



INTERNATIONAL STUDENT HANDBOOK

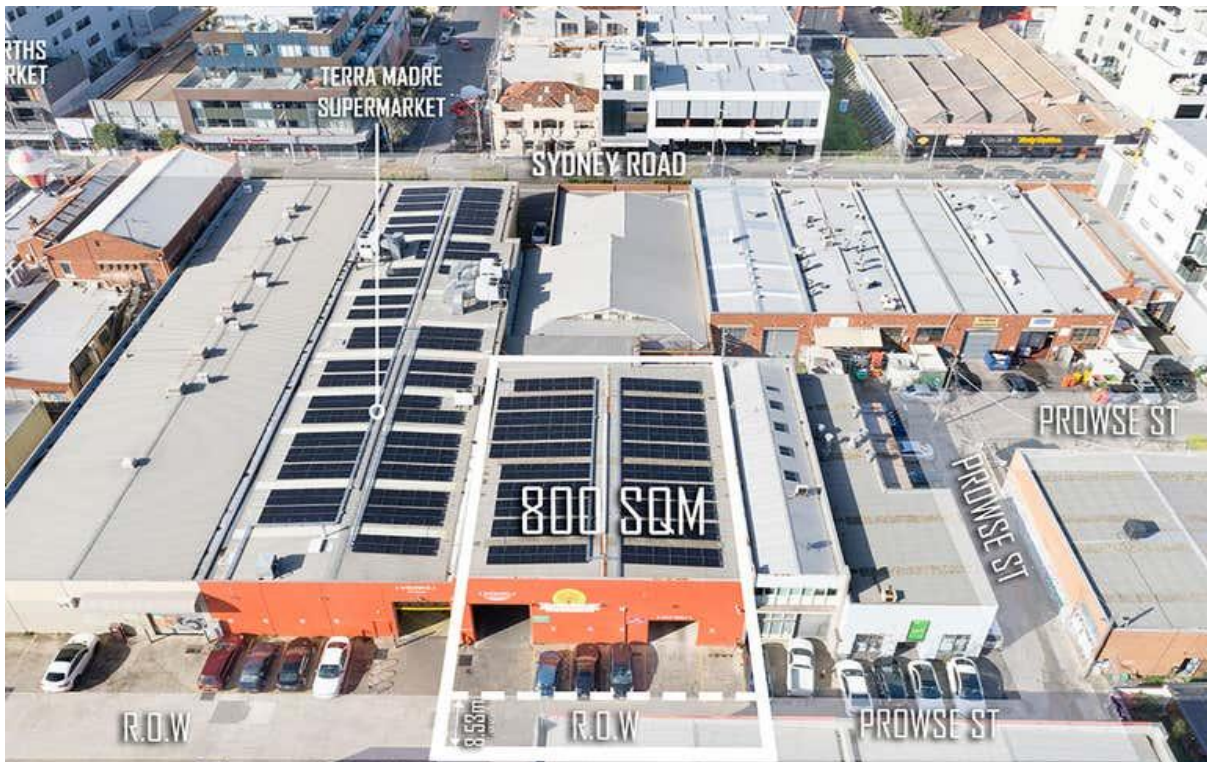


WELCOME TO INNOVATIVE INSTITUTE OF AUSTRALIA

Every exciting journey begins with a single step — and choosing to study with us is a step toward a brighter future. At Innovative Institute of Australia, we're here to help you grow, learn, and succeed.

Our main campus at **1A Palmerston Grove, Oakleigh** offers a vibrant and supportive learning environment at the heart of the community. Students also benefit from specialised training facilities designed to deliver real-world, hands-on experience. Our Automotive Workshop at **68 Fenton Street, Huntingdale**, and our Commercial Kitchen and Carpentry Workshop at **8 Prowse Street, Brunswick**, provide industry-standard spaces where skills are built with confidence.





All our locations are conveniently close to public transport, bus stops, shops, and essential amenities, making it easy for students to access their classes and enjoy the surrounding neighbourhoods.

What we stand for:

- High-quality, industry-focused education
- A diverse and inclusive learning community
- Supportive teachers and staff
- Values built on excellence, academic freedom, integrity, and continuous improvement

You can find more information by visiting the website: <http://www.innovative.edu.au>

DISCOVER AUSTRALIA

Australia is more than a destination — it's an experience. With its stunning landscapes, friendly people, and world-class education system, it's a place where students thrive.

What makes Australia special:

- A safe, multicultural society with over 26 million people
- High living standards and strong student support
- Globally recognised education and career pathways
- Beautiful beaches, national parks, and vibrant cities

You can find more information by visiting the website: <http://www.studyinaustralia.gov.au>

WELCOME TO MELBOURNE — AUSTRALIA'S #1 STUDENT CITY

Melbourne is a city full of life, colour, and creativity. From its iconic laneways to its world-famous coffee culture, it's a place where students feel at home.

Why students love Melbourne:

- Ranked among the world's top student cities
- A multicultural population with global cuisines
- Safe, friendly neighbourhoods
- Festivals, markets, sports, and nightlife
- Beaches, mountains, and scenic drives nearby

You can find more information by visiting the website: <http://www.visitvictoria.com> and <http://www.australia.com>

GETTING AROUND MELBOURNE

Melbourne's transport system makes exploring the city easy and affordable. Whether you're heading to class or discovering a new suburb, getting around is simple.

Transport options:

- **Trams** — including the FREE City Circle Tram
- **Trains** — 16 major lines across the city
- **Buses** — extensive routes throughout Melbourne
- **Myki Card** — used for all public transport
- **Student Travel Discounts** — up to 50% off for eligible students

You can find more information by visiting the website: <http://www.studymelbourne.vic.gov.au>

COST OF LIVING IN MELBOURNE (2026 ESTIMATES)

Planning your budget is an important part of your student journey. Melbourne offers a range of lifestyle options to suit different needs.

Average monthly expenses:

- Accommodation: **\$900 – \$1,600**
- Food & groceries: **\$400 – \$600**
- Transport: **\$120 – \$200**
- Utilities: **\$100 – \$180**
- Phone & internet: **\$30 – \$60**
- Entertainment & personal: **\$100 – \$200**

Visa financial requirements:

- Minimum annual living cost required: **\$29,710**

You can find more information by visiting the website: <http://www.immi.homeaffairs.gov.au> and <http://www.studymelbourne.vic.gov.au>

ACCOMMODATION OPTIONS

Finding a place to live is an exciting part of your new chapter. Melbourne offers a variety of housing options to match your lifestyle and budget.

Popular choices:

- **Homestay** — live with a local family
- **Shared apartments** — affordable and social
- **Student residences** — modern and close to campus
- **Private rentals** — more independence

Typical weekly rent ranges from **\$250 to \$600**.

You can find more information by visiting the website: <http://www.studymelbourne.vic.gov.au>

LIFESTYLE & ENTERTAINMENT

Melbourne is the cultural heart of Australia — a city full of energy, creativity, and unforgettable experiences.

Things you can enjoy:

- Major sporting events like the Australian Open & Formula 1
- Street art laneways and live music venues
- Food markets, festivals, and multicultural dining
- Beaches, hiking trails, and scenic drives within 1–2 hours

You can find more information by visiting the website: <http://www.visitvictoria.com> and <http://www.australia.com>

SUPPORT FOR INTERNATIONAL STUDENTS

You're never alone in Melbourne. The city offers dedicated support services to help you settle in, succeed academically, and enjoy your time here.

Free services available:

- Accommodation and employment assistance
- Resume and job-search support
- Mental health and wellbeing services
- Legal and financial advice
- Free workshops, events, and networking opportunities

You can find more information by visiting the website: <http://www.studymelbourne.vic.gov.au>

WELCOME TO YOUR NEW BEGINNING

Studying abroad is a big step — and an exciting one. At Innovative Institute of Australia, we're here to guide you, support you, and celebrate your achievements along the way.

