albright

RTO: 45041 | CRICOS: 03553J



Student Handbook 2023

albrightinstitute.edu.au

CONTENTS

CONTENTS 2

WELCOME 4
WHY AUSTRALIA? 5
WHY ALBRIGHT? 5
ALBRIGHT OFFERS YOU 6
OUR LOCATIONS 7
OUR CONTACT DETAILS 8
OPERATING HOURS AND CAMPUS DETAILS 8
CAMPUS FACILITIES 9
ALBRIGHT TEAM 9

LIVING IN AUSTRALIA 11
HEALTH MATTERS 11
BACK TO CAMPUS 12
WORKING WHILE YOU STUDY 12
BANKING 12
CURRENCY & EXCHANGING MONEY 13
TAXES & REFUNDS 13
GST 13
SUPERANNUATION 13
SHOPPING 14
COST OF LIVING 14
ACCOMMODATION 15
TRANSPORTATION 17
WEATHER IN AUSTRALIA 19
TIME ZONES 19
EXPLORING AUSTRALIA FOR FREE 19

ESOS FRAMEWORK 20
PROTECTION FOR OVERSEAS STUDENTS 20
YOUR RIGHTS 20
YOUR RESPONSIBILITIES 21
DEFERRING, SUSPENDING OR CANCELLING A COURSE 22
TUITION FEES AND PAYMENTS 23
LATE PAYMENTS OR MISSED FINANCIAL COMMITMENTS 24
REFUNDS 25
ACCESS YOUR RECORDS 25
PHOTO AND MEDIA CONSENT 25

ELICOS 26
LIST OF OUR ELICOS COURSES 26
ADMISSIONS AND ENROLMENT 27
ENTRY REQUIREMENTS 27
INTAKE DATES & FEES 27
TIMETABLE 27
ORIENTATION 28
ENGLISH PLACEMENT TESTS FOR ELICOS COURSES 29
STUDENT ID CARD 29
HEALTH & SAFETY ON CAMPUS 29
STUDENT CONTACT DETAILS 29
TIMETABLE AND BREAKS 29
ELICOS ATTENDANCE REQUIREMENT 30
ELICOS ATTENDANCE MONITORING AND WARNING LETTERS 30
ELICOS COURSE PROGRESS 31
SUCCESSFUL COMPLETION OF THE ELICOS COURSE 32

VET 33
LIST OF OUR VOCATIONAL COURSES 33
INTAKE DATES & FEES 34
COST OF LIVING 34
VET COURSE PROGRESS 34
VET COURSE MONITORING 36
VET COURSES ATTENDANCE 37
AIBL LMS PLATFORM 38
TIMETABLE AND COURSE CALENDER 39
RECOGNITION OF PRIOR LEARNING (RPL) 39
CREDIT TRANSFERS (CT) 39
SUCCESSFUL COMPLETION OF THE VET COURSE 40
LLN TEST FOR (VET) COURSES 40
UNIQUE STUDENT IDENTIFIER (USI) NUMBER 40
CENSUS DATE 40

STUDENT CODE OF CONDUCT 42
GENERAL CODE OF CONDUCT 42
LATE ARRIVAL TO CLASS 42
CLASSROOM BEHAVIOUR 42

COMPLAINTS AND COMPLAINTS APPEALS 43
FEEDBACK 43
INFORMAL COMPLAINT PROCEDURE 43
FORMAL COMPLAINT PROCEDURE 43
BREACH OF STUDENT CODE OF CONDUCT 44
STUDENT CONTACT INFORMATION 44
USE OF WI-FI AND CAMPUS FACILITIES 45
EXTRACURRICULAR ACTIVITIES 45
SAFETY ON CAMPUS 45

Innovate yourself at Albright



albrightinstitute.edu.au

STUDENT HANDBOOK - WELCOME

To Albright Institute, your preferred provider

Thank you for considering Albright Institute of Business and Language (AIBL) as your education and training destination in Australia. Albright Institute of Business and Language (AIBL) is one of the leading vocational education providers in Australia offering quality and excellence in training.

Established in 2017, Albright Institute of Business and Language and Albright Institute of English is a Registered Training Organization (RTO) approved by the Australian Skills Quality Authority (ASQA). We are certified by NAATI, which is a standards organization responsible for setting, maintaining, and promoting high professional standards for the Translating and Interpreting sector. Our English language courses are accredited by NEAS which is the Global Leader in Quality Assurance for the English Language Teaching Community. Albright Institute of English delivers English Language courses in ELICOS – General English, IELTS, PTE and EAP.

