**Anti-discrimination** law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

**Victimisation** is where a person is treated unfairly because they have made a discrimination complaint.

**Bullying** is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Hunter Education Group Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

The principles and practices adopted by Hunter Education Group aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Hunter Education Group.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Hunter Education Group provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

# CERTIFICATION

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Hunter Education Group reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Hunter Education Group is not permitted to do so by law.

Hunter Education Group must have a valid USI on file for the student for a qualification or Statement to be issued.

ELICOS Students who complete or partially complete an ELICOS course will receive a Certificate and a Transcript that shows the dates of study for the course you participated in and the grades you achieved. This will be issued to you within thirty (30) days from when you complete the course.

Hunter Education Group reserves the right to withhold the issuance of all certification until all fees related to the course have been paid, except where Hunter Education Group is not permitted to do so by law.

## Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.



## NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Hunter Education Group will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.



# STUDENT SUPPORT SERVICES

## INTERNAL SUPPORT

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact Student Services to discuss your support needs.

## WELFARE SUPPORT

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students.

This includes access to an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare contact us Head Office or by email to make an appointment.

We can also provide you with referral to external services that can assist you with accommodation, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. Hunter Education Group does not charge for such referrals to the provider.

# EXTERNAL SUPPORT

For students requiring additional support with their studies, work or life, Hunter Education Group provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

## Reading and Writing Hotline

Telephone: 1300 655 506 <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

## Centrelink

Telephone: 131021 [www.centrelink.gov.au](http://www.centrelink.gov.au)

## Anti Discrimination NSW

Telephone: 1800 670 812 <https://antidiscrimination.nsw.gov.au/>

Anti Discrimination NSW can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

## QLD Human Rights Commission

Telephone: 1300 130 670 <https://www.qhrc.qld.gov.au>

QLD Human Rights Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

## Fair Work Australia

Telephone: 1300 799 675 [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

## Legal Aid NSW & QLD

NSW Telephone: 1300 888529 <http://www.legalaid.nsw.gov.au>

QLD Telephone: 1300 651188 <http://www.legalaid.qld.gov.au>

Legal Aid NSW & QLD helps people with their legal problems and focuses on helping and protecting the rights of the socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases.

## Disability Gateway

Telephone: 1800643787

<https://www.disabilitygateway.gov.au/legal/your-rights/nsw>

The Disability Gateway is for all people with disability, their families and carers.

The Disability Gateway will:

- improve the navigation to access relevant information and services
- span multiple sectors including health, housing, employment, transport and everyday living
- exist as a central point of entry for referrals to disability information, services and programs

## Lifeline

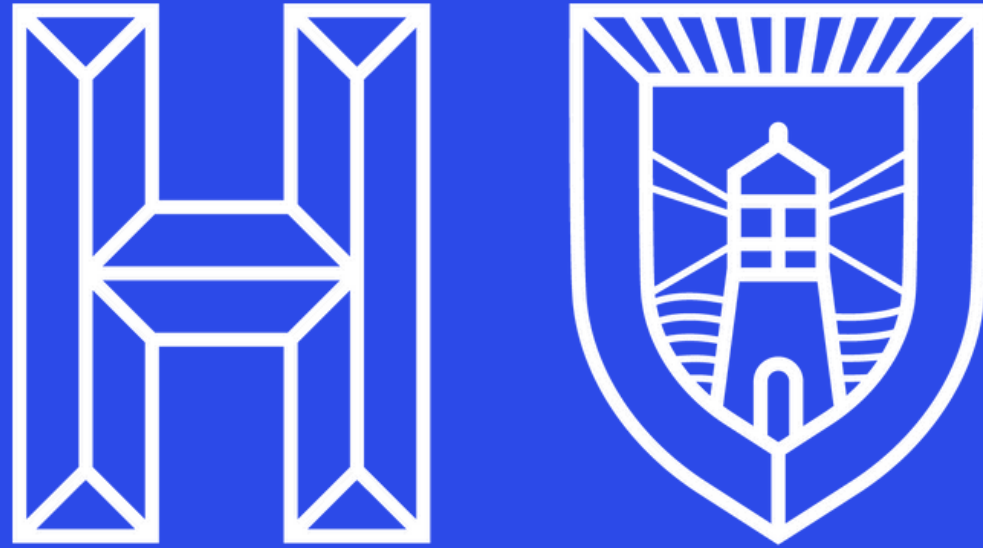
Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

## Reach Out

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.



The world awaits