ENTRY REQUIREMENTS

Before beginning your studies at Innovative Institute of Australia, it's important to make sure you meet the essential entry requirements. These standards help ensure you're ready for both the academic and practical components of your course.

Age Requirements

Starting your learning journey with us begins with meeting the minimum age requirement.

You must:

- Be **18 years of age or older** at the time of application.

Academic Requirements

To succeed in your chosen program, you'll need a suitable educational foundation.

You must have:

- Successfully completed the **equivalent of Australian Year 11 or higher**.

Physical Requirements

Some courses require hands-on practical work, especially in the automotive field.

You must be able to:

- Safely lift, carry, and handle **heavy tools, equipment, and automotive parts**
- Perform tasks such as **removing and installing engine electrical components**
- Meet the physical demands of working in a real automotive workshop environment

English Proficiency Requirements

To ensure you can fully participate in your course, all applicants must demonstrate an appropriate level of English language proficiency. You can meet this requirement by achieving **one** of the following equivalent test scores.

Accepted English Test Scores

- **IELTS Academic**
 - Overall score: **5.5**
 - No individual band less than **5.0**
- **PTE Academic (Pearson Test of English)**
 - Overall score: **42**
 - No communicative skill below **36** (*PTE 42 is the widely accepted equivalent to IELTS 5.5*)
- **TOEFL iBT (Internet-Based Test)**
 - Overall score: **46**
 - Minimum section scores:
 - Reading: **8**
 - Listening: **7**
 - Speaking: **16**
 - Writing: **18** (*TOEFL iBT 46 aligns with IELTS 5.5 equivalency*)
- **Cambridge English (CAE / C1 Advanced)**

- Overall score: **162**
- No component score below **154** (*Cambridge 162 corresponds to IELTS 5.5*)

For Level 1 Country Students

Applicants from Level 1 countries who ARE NOT REQUIRED TO provide an external English test score must successfully complete the **Language, Literacy, Numeracy, and Digital Skills (LLND) Test** administered by Innovative Institute of Australia.

PRE-ENROLMENT INFORMATION

Before you begin your studies, we take the time to understand your background, skills, and learning needs. This helps us ensure you are placed in the right course with the right support from day one.

Pre-Training Review & LLND Requirements

Every student completes a Pre-Training Review and an LLND (Language, Literacy, Numeracy and Digital literacy) assessment. These steps help us determine whether the course is suitable for your goals and whether additional support may be required.

What these assessments help us identify:

- Your existing knowledge, skills, and experience
- Whether the course aligns with your learning needs
- Any support you may need during your studies
- Your readiness for the course's delivery and assessment requirements

What you will complete:

- **Enrolment Form**
- **Pre-Training Review**
- **LLND Test** (Language, Literacy, Numeracy, and Digital Skills)

The information collected is carefully reviewed to confirm that the course is appropriate and that you have the required foundation to succeed.

Enrolment Process

To make your enrolment smooth and stress-free, follow the steps below:

Step-by-Step Guide

1. **Read this handbook** and review all relevant information on the Innovative Institute of Australia website (e.g., Course Information, Student Support Policy, Fees & Refunds Policy, Admissions policy etc.).
2. **Contact our staff** if you have any questions or need clarification about your course or enrolment.

3. **Complete the Enrolment Form.**
4. **Sign the form** to confirm you understand the information provided and agree to the terms and conditions.
5. **Complete the Pre-Training Review and LLND Test.**
6. **Submit all documents**, including the Enrolment Form, Pre-Training Review, LLND Test, and supporting documentation, to:
 - **1A Palmerston Grove, Oakleigh VIC 3166**, or
 - **Email:** info@innovative.edu.au
7. **We assess your application** and notify you of the outcome within **5 working days**.
8. If your application is **incomplete or unsuccessful**, we will inform you in writing and advise what additional information is required.
9. If your application is **successful**, you will receive a **Letter of Offer** and an **Enrolment Acceptance Agreement**.
10. **Read these documents carefully** and contact us if you need clarification.
11. If you wish to accept the offer, **sign the Enrolment Acceptance Agreement** to confirm you understand and agree to the terms and conditions.
12. **Return the signed agreement** and any required supporting documents to the Institute (via email or in person).
13. **Pay the required fees** as outlined in the Letter of Offer.
14. Once we receive your signed agreement and payment, we will issue your **Confirmation of Enrolment (CoE)** along with your course start date.
15. Use your **CoE to apply for your student visa**.

INDIVIDUAL LEARNING NEEDS

Every student learns differently — and understanding your own learning needs is an important step before choosing a course. Thinking about how you learn best will help you decide whether the course structure, support services, and training methods at Innovative Institute of Australia are right for you.

What “learning needs” may include:

- **Preferred learning styles**
 - Reading, listening, watching, hands-on practice, group work, or independent study
- **Existing knowledge, skills, and experience**

- Prior study or work experience related to your chosen course
- **Personal circumstances**
 - Intellectual, psychological, physical, or medical conditions
 - Vision or hearing impairments
- **Past learning experiences**
 - Challenges or difficulties faced in previous study
- **Study goals**
 - Whether you want further study, career advancement, or new employment opportunities
- **Time availability**
 - How many hours per week you can commit
 - How long you have to complete the course

Before applying, students should read this handbook and review the course information on the Innovative Institute of Australia website. Pay special attention to sections describing:

- Course duration and weekly study demands
- Learning and assessment methods
- Academic and personal support services
- How the course aligns with your goals

Flexible Support

Where possible, course delivery and assessment methods can be adjusted to support individual learning needs. Examples include:

- Modified training materials
- Extra time to complete assessments
- Additional academic support

During Enrolment

Students will be asked to identify any learning needs that may require support. Providing full details helps us determine:

- Whether we can meet your needs
- What adjustments or support may be provided

We encourage students to contact us directly to discuss any specific learning needs and how we can support them during their studies.

RECOGNITION OF PRIOR LEARNING (RPL)/CREDIT TRANSFER

Your previous experience matters. If you have skills or knowledge gained through work, training, or life experience, you may be eligible for Recognition of Prior Learning (RPL).

What RPL does:

- Matches your experience to the requirements of a unit of competency
- Allows you to gain credit without repeating skills you already have
- Reduces study time and cost

How to apply:

- Submit evidence showing you meet the performance criteria, knowledge, and skills for the unit
- Request a **CT/RPL Application Form** from the Administration Department

CREDIT TRANSFER (CT)

If you have completed units of competency with another Registered Training Organisation (RTO), you may be eligible for Credit Transfer.

Key points:

- Only **whole units** can be credited
- You must submit:
 - A Credit Transfer Application Form
 - Original certificates or Statements of Attainment

Both RPL and CT can reduce your study load, duration, and overall cost.

OVERSEAS STUDENT HEALTH COVER (OSHC)

All international students must maintain OSHC for the entire duration of their student visa. This is a visa requirement.

OSHC at Innovative Institute of Australia:

- We can arrange OSHC for you through our partner provider **Bupa Health Insurance**
- Fee information is included in the Overseas Student Enrolment Form
- You may also arrange your own OSHC directly

You can find more information by visiting the website: <http://www.bupa.com.au>

LEARNING PATHWAYS

Your education doesn't stop at one qualification — it builds toward your future goals. The skills and knowledge you gain can help you progress to higher-level courses or new career opportunities.

Pathways may include:

- Moving from Certificate level to Diploma or Advanced Diploma or Graduate Diploma
- Using completed units for credit in future qualifications
- Building toward further study or employment

Innovative Institute of Australia recognises qualifications and Statements of Attainment issued by other Australian RTOs. Students who have completed relevant units elsewhere can apply for Credit Transfer.

If you want to explore further study options, contact the Institute to learn more about the courses we offer.