Albright Institute of Business and Language (AIBL) offers a direct pathway for graduating students to continue their Higher Education studies at renowned Australian Universities. You will receive guaranteed credit from your AIBL course when commencing an approved Undergraduate Degree or Master's Degree aligned to your field of study. Albright pathways will further enhance your professional development and future employability.

Albright Institute of Business and Language (AIBL) is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience at. We have experienced teaching staff who are committed to understanding your individual learning styles, competencies, and career goals. At Albright Institute of Business and Language (AIBL), students have access to all levels of management to express their concerns, views, and suggestions. We strongly believe in continuously improving our services in both academic and administrative areas that add value to your student journey.

This handbook provides useful information about student life in Australia and how Albright Institute of Business and Language (AIBL) courses could empower and provide a learning environment that fosters quality education and training with strong support services. You can access this handbook for reference throughout your student journey in Albright Institute of Business and Language (AIBL) at www.albrightinstitute.edu.au

On behalf of the Albright Institute of Business and Language (AIBL) team, I would like to extend a warm welcome to commence your student journey here. I truly believe our success lies with student's success!

All the best!

Abu Huraira
Chief Executive Officer



STUDENT HANDBOOK - INTRODUCTION

WHY AUSTRALIA?

Australia is known globally as one of the world's most diverse and welcoming countries.
Australia is the biggest island in the world, the sixth biggest country in the world in land area, and the only nation to govern an entire continent. The island continent is almost as big as theUSA but has a population of only 25 million people (most of whom live within 24 kilometers of the coast). Australia's coastline stretches almost 50,000 kilometers and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert land. Many people around the world know Australia for being a beautiful country but we also enjoy worldclass quality of living, with six of our cities in the top 40 cities in the world. Our education system
is among the world's best with safe, friendly communities from coast to coast.

Experience a cutting-edge Australian education and get ready for a world of learning and career opportunities in a safe, welcoming environment. Australia is setting international standards for excellence in education. The Australian education sector comprises world-leading education institutions, premium training facilities, and outstanding lecturers and student support services. Australian institutions provide an education designed to help you succeed in the global workforce. An Australian qualification will make you very attractive to potential employers in Australia, at home and around the world.

Melbourne has been voted the world's most livable city, and it offers multiple opportunities to both, locals, and migrants as a multicultural city with a fantastic vibe. Many international students want to study in **Sydney** because of the great weather and for being one of the top cities in the world for study abroad with worldwide recognized Institutions, beautiful beaches and the iconic Sydney Opera House and Harbor Bridge. **Brisbane** is known as the most biodiverse city of Australia. The cities' sustainability and biodiversity make it a preferred option for international students to study and live a quality life surrounded by vast nature, also has sunnier days per year than any other Australian capital city. **Adelaide** it is the perfect option for students looking to study abroad with a balance between learning and life, also for being one the world's most livable cities in the world. Renowned as the safest, cleanest and the most affordable, Adelaide is the capital city of South Australia with a population of only 1.2 million.

WHY ALBRIGHT?

Albright Institute is a Registered Training Organization (RTO) accredited by the Australian Skills Quality Authority (ASQA). All courses that we deliver are nationally recognized (in Australia) and taught in line with Australian Standards.

Albright Institute was established by three enthusiastic professionals, and our team was assembled to ensure that you get the highest quality of education and continuous support throughout your Australian student journey.

Albright differs from other providers in many ways. Our facilities cater to our students' individual needs. Our courses are delivered by highly qualified and experienced industry professionals, who are passionate about their disciplines and are ready to assist our students with all their academic needs. We provide free personal and academic counseling. Our classes are small to ensure that the learning process is efficient for everyone. Our educators can build exceptional rapport with our students and bond with them, which allows our students to study in a comfortable, welcoming, and highly motivating environment.

We utilize cutting-edge methodologies and the most current resources to ensure that your knowledge is up-to-date and relevant in the industry of your choice. We combine in-depth theoretical knowledge with extensive supervised practice to help you start your new career seamlessly and smoothly.

We offer a variety of extracurricular activities, support-classes, and workshops to ensure that you study in a fun, engaging, and vibrant environment, and that your academic life and your student journey at AIBL is exciting and diverse.

ALBRIGHT OFFERS YOU:

- An excellent location in four major cities in Australia.
- A fully equipped training facility in the choice of your city: Melbourne, Sydney,Brisbane, or Adelaide.
- Bright, spacious classrooms.
- Free Wi-Fi.
- A large network of mentors.
- Continuous Academic Support and Counselling.
- A dedicated Student Services Team.
- Approachable and supportive Management Team.

We know that throughout your Australian student journey, you might face a variety of personal and professional challenges, and we are always here for you to help you face them. Our goal is to make Albright your new home where you can feel welcomed, supported, and loved.