TRAINING AND ASSESSMENT

Your learning experience at Innovative Institute of Australia is designed to be practical, supportive, and aligned with industry standards. We are committed to helping you build real skills that prepare you for the workplace.

Training Guarantee

We are committed to delivering the course you enrol in and supporting you throughout your studies.

Our commitment to you:

- We take all reasonable steps to ensure your course is delivered as scheduled once your enrolment is confirmed.
- If, in rare circumstances, we cannot deliver the course on the agreed date, we will:
 - Offer a **full refund**, or
 - **Reschedule** the course to a suitable date.
- We work collaboratively with students to help them complete their course within the agreed timeframe.
- We ensure all training and assessment aligns with the **current AQF training package** or accredited course requirements.
- New training packages are implemented within **12 months** of release, and students are fully informed of any changes.

Training and Assessment Process

Our training is based on national competency standards that reflect real workplace expectations.

What training involves:

- Assessing your existing skills and knowledge
- Developing new competencies
- Preparing you for assessment against national standards

Course design:

- All courses follow the requirements of the relevant **AQF training package**
- Content and delivery methods match the specifications of each unit of competency
- Courses may be delivered through:
 - Full-time study
 - Blended learning (where applicable)
 - Classroom sessions
 - Simulated or workshop-based environments
 - Practical activities and real-world tasks

Learning methods may include:

- Presentations
- Group and individual activities
- Case studies
- Quizzes
- Projects
- Practical demonstrations

Assessment

Assessment is competency-based and aligned with the requirements of each unit of competency.

How you will be assessed:

- Written questions
- Verbal questions/Quizzes
- Practical demonstrations
- Logbooks or workplace-style tasks

Assessment outcomes:

- **Satisfactory (S) or Not Satisfactory (NS)** for each task
- To achieve **Competent (C)** for a unit, all assessments must be satisfactory
- If any assessment is Not Yet Competent (NYC), you will receive:
 - **Two reassessment attempts**
 - If still NYC after two attempts, you must **re-enrol** in the unit and pay a reassessment fee

The assessment process is explained during orientation and is available from your assessor at any time.

Course Progress – VET Courses

We monitor your progress to ensure you stay on track and receive support when needed.

Support available:

- Academic support
- Personal or welfare support
- English language support
- Referrals to external services if required

Intervention strategies:

Students identified as **at risk** of not progressing will be placed on an intervention plan to help them meet course requirements.

Visa requirements:

- You must maintain **satisfactory course progress**
- If you do not successfully complete **50% of your scheduled units over two consecutive terms**, the Institute is required to report you to the **Department of Home Affairs (DHA)**. This may lead to **visa cancellation**

ACADEMIC SUPPORT

Learning can be challenging at times — and that's completely normal. At Innovative Institute of Australia, we're here to support you every step of the way so you can succeed in your course with confidence.

How we support your learning:

- One-on-one academic assistance from trainers
- Help with understanding course content and terminology

- Guidance on managing study load and assessment requirements
- Support with homework and learning difficulties
- Review of learner materials to improve understanding
- Extra tuition, exercises, or practice activities
- Access to additional reference materials
- Opportunities to re-attempt assessments
- Adjustments to deadlines or delivery schedules (where appropriate)
- Catch-up classes during non-scheduled times or holidays

If you are experiencing language, literacy, or numeracy challenges, our trainers can provide additional support or refer you to suitable services.

WELFARE SUPPORT

We understand that life outside the classroom can affect your studies. Our welfare support services are here to help you maintain your mental, physical, social, and emotional wellbeing.

What we offer:

- Free internal welfare support for all students
- Assistance with personal issues affecting study
- Guidance on adjusting to life in Australia
- Support for homesickness, stress, or cultural adjustment
- Help accessing counselling or external services when needed

Issues that may require referral:

- Anxiety, depression, or mental health concerns
- Difficulty adjusting to life in Australia
- Family or relationship issues
- Drug, alcohol, or dependency issues

If referred to an external provider, students are responsible for any associated fees.

STUDENT SUPPORT SERVICES

We are committed to supporting students throughout their learning journey. Before enrolment, students receive detailed information to help them understand their course and the support available.

Students are provided with information on:

- Course details and structure
- Enrolment requirements and processes
- Course fees and payment terms
- Assessment methods and expectations
- Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Academic support services
- Personal and welfare support services
- Language, literacy, and numeracy (LLN) requirements

EXTERNAL SUPPORT SERVICES

For additional help with personal, emotional, or mental health concerns, students may access the following community services:

Counselling & Personal Support:

- **Lifeline:** 13 11 14 — www.lifeline.org.au
- **Relationships Australia:** 1300 364 277 — www.relationships.org.au
- **MensLine Australia:** 1300 78 99 78
- **Kids Helpline (ages 5–25):** 1800 551 800

Mental Health Resources:

- **MindHealthConnect:** www.mindhealthconnect.org.au
- **Beyond Blue:** www.beyondblue.org.au
- **Anxiety Online:** www.anxietyonline.org.au
- **Headspace (ages 12–25):** www.headspace.org.au
- **ReachOut:** www.reachout.com
- **Jean Hailes (Women's Health):** www.jeanhailes.org.au
- **Nurse-On-Call (VIC):** 1300 60 60 24

If you have concerns about your wellbeing or need help accessing support, speak to a staff member.

CERTIFICATES & STATEMENTS OF ATTAINMENT

When you successfully complete your course, you will receive official documentation recognising your achievement.

What you will receive:

- **Certificate + Statement of Attainment** (for full qualification completion)
- **Statement of Attainment** (for individual units completed)

Certificates are issued within **30 days** of course completion.

Unique Student Identifier (USI):

- A USI is required for all certificates
- Student Services can help you create one during orientation
- If you already have a USI, you must provide it to the Institute
- You can find more information by visiting the website: <http://www.usi.gov.au>

COURSE INFORMATION

To explore the courses we offer, including entry requirements, fees, pathways, and study modes:

You can find more information by visiting the website: <http://www.innovative.edu.au> Or call us on +61 3 9973 9110

STUDENT FEEDBACK

Your feedback helps us improve our training and services. We encourage students to share their thoughts at any time.

How you can provide feedback:

- Speak to any staff member informally
- Complete the End of term/Course Survey Form during and at the end of your course
- Submit feedback through our website's online platform

We value your input and use it to continuously improve our learning environment.

OUR STAFF

At our RTO, you'll be supported by a dedicated team committed to making your learning journey smooth, enjoyable, and successful.

Our **CEO and Director**, Rajeev Minhas, leads with a strong focus on quality education and student wellbeing.

Our **Student Support and Admissions Team** — Piumi, Sanju, and Richard — are your first point of contact for enrolment, guidance, and day-to-day assistance. They're always ready to help you settle in and stay on track.

Our **Training and Quality Team**, including Merceleno, Pawan, Munish, Rajesh, Tarun, Manjit, and Nick, are dedicated to delivering engaging, high-quality training that helps you build real skills and confidence. They work closely with our **external auditor**, Misha (RTO Solutions) to ensure your training experience is high-quality, compliant, and fully supportive of your goals.

Our **Marketing Team** — Frank and Jay — help share our mission with the community and keep students informed about opportunities and updates.

Together, we're here to support you every step of the way as you progress through your studies.

STAFF CODE OF CONDUCT

Our Code of Conduct ensures a respectful, fair, and inclusive environment for all students and staff.

Our commitments:

- Treat all students and staff fairly, regardless of age, race, religion, gender, sexuality, disability, or background
- Use a fair and equitable approach to enrolment
- Ensure staff act respectfully and professionally
- Use inclusive language that supports learning
- Promote equity and access for all students
- Continuously evaluate staff practices for improvement
- Maintain cultural awareness and sensitivity
- Provide systems for feedback on conduct and equity

STAFF RESPONSIBILITIES

Our staff play a vital role in creating a positive, inclusive, and supportive learning environment. Every team member is committed to professionalism, fairness, and student success.

We ensure that all staff:

- Treat students in a **fair, respectful, and non-discriminatory** manner
- Are fully informed of their **roles, responsibilities, and obligations**
- Possess **current vocational experience** relevant to the courses they deliver

- Hold the **required training and assessment qualifications**
- Engage in **ongoing professional development** to maintain industry and training currency
- Follow all Institute **policies and procedures** when training and assessing
- Support students in a **fair and equitable** manner

STUDENT CODE OF CONDUCT

Every student at Innovative Institute of Australia is expected to contribute to a positive, respectful, and safe learning environment. The Code of Conduct outlines your rights and responsibilities as a member of our learning community.

Student Rights

All students have the right to:

- Be treated **fairly, respectfully, and without discrimination**, regardless of age, race, gender, religion, sexuality, disability, or cultural background
- Learn in an environment that is **safe, clean, and free from intimidation, harassment, or interference**
- Access all services and facilities described in pre-enrolment information
- Be taught by **qualified, experienced, and industry-current trainers**
- Seek academic advice, support, and clarification from trainers
- Access the **Complaints and Appeals Policy** to resolve concerns
- Receive information on how to lodge complaints with **Consumer Affairs** if required

Student Responsibilities

All students are expected to:

- Approach learning and assessment activities **ethically and honestly**
- **Not engage in cheating, plagiarism, or collusion**
- Submit assessments and coursework **on time**
- Meet all terms and conditions of enrolment
- Attend scheduled classes and participate actively
- Follow all instructions provided during training and assessment
- Treat staff and fellow students with **fairness, respect, and courtesy**
- Contribute to a safe, inclusive, and supportive learning environment

TRAINING AND ASSESSMENT

Innovative Institute of Australia is committed to delivering high-quality, industry-relevant training and assessment that meets national standards and supports every student's success.

We ensure that:

- **All learning and assessment materials** are either developed by the Institute or used with appropriate copyright permissions
- Courses are delivered in full compliance with the **current AQF training package requirements** or approved specifications for non-accredited courses
- **Training and assessment strategies** are developed and implemented in line with regulatory requirements and industry expectations
- Students and staff have access to **suitable learning resources, tools, and support materials**
- Students are provided with opportunities for **Recognition of Prior Learning (RPL)** and **Credit Transfer (CT)**
- All accredited courses delivered are **within our approved scope of registration**
- Students have access to **academic, personal, and learning support services**
- **Language, literacy, numeracy, and digital literacy (LLND)** needs are assessed and supported where appropriate
- Daily course delivery does not exceed **8 hours per day**, ensuring safe and effective learning
- Training is delivered between **8:00am and 10:00pm**, in accordance with regulatory guidelines
- All learning and assessment materials undergo **systematic internal and external validation** to ensure quality, relevance, and compliance
- All training and assessment strategies are **regularly reviewed and validated** to maintain industry currency
- Students receive clear and accurate **course and Institute information** before enrolment and again at orientation
- Appropriate **learning and assessment facilities** are provided to support skill development and competency achievement
- All facilities and equipment comply with **current legislative, safety, and regulatory requirements**

Compliance Note

Under the new Standards for RTOs 2025, the Institute ensures that:

- Training and assessment records are securely stored for a **minimum of 2 years**

- Assessment systems, tools, and processes meet the strengthened requirements for **validity, reliability, fairness, and sufficiency**
- Training and assessment practices reflect **current industry standards and expectations**
- Trainers and assessors meet updated **competency, currency, and professional development** requirements

MANAGEMENT

Innovative Institute of Australia is committed to strong governance and high-quality education. Our management practices ensure that every course we deliver is compliant, current, and aligned with industry expectations.

We ensure that:

- **High-quality training and assessment** remain our primary purpose
- Decisions are guided by **industry consultation, staff expertise, and stakeholder feedback**
- We maintain **robust governance systems** to support strategic and business planning
- **Qualified and experienced staff** contribute to academic, administrative, and operational decision-making
- All staff understand their responsibilities to the Institute and to students
- All courses delivered are **current and compliant** with the latest training package requirements
- New training packages or accredited courses are implemented **within the official transition period**
- Students receive **timely and accurate information** about academic, administrative, and support services

ADMINISTRATION

Our administrative systems ensure compliance, protect student information, and support smooth delivery of training and assessment.

We ensure that:

- **Training and assessment records are securely stored for a minimum of 2 years** after unit completion (requirement under RTO Standards 2025)
- Personal records are treated as **confidential** and stored securely in line with privacy legislation

- We maintain systems to record and store:
 - Student enrolment details
 - Attendance and course progress
 - AVETMISS data
 - Assessment outcomes
 - Relevant correspondence
- We use an **AVETMISS-compliant student management system**
- We maintain a **compliant document management system** for version control and secure storage
- Staff recruitment, induction, and professional development follow a **fair and equitable process**
- A **safe and supportive learning environment** is provided at all training and assessment locations
- All required **insurances** are maintained
- We notify the regulator of any significant changes to:
 - Ownership or control
 - Senior management
 - Scope of registration
- We provide the regulator with required data **promptly and free of charge**
- We fully cooperate with all regulatory audits and compliance activities
- Staff and students may access their own records **at no cost**

Certification responsibilities:

- Statements of Attainment and Certificates are issued to students who complete units or full qualifications and have paid all applicable fees
- Certification documents are issued **within 30 days** of course completion or CoE end date
- All certificates and Statements of Attainment meet **current national standards**
- A **Unique Student Identifier (USI)** is required for all certification

MARKETING AND ENROLMENT

Innovative Institute of Australia is committed to transparent, ethical, and accurate marketing and enrolment practices. We want every student to make informed decisions about their education.

We ensure that:

- Students receive **clear and accurate pre-enrolment information** to help them choose the right course
- No false, misleading, or deceptive information is provided about the Institute or its courses
- All marketing activities are conducted with **integrity and accuracy**
- All AQF-accredited and non-accredited courses are clearly identified in marketing materials
- The Institute's **name, RTO number, and CRICOS code** appear on all relevant materials
- Students are only enrolled into courses that are **appropriate for their needs, goals, and capabilities**
- Marketing materials are **regularly reviewed** to ensure accuracy and currency
- Enrolment processes are **systematic, fair, and equitable** for all applicants
- Key staff contacts
- Facilities, equipment, and learning resources
- Course withdrawal, cancellation terms, and associated fees
- Complaints and appeals processes

AMENDING YOUR ENROLMENT

Students may request to **defer, suspend, or cancel** their enrolment by applying to the Institute. Forms are available from the reception at the Innovative Institute of Australia Head Office.

The Institute may also initiate a deferral, suspension, or cancellation in certain compassionate and compelling circumstances.

Compassionate or compelling circumstances

These are situations **beyond the student's control** that impact their ability to progress in their course or maintain wellbeing.

Examples include (but are not limited to):

Medical or Health-Related

- Serious illness or injury, supported by a medical certificate
- Mental health conditions impacting study participation

Family or Personal Circumstances

- Bereavement of an immediate family member (e.g., parent, grandparent)

- Family emergencies requiring immediate attention

External Events

- Major political upheaval or natural disaster in the student's home country
- Emergency travel impacting study commitments

Traumatic Events

- Involvement in or witnessing a serious accident
- Being the victim of or witnessing a serious crime

Academic or Administrative Circumstances

- The Institute is unable to offer a prerequisite unit
- Delay in receiving a student visa, preventing commencement
- Approved deferral or suspension under the Institute's policy

Assessment of Compassionate or Compelling Circumstances

- Each case is assessed **individually** using professional judgement
- Students must provide **documentary evidence** (e.g., medical certificates, police reports, travel documents)
- All evidence is securely stored in the student's file
- Decisions are made in accordance with the **Institute's Deferral, Suspension, and Cancellation Policy**

INSTITUTE-INITIATED DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

In certain circumstances, Innovative Institute of Australia may be required to defer, suspend, or cancel a student's enrolment. These actions are taken in accordance with the ESOS Act, National Code, and the Institute's policies and procedures.

The Institute may initiate a deferral, suspension, or cancellation when:

- The Institute is **unable to commence or continue delivering the course** on the agreed start date
- The student has **not paid required fees** by the due date
- The student has **failed to maintain satisfactory course progress**
- The student has engaged in **academic misconduct**, including plagiarism, cheating, or collusion

- The student has engaged in **misbehaviour**, including behaviour that threatens the safety, wellbeing, or rights of others
- The student has breached **Institute policies**, including attendance, conduct, or safety requirements

TRANSFERRING BETWEEN PROVIDERS

International students who wish to transfer between Australian education providers must meet the requirements of **Standard 7 of the National Code 2018**. These rules ensure that students make informed decisions and maintain visa compliance.

Transfer Requirements

Students must complete **six (6) months of their principal course of study** before they are eligible to transfer to another provider, unless specific circumstances apply.

Key points:

- The **principal course** is the highest qualification on the student's visa (usually the final course in a package).
- The six-month period is calculated from the **date the student commences the principal course**, not from the start of any packaged pathway courses.
- Standard 7 applies to **all courses in a package**, including those leading into the principal course.

Transfer Applications

All transfer requests are assessed in accordance with the Institute's **Overseas Student Transfer Policy and Procedure**.

Students wishing to transfer **to or from** Innovative Institute of Australia must:

- Complete the required application form
- Provide supporting documentation (if applicable)
- Submit the application to reception at the Main Campus

The Institute will assess the request and provide an outcome in line with regulatory requirements.

Policy Access

Full details, including:

- Grounds for granting a release
- Circumstances where a transfer may be refused
- Required documentation
- Processing timeframes

...are outlined in the **Transferring Between Providers Policy and Procedure**, available on our website:
www.innovative.edu.au

PRE-ARRIVAL GUIDE

Coming to Melbourne

Moving to a new country can feel exciting, overwhelming, or a mix of both. Melbourne is a vibrant, multicultural city full of opportunities, and with the right preparation, settling in can be much easier.

Before you travel, take time to research and plan. Understanding how things work in Melbourne will help you feel at home sooner.

Helpful things to research before you arrive:

- Accommodation options
- Public transport and travel cards
- Food, shopping, and entertainment
- Local health services
- Schooling (if applicable)
- Cost of living
- Weather and clothing
- Banking and mobile phone services

Preparing early will make your transition smoother and help you settle into your new life with confidence.

VISA COMPLIANCE

Applying for Your Student Visa

All international students must hold a valid **Student Visa (Subclass 500)** to study in Australia. Visa processing times vary depending on your country and individual circumstances, so it is important to apply early.

You can find more information on the Department of Home Affairs website.

Understanding Your Visa Conditions

Once your visa is approved, you will receive a **Visa Grant Notice**. This document outlines the conditions you must follow while studying in Australia.

It is essential that you:

- Read your visa conditions carefully

- Understand your rights and responsibilities
- Comply with all conditions at all times

Failure to comply may affect your visa status.

Providing Your Address in Melbourne

A key visa requirement is that you must provide Innovative Institute of Australia with your **local Melbourne address within 7 days of arrival**.

If you change your:

- Address
- Phone number
- Email address

...you must notify the Institute **within 7 days**.

If you need help finding accommodation, email us at info@innovative.edu.au.

WORKING WHILE YOU STUDY

Most student visas allow you to work **up to 48 hours per fortnight while your course is in session**, and **unlimited hours during scheduled breaks**.

Before starting any job, ensure that:

- Your visa allows you to work
- You have commenced your course
- You understand Australian workplace laws and your rights

Working part-time can help you gain experience, meet new people, and support your living expenses.

Study rights of your partner

If your partner or spouse is included on your student visa as a dependent, they may study in Australia for **up to 3 months**. If they wish to study for **longer than 3 months**, they must apply for their **own Student Visa (Subclass 500)**. This can be done **onshore** after arrival.

LENGTH OF STAY

Your Student Visa (Subclass 500) allows you and your eligible family members to remain in Australia for the **duration of your course**.

Important notes:

- Your family members **cannot remain in Australia** if you leave the country permanently or if your visa is cancelled.
- For full details on visa conditions and eligibility, visit the Department of Home Affairs website: www.homeaffairs.gov.au

PLAN YOUR DEPARTURE

Book Your Flight

Once your student visa is granted, you can book your flight to Melbourne. If your travel is delayed, please notify us as soon as possible by emailing: info@innovative.edu.au

Book Your Accommodation

Finding suitable accommodation can take time. Research options online before you arrive. A good starting point is: www.realestate.com.au/rent

Many students choose to book **short-term accommodation (3–4 weeks)** in a hotel or serviced apartment. This gives you time to explore Melbourne and find a long-term rental.

Innovative Institute of Australia can assist with accommodation arrangements. Contact Student Support at: info@innovative.edu.au (Fees are listed in the “Fees” section of this handbook.)

For renting information, visit Consumer Affairs Victoria: www.consumer.vic.gov.au/housing-and-accommodation

BRINGING YOUR FAMILY TO AUSTRALIA

Most student visas allow you to bring eligible family members (dependents). Family members may include:

- Your spouse or de facto partner
- Your dependent children or your partner’s dependent children

Before bringing your family, you must show that you can **financially support** them. Living costs in Australia are higher than in many countries, so careful planning is essential.

Things to consider:

- Airfare costs for each family member
- Higher rent for larger accommodation
- Limited employment opportunities for your spouse
- Additional living expenses (food, clothing, utilities, transport)
- School fees, uniforms, books, and excursions
- Childcare availability and waiting lists

- How your family may adjust to life in Australia
- Whether you should arrive first and settle before they join you

CHILDCARE

If you are bringing young children, research childcare centres early. Many centres have waiting lists, and fees must be paid by the parent.

SCHOOLS

If you bring school-aged children, you must comply with Australian schooling requirements.

Key points:

- School-aged dependents **must attend school** while in Australia.
- Children who turn **five before 1 April** of that year are eligible to start school.
- You may need to **enrol your child before leaving your home country**.
- Some schools require **one semester of fees paid in advance**.
- The school will issue an **electronic Confirmation of Enrolment (eCOE)** for your child's visa.
- You are responsible for school fees, uniforms, books, excursions, and stationery.

Choosing a school:

Consider:

- Curriculum and programs
- Class sizes
- Extra-curricular activities
- Distance from your home and the Institute
- Transport options

Helpful links:

- Department of Education and Training Victoria
- Independent Schools Victoria
- Victorian Curriculum and Assessment Authority
- School Choice Australia

IMPORTANT THINGS TO PACK FOR YOUR TRAVEL TO MELBOURNE

Preparing well before you leave home will make your arrival in Melbourne much smoother. Below is a helpful guide on what to pack and what to avoid.

Essential documents

Passport & Visa

- Your passport must be **valid for at least 6 months** before entering Australia.
- Carry your **Visa Grant Notice** with you.
- Keep **photocopies or digital copies** of your passport and visa in case the originals are lost.

Confirmation of Enrolment (CoE) & Offer Letter

Bring printed or digital copies of:

- Your **CoE**
- Your **Offer Letter**
- Your **Student Information Pack**
- Your **receipt of advance payment**

Overseas Student Health Cover (OSHC)

- Airport officials may ask to see proof of your OSHC.
- You must maintain valid OSHC for the **entire duration of your visa**.
- Check what your OSHC policy covers (e.g., hospital, prescriptions, ambulance).
- More information is available on the Department of Home Affairs website.

Travel Insurance

OSHC does **not** cover everything. Travel insurance can help with:

- Lost luggage
- Cancelled flights
- Dental or optical emergencies
- Lost documents

Air Ticket

- Double-check your flight date and time.
- Keep your ticket with your passport and visa.

Other Important Documents

- Birth certificate
- International driver's licence (if you have one)
- Emergency contact list (family, Institute, embassy, accommodation)

Money & currency

Although you can exchange money at the airport, it's helpful to carry some **Australian dollars (AUD)** when you arrive.

Medication & health items

If you bring prescribed medication:

- Carry a **doctor's prescription** or medical certificate
- Ensure the medication is **allowed in Australia**
- Pack medication in your **hand luggage**

Luggage limits

Most airlines allow:

- **20–30 kg** of checked-in luggage
- **7 kg** of carry-on luggage

Check your airline ticket or website for exact limits.

What clothes to pack

Melbourne has **four distinct seasons**, and the weather can change quickly. Pack clothing for all conditions.

Autumn (March–May)

11–20°C

- Light jumpers
- Waterproof shoes
- Jacket
- Umbrella

Winter (June–August)

6–18°C

- Warm jumpers
- Scarves, gloves
- Thick waterproof coat
- Warm trousers

Spring (September–November)

10–22°C

- Light jumpers
- T-shirts
- Casual trousers
- Waterproof jacket

Summer (December–February)

14–30°C (can be hotter)

- Light clothing
- Sandals
- Sunscreen (SPF 30+ or higher)
- Hat and sunglasses

Prohibited items

Australia has strict biosecurity laws. You must **declare** certain items or leave them at home.

Items you **MUST** declare:

- Some medicines
- Currency of **AUD \$10,000 or more** (or foreign equivalent)
- Firearms, weapons, ammunition

Items you should **NOT** bring:

- Fresh fruit or vegetables
- Meat, poultry, pork, eggs
- Dairy products
- Nuts and seeds
- Live plants or animals

For more information, visit the Department of Agriculture, Fisheries and Forestry (DAFF):
<https://www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods>

If unsure, **declare it** or ask a Border Force Officer.

FINANCIAL AND LIVING INFORMATION

Your tuition fees

Your advance payment at enrolment is credited toward your total tuition fees. The remaining balance is divided into term payments, due at the start of each term. If preferred, you may request a monthly payment plan.

Money transfers

Before leaving your home country, estimate how much money you will need for your initial living expenses. Common ways to transfer money to Australia include:

- Telegraphic transfer (approx. 4 days)
- Bank draft or mail transfer (approx. 10 days)
- Internet banking or direct debit

Banking

Opening an Australian bank account helps you avoid international fees and exchange rate charges.

To open an account, you will need original documents for the **100-point ID check**, such as:

- Passport
- Student ID
- Tax File Number (if available)
- International driver's licence (if available)
- Proof of address in Victoria
- Offer Letter and CoE

Once you receive your Student ID, you may be eligible for a **student account with no administration fees**.

Tax File Number

If you plan to work or earn interest, you must apply for a **Tax File Number (TFN)** through the Australian Taxation Office (ATO). Provide your TFN to your bank to avoid being taxed at the highest rate.

If you work, your employer will ask you to complete a **Withholding Declaration**. At the end of the financial year (30 June), you will receive a **Payment Summary** to lodge your tax return.

Budgeting

Creating a budget will help you manage your living expenses. Common costs include:

- Food and groceries
- Rent
- Rental bond
- Utility connections and bills

- Phone and internet
- Furniture and household items
- Transport
- Recreation and entertainment
- Childcare or school fees

Saving money

Take advantage of student discounts and concessions available for:

- Transport
- Entertainment
- Retail
- Food outlets
- Attractions and events

Rights of international students – renting in Victoria

International students have the **same renting rights** as all Victorians.

Consumer Affairs Victoria provides helpful resources, including videos in multiple languages:
www.consumer.vic.gov.au/internationalstudents www.youtube.com/consumervic

Understanding your renting rights helps you find safe, fair, and suitable accommodation.

Work conditions for student visa holders

Key points to remember:

- You may work **up to 48 hours per fortnight** while your course is in session
- You may work **unlimited hours** during scheduled term breaks
- You cannot work until you have **commenced your course**
- Family members with work rights may also work **up to 48 hours per fortnight**

More information: www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders

Workplace rights

All workers in Australia — including international students — have the same workplace protections.

Important points:

- Pay rates and conditions are set by Australian law
- The **Fair Work Ombudsman** provides advice and translated resources

- Only the **Department of Home Affairs** can cancel a visa — not your employer
- Keep a record of your hours to ensure correct payment

WHS legislation

Innovative Institute of Australia is committed to providing a safe learning environment for all students and staff.

We ensure that:

- Training and assessment activities are delivered in a way that **eliminates or controls hazards and risks**
- Staff provide clear **Work Health and Safety (WHS)** instructions
- Students receive information on how to stay safe during training

Students must:

- Follow all WHS instructions
- Act in a way that protects their own safety and the safety of others
- Report any hazards immediately to a staff member

Useful WHS resources:

- Australia.gov.au – Occupational Health & Safety
- Safe Work Australia
- WorkSafe Victoria

Student safety

We are committed to maintaining a **safe, secure, and supportive environment** for all students. Personal safety is a shared responsibility, and being aware of your surroundings is important.

When attending Innovative Institute of Australia:

- The Institute is staffed during the day (9:00 am – 5:00 pm) and during evening classes (when applicable)
- Visitors are not permitted without approval from the CEO
- Contact the nearest staff member if you:
 - Feel unsafe or threatened
 - Are concerned about someone's behaviour
 - Are worried someone may harm themselves or others

- Receive unwanted attention or communication

Do not approach anyone whose behaviour concerns you—inform a staff member immediately.

Attending evening or weekend classes

When travelling to and from the Institute during quieter times, take extra care.

Safety tips:

- Be alert and aware of your surroundings
- Park in well-lit, busy areas
- Do not leave valuables visible in your car
- Lock all doors and windows
- Look outside before exiting the building
- If someone is loitering near your car, return inside and notify staff or police
- Carry your keys in your hand for quick access
- Walk confidently and with purpose
- Ensure someone you know (staff or students) is in the building
- Keep important phone numbers saved (Institute and Police)
- Carry a mobile phone for safety
- Use a **buddy system** when walking to parking areas

VEHICLE SECURITY

Staying safe around your vehicle

- Park in a **well-lit, busy area** whenever possible. Do not leave valuables visible in your car.
- Always **lock your vehicle** and close all windows.
- Walk confidently to and from your car with your **keys ready** in your hand.
- Before entering your vehicle, **check the back seat and surrounding area** for intruders.
- Report any suspicious behaviour or incidents to the **police** immediately.

For more information on public safety, visit the **Victoria Police Community Safety** website.

EMERGENCY SERVICES

Calling for help

In an emergency, you can contact **Police, Fire Brigade, or Ambulance** by dialling **000**. This call is **free of charge** and should only be used for genuine emergencies.

If you feel unsafe, threatened, have been assaulted, or have had something stolen, contact the **police** for assistance and to report the incident.

PRIVACY

Innovative Institute of Australia treats all personal information with strict confidentiality. We comply with the **Australian Privacy Principles (APPs)** and relevant legislation.

Your information will **not** be shared with third parties without your written consent, **except** where required by:

- ASQA
- NCVER
- Department of Home Affairs
- Department of Education
- Other government agencies as required by law

For more information on privacy laws, visit the Office of the Australian Information Commissioner (OAIC).

ACADEMIC MISCONDUCT

Students must follow the **Innovative Institute of Australia Code of Conduct**. Academic misconduct may affect your course progress and, in serious cases, your enrolment and visa status.

Cheating

Cheating is using any unauthorised means to gain an unfair advantage during assessment. Examples include:

- Copying another student's answers
- Using mobile phones or notes during closed-book assessments
- Bringing pre-prepared answers into an exam
- Referring to texts during closed-book assessments

Cheating will result in your assessment being **invalidated**.

Plagiarism

Plagiarism is presenting someone else's work, ideas, or words as your own. This includes:

- Copying text from books, websites, or other students

- Using ideas without acknowledging the source
- Submitting another person's work as your own

Students must reference all sources used in assessments. Plagiarism will result in the assessment being **invalidated**.

More information: www.plagiarism.org

Collusion

Collusion occurs when two or more students work together on an assessment that must be completed individually. This includes:

- Sharing answers
- Working together on individual tasks
- Allowing someone else to copy your work

Unauthorised collusion will result in the assessment being **invalidated**.

Penalties for academic misconduct

Depending on the severity, penalties may include:

- A formal reprimand
- Repeating the assessment or completing a new task
- Failing the unit
- Cancellation of enrolment

Refer to the **Training and Assessment Policy** and **Academic Misconduct Policy** for full details.

COMPLAINTS AND APPEALS

Making a complaint

If you have concerns about any aspect of your course, speak first with your trainer or another staff member. We aim to resolve issues **informally and quickly**.

If you are not satisfied, you may lodge a **formal complaint**. This will be handled according to the **Complaints and Appeals Policy** available on our website.

Appealing a decision

You may appeal:

- Assessment outcomes
- Decisions made by the Institute
- The outcome of a complaint

Appeals must include **reasons and supporting evidence**.

External appeals

If you are not satisfied with the outcome of an internal appeal, you may contact the:

Overseas Student Ombudsman: This is an independent, free service for international students studying with private education providers.

Website: www.ombudsman.gov.au

Students may seek advice or representation from external parties at any time, at their own cost.

COMPLETION WITHIN EXPECTED DURATION

Students must complete their course within the **expected duration** shown on their Confirmation of Enrolment (CoE). The Institute monitors course progress to ensure students remain on track.

The Institute may extend a student's enrolment only when:

- **Compassionate or compelling circumstances** affect progress
- The student is **at risk of not meeting course progress requirements**, and an intervention plan requires extra time
- An approved academic reason applies (e.g., repeating units or changes to course structure)

Any extension will be reported in PRISMS as required.

For full policies and procedures, visit: www.innovative.edu.au

FEES AND REFUND ARRANGEMENTS

The Institute charges a range of fees for award and non-award courses. As stated in the policy, *"students can read the fee details on the Institute's website"* and must pay the initial deposit listed in their Letter of Offer before a CoE is issued.

Payment of Fees

- Fees listed in the Letter of Offer remain fixed during its validity.
- Fees listed on the CoE remain fixed for the normal course duration.
- Additional fees may apply if a student extends their course due to academic reasons (e.g., repeating units).
- The Institute does not accept more than **\$1,500 in prepaid fees** before commencement and does not accept more than **50% of total tuition fees** upfront unless the course is 25 weeks or less.

- Payments must be made directly to the Institute's account.
- Monthly and periodic payment plans are available and must be agreed to before commencement.

Late or Missed Payments

If a student misses a payment under a periodic plan, *"the student will be charged a late processing fee of A\$100.00"* and repeated fees may apply every seven working days until resolved. If fees remain unpaid for 28 working days, the Institute may issue a **Notice of Intention to Cancel Enrolment**, with full appeal rights under the Complaints and Appeals Policy.

Non-Tuition Fees

Non-tuition fees are additional charges not included in tuition fees. As stated in the policy, they cover *"items not directly related to tuition, such as application fees and course material fees."* These fees may apply depending on the services a student uses.

Non-Tuition Fees Include:

- **Enrolment/Application Fee:** \$250
- **Course Material Fees:** Vary by course (see course brochure or website)
- **Re-issue of Student ID Card:** \$30
- **Postage of documents (on request):** \$30 onshore-\$75 offshore
- **Re-issue of Certificate:** \$100
- **Re-issue of Statement of Attainment:** \$100
- **Issuance of any other support document:** \$30
- **on prior request:** \$200
- **Homestay Placement Fee (on prior request):** \$250
- **Debit Card Transaction Fee:** \$1.00 per transaction
- **Visa/Mastercard Transaction Fee:** 2% (minimum \$1.50)
- **Amex/Diners:** Not accepted
- **Offshore Payment Processing Fee:** \$35 per transaction
- **Change of CoE:** \$50 per eCoE
- **Change of Batch After Course Commencement:** \$250
- **Late Processing Fee (Monthly Payment Plan):** \$75
- **Late submission/ Re-assessment Fees:**
 - \$180 for cert III level unit
 - \$350 per unit for cert IV or above
 - First two attempts are free within one extended week; the third attempt after one week is charged
 - Students who fail two attempts or are found to have cheated may be required to repeat the unit and pay the repeat unit fee
- **Repeat Unit Fee:** Calculated by dividing the student's original tuition fee by the total number of units in the qualification

Refunds

All refund requests must be submitted in writing using the official refund form.

Cooling-Off Period

Students who change their mind within **7 days of paying fees** may receive a full refund minus the \$250 application fee, as stated: *“a full refund of course fees paid to date (minus a \$250 application fee) will be provided.”*

Visa Refusal

- If a visa is refused before commencement: full refund minus the application fee.
- If refused after commencement: refund of unused tuition fees, minus the application fee and used material fees.

Withdrawals (Non-Visa Reasons)

Refunds depend on how early the student withdraws before the start date:

- **10+ weeks before:** refund minus 25% of tuition fees + application fee
- **5+ weeks before:** refund minus 50% of tuition fees + application fee
- **28+ days before:** refund minus 75% of tuition fees + application fee
- **Less than 28 days:** no refund

Provider Default

If the Institute cannot deliver a course, students will receive a full refund of unspent fees or be offered an alternative course. If neither is possible, the **Tuition Protection Service (TPS)** will assist the student.

Special Circumstances

The CEO may approve refunds or fee transfers in cases of serious illness, family matters, or other exceptional circumstances, supported by evidence.

For more details, read our **Fees and Refunds Policy**. Information about the Tuition Protection Service (TPS) is available at: <https://tps.gov.au>

Applying, Processing and Payment of Refunds

Students who have paid fees may apply for a refund by completing the **Refund Application Form**. As stated in the policy, *“All students... can apply for refunds by completing the refund application form.”*

How to Apply

- Refund application forms are available from reception, by emailing info@innovative.edu.au, or from the Institute’s website.

- Students who need help completing the form may contact reception for assistance.
- The completed form must be submitted with supporting documents either at reception or via email.

Processing Time

- Refund applications are processed within **20 working days** of receiving a complete application.
- Students will be notified **in writing** of the outcome, including reasons if the request is declined.

Payment of Refunds

- Refunds are paid using the **same method** used for the original payment.
- If fees were paid by credit card, the refund will be returned to the same card.
- Refunds may be subject to bank charges or transaction fees.

Appeals

Students may access the **Complaints and Appeals Policy** if they wish to appeal the refund decision. The policy states that *“the availability of the Institute Complaints and Appeals policy does not remove the right of the student to take action under Australia’s Consumer Protection Law.”*

ESOS Act Requirements

Refunds paid under **section 47E of the ESOS Act** are calculated according to the **Education Services for Overseas Students (Calculation of Refund) Specification 2014**.

Provider Default

If the Institute is unable to deliver a course in full, students will receive a **full refund of all tuition fees paid** within 14 days. This may occur if:

- The course does not start on the scheduled date
- The course stops being delivered after commencement
- A regulatory sanction prevents the Institute from delivering the course

Students may choose either:

- A **full refund**, or
- Placement in an **alternative course** at no extra cost

If a student accepts an alternative course, they will be asked to sign a document confirming their choice.

If the Institute cannot provide a refund or alternative course, the **Tuition Protection Service (TPS)** will assist the student.

General Information

- Students who breach the Code of Conduct may be excluded; refunds in such cases are assessed individually.
- Financial records are stored according to standard accounting practices.
- Students are encouraged to contact the Institute with any questions at info@innovative.edu.au.

CRITICAL INCIDENTS

Innovative Institute of Australia has a **Critical Incident Policy and Procedure** to ensure the safety and wellbeing of all students and staff. A critical incident is a serious or unexpected event that requires immediate attention. As described in the policy, incidents may include *“missing students, severe verbal or psychological aggression, death, serious injury, natural disasters, family violence, sexual assault, drug or alcohol abuse,”* and other serious situations.

The Institute is committed to providing:

- Immediate support during a critical incident
- Clear communication and guidance
- Follow-up actions and documentation
- Access to emergency services when required

Students are informed of emergency and evacuation procedures during orientation. At least one trained staff member with current first aid and emergency management skills is always available on campus.

Students also receive information on:

- Personal safety
- Local security issues
- Emergency contact numbers
- How to reduce risks on and off campus

The Critical Incident Policy complies with the **Standards for RTOs 2015** and the **National Code 2018 (Standards 5 and 6)**. The full policy is available on our website: www.innovative.edu.au You may also request a copy by emailing info@innovative.edu.au.

ESOS FRAMEWORK

Australia's **ESOS Framework** protects the rights of international students and ensures high-quality education. It includes the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code 2018**.

The ESOS Framework ensures:

- Quality education standards
- Consumer protection
- Tuition protection
- Clear visa and enrolment requirements

Student Visa Requirements

International students must meet all visa conditions, including:

- Enrolling in a **full-time course** (minimum 20 contact hours per week)
- Maintaining **satisfactory attendance and/or course progress**
- Keeping **current contact details** with the Institute
- Working **no more than 40 hours per fortnight** during study periods (if work rights are granted)
- Ensuring school-aged dependents pay full school fees

For full visa information, visit the Department of Home Affairs: <http://www.border.gov.au>

The ESOS Act sets the rules for education providers delivering courses to international students. It protects students by ensuring:

- High-quality training
- Accurate information
- Fair refund processes
- Tuition protection through the **Tuition Protection Service (TPS)**

The ESOS Act also supports the integrity of Australia's student visa program.

PROVIDER REGISTRATION

The Department of Education manages the **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)**. Only education providers and courses listed on CRICOS are approved to enrol international students on a student visa.

As stated in your policy, *"only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa."*

This means:

- You must study **only** with a CRICOS-registered provider
- Your course must also be listed on CRICOS

- CRICOS registration ensures your provider meets the required standards for international students

Innovative Institute of Australia is a **CRICOS-registered provider**, which guarantees that our courses meet the quality and compliance requirements set by the Australian Government.

You can check CRICOS information at: <https://cricos.education.gov.au>

TUITION PROTECTION SERVICE (TPS)

The **Tuition Protection Service (TPS)** is an Australian Government initiative that protects international students if their education provider cannot deliver their course.

If your provider is unable to continue your course, the TPS ensures you can:

- **Continue your studies** in an equivalent course with another provider, or
- **Receive a refund** of your unspent tuition fees

As your policy states, the TPS helps students *“complete their studies in another course or with another education provider, or receive a refund of their unspent tuition fees.”*

For more information, visit the TPS website: <https://tps.gov.au>

THE NATIONAL CODE 2018

The **National Code 2018** is part of the **ESOS Act** and sets the rules all CRICOS-registered providers must follow when educating international students.

Only providers and courses listed on **CRICOS** can enrol students on a student visa. CRICOS registration ensures your course and campus meet Australian Government quality standards. Check your course details at: <https://cricos.education.gov.au>

More information: <https://internationaleducation.gov.au>

Contact Information

Innovative Institute of Australia Website: www.innovative.edu.au Email: info@innovative.edu.au

ESOS General Enquiries Phone: **1300 615 262**

Visa Information – Department of Home Affairs Website: <https://immi.homeaffairs.gov.au> Phone (Australia): **131 881**

USEFUL SERVICES AND CONTACTS

Emergency Services

- **Fire, Ambulance, Police (Emergency): 000**
- **Police Assistance (Non-Emergency): 131 444**
- **Crime Stoppers: 1800 333 000**

Health Services

Doctors / Medical Centres (Oakleigh Area)

- **Oakleigh Family Medical Centre** 63 Atherton Rd, Oakleigh — (03) 9544 7167
- **Oakleigh General Practice** 8/10 Johnson St, Oakleigh — (03) 9564 6199
- **Hanover Street Medical Centre** 28 Hanover St, Oakleigh — (03) 9568 7377
- **Station Square Medical Centre** 1/3 Burlington St, Oakleigh — (03) 9568 1700
- **North Road Medical Oakleigh** 1131 North Rd, Oakleigh — (03) 9579 2820

Community Health

- **Link Health & Community** 8/10 Johnson St, Oakleigh — 1300 552 509

Pharmacies

- **Direct Chemist Outlet** 1146–1148 North Rd, Oakleigh South — (03) 9570 6278
- **Chemist Warehouse Oakleigh** 1535 Dandenong Rd, Oakleigh — (03) 9530 4398
- **Chemist Warehouse** 4/1041 Centre Rd, Oakleigh South — (03) 9563 7295

Physiotherapy

- **North Road Physiotherapy** 1129 North Rd, Oakleigh — (03) 9570 2277
- **Active Life Physiotherapy** 58 Golf Links Ave, Oakleigh — (03) 9504 0115

Dentists

- **Oakleigh Dental Centre** 2 Station St, Oakleigh — (03) 9568 8142
- **Station Square Dental** 1–3 Burlington St, Oakleigh
- **Pacific Smiles Dental** 39 Hanover St, Oakleigh — (03) 8531 4500

Counselling & Mental Health

- **Lifeline (24-hour support): 13 11 14**
- **Family Relationship Centre** 3/20 Atherton Rd, Oakleigh — (03) 9564 6999
- **Life Enrichment Counselling** 18 Yarra Ct, Oakleigh South — 0402 020 142
- **Positive Psychology** 1527 Dandenong Rd, Oakleigh — 1300 995 636

Legal Assistance

- **Victorian Legal Aid:** (03) 9269 0120

- **Law Institute of Victoria:** (03) 9602 5000
- **Zaparas Lawyers** — 3 Chester St, Oakleigh — (03) 8527 0200
- **De Kretser Law** — 1800 800 529

Translation & Interpreting

- **Translating and Interpreting Service (TIS):** 131 450

Religious Institutions (Local)

- **Coptic Orthodox Christian Mission** — (03) 9564 7550
- **Oakleigh Anglican Church** — (03) 9568 5161
- **Guruji Ka Darbar** — 0410 623 544
- **Shree Swaminarayan** — (03) 9884 0925

Government & Student Support

- **Overseas Students Ombudsman:** 1300 362 072 — www.oso.gov.au
- **Department of Home Affairs (Visa):** 131 881 — www.homeaffairs.gov.au
- **Australian Tax Office (ATO):** 13 28 65 — www.ato.gov.au
- **Australia Post:** 137 678 — www.auspost.com.au

Local Council – City of Monash

Provides community, youth, family, and multicultural services.

- **Customer Service:** (03) 9518 3555
- **Website:** <https://www.monash.vic.gov.au>

Libraries

- **Oakleigh Library** 148 Drummond St, Oakleigh — (03) 9518 3970
- **State Library of Victoria** 328 Swanston St, Melbourne — www.slv.vic.gov.au

Multicultural & Community Support

- **Victorian Multicultural Commission:** (03) 7005 1267
- **VIRWC:** (03) 9654 1243
- **AMES Australia:** 13 26 37
- **Centre for Multicultural Youth:** (03) 9340 3700
- **Ethnic Communities Council of Victoria:** (03) 9354 9555
- **RISE Refugee Support:** (03) 9639 8623

Institute Contact

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