So, on behalf of all Albright staff, we would like to say:

Welcome to the Albright Student Journey

albright
INSTITUTE OF BUSINESS & LANGUAGE

OUR LOCATIONS

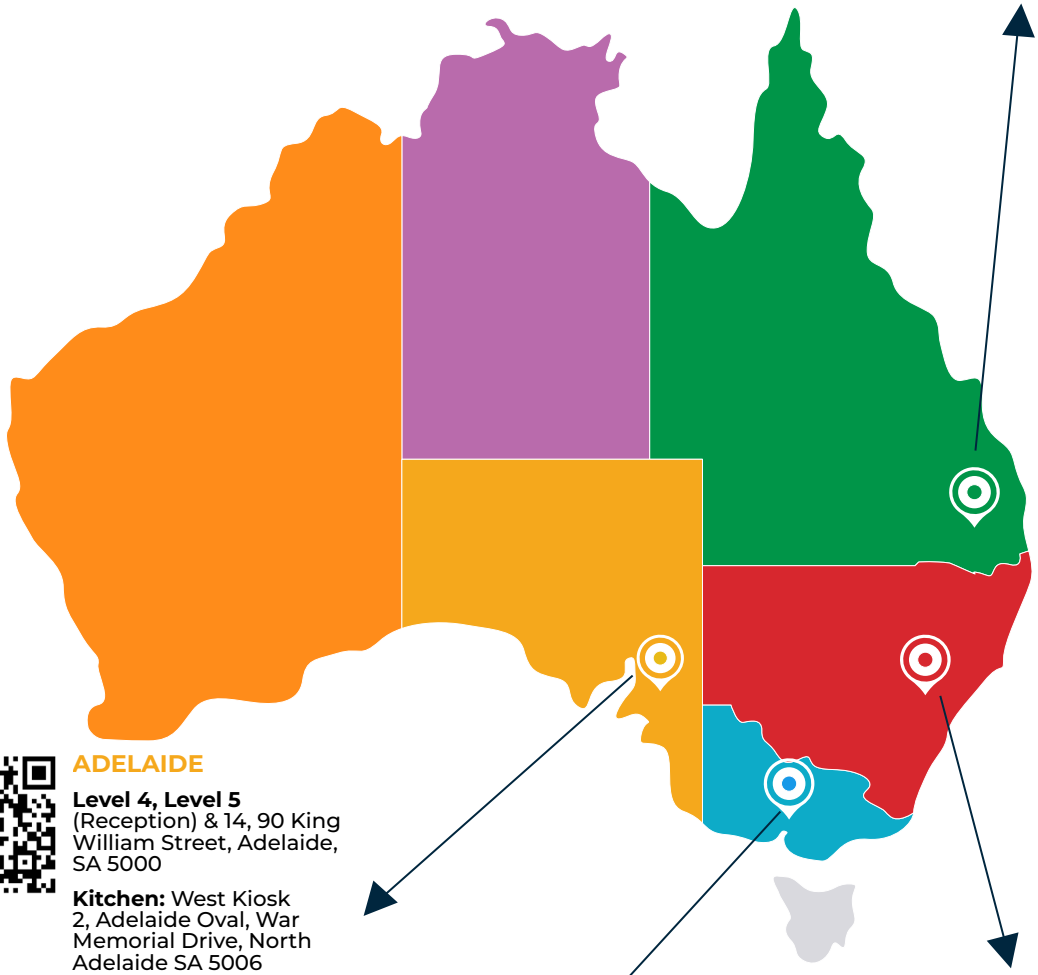
→ PLEASE SCAN QR CODES FOR MORE INFORMATION

→ CLICK ON STATE NAME FOR MAPS

BRISBANE

Level 6 (Reception), 15 Adelaide St. Brisbane City, QLD 4000





ADELAIDE

Level 4, Level 5 (Reception) & 14, 90 King William Street, Adelaide, SA 5000

Kitchen: West Kiosk 2, Adelaide Oval, War Memorial Drive, North Adelaide SA 5006



SYDNEY

Main Building:

Ground (Reception), Level 2 & Level 3, 10 Quay St Haymarket NSW 2000

Building 2: Level 2, 187 Thomas St Haymarket NSW 2000



MELBOURNE

Level 2 (Reception), 4 & 8, 341-345 Queen Street, Melbourne VIC 3000 Australia

Kitchen 1: Ground Floor, 54 – 56 Latrobe Street, Melbourne, VIC 3000



FOLLOW US ON

https://www.facebook.com/ALBRIGHTINST/

https://www.youtube.com/channel/UCCOs8FgP-uLtILlUP-Ci5JQ https://

www.linkedin.com/company/74758387/admin/

https://www.instagram.com/albrightinst/?hl=en

https://www.tiktok.com/@albright.institute

Share your pictures and use our hashtags: **#iamalbright** or **#wearealbright** and **#albrightinst**









OUR CONTACT DETAILS

1300 189 154
www.albrightinstitute.edu.au
student.services@albrightinstitute.edu.au

OPERATING HOURS

1. Albright Institute campuses are open on weekdays (excluding public holidays and Christmas holiday periods).

2. Our Reception (Front Desk) operates: Monday to Friday, between 7:30am and 8:30pm. If you require support outside of these hours, please speak with your teacher or send an email to student.services@albrightinstitute.edu.au .For security reasons, lift access will only be available between 8:00am and 6:00pm.

3. For after hour's access, please use the Intercom

4. You will be notified of the exact dates of campus closure via emails, text messages, and notices around the campus.

CAMPUS FACILITIES

Our four campuses are easily accessible by public transport. Each campus is tastefully designed with modern and well-equipped spacious training rooms with projector and audiovisual equipment.

All our campuses are designed to provide Albright students with all the essentials to feel comfortable.

In our common areas, the students have access to:

- A kitchenette with refrigerators and microwaves.
- Tea- and coffee-making facilities.
- A cozy student lounge with TV and recreational and seating area.
- Computer lab with the latest technology.
- High speed broadband and Wi-Fi connectivity.
- Fast and modern printing and photocopying facilities. Prayers room.
- Restrooms.

All our students are encouraged to use these facilities for quiet self-study or to relax between classes.

Albright Institute provides wireless internet access for students. To access the free Wi-Fi, please approach Reception (Front Desk).

All our campuses are monitored by closed-circuit television (CCTV) - a technology that remotely monitors and records activity on our premises for security purposes.

Albright Institute offers printing and photocopying services to students. The following charges apply: A4 - $0.10 per single sided B&W page, $0.25 – per color.

We use two bins system for separation of recyclable materials such as glass, plastic, and metal, from your general waste.

ALBRIGHT TEAM

Our Team is a unique combination of industry professionals with sound knowledge and exceptional skills that they utilize to guarantee your success. They come from diverse industry backgrounds and know all the intricacies of their fields that they are happy to share with our students.

Albright ELICOS Teachers and VET Trainers are passionate and enthusiastic, always designing their sessions to be enjoyable, engaging, and interactive. They will happily assist you with your professional and personal development, as well as offer mentoring, individual consultations, tutoring, and academic advice.

Our Student Support and Administration Team consists of dedicated individuals who can ensure that you complete your course as smoothly as possible. They are highly experienced in resolving problems and tackling issues that students may face, which means that they can proactively manage and address all your concerns. Their extensive customer service experience guarantees that any questions you may have will be answered in a timely manner.

We understand that you are new to Australia and you may not feel confident to speak in English Language. At Albright Institute we have a multi-cultural team who may help you in your native language for settling in the new environment.

Every single staff member of Albright is here for you. We are here to assist you and to look after you. Please do not be afraid to approach us no matter what. Our students are our top priority.

AIBL Staff will engage with you through various channels including email, telephone, SMS, AIBL website, via Student Management system, Moodle, Learning Management System and face-to-face interaction.

Key Personnel include:

Position	Name	Email
Chief Executive Officer	Mr. Abu Huraira	abu.huraira@albrightinstitute.edu.au
Director	Mr. Imtiaj Rahman	imtiaj.rahman@albrightinstitute.edu.au
Chief Operating Officer	Mr. Ribat Uz Zaman	ribat.zaman@albrightinstitute.edu.au
Director of Academic & Business Development	Mr. Justin Foot	justin.foot@albrightinstitute.edu.au
National Quality & Compliance Manager	Ms. Sharwari Rajurkar	sharwari.rajurkar@albrightinstitute.edu.au
Global Head of Business Development	Mr.Ben Mayne	ben.mayne@ albrightinstitute.edu.au
Head of VET	Ms. Andrea Poletti	andrea.poletti@albrightinstitute.edu.au
VET Student Support Coordinator.	Mr. Sajid Muntasir	sajid.muntasir@albrightinstitute.edu.au
ELICOS Academic Manager	Ms. Tatyana Ermolaeva	tatyana.ermolaeva@albrightinstitute.edu.au
ELICOS Operations Manager	Ms. Georgia Grammenos	georgia.grammenos@albrightinstitute.edu.au
ELICOS Coordinator (Brisbane)	Ms. Silpa Babu	silpa.babu@albrightinstitute.edu.au
ELICOS Student Support Coordinator.	Ms. Michele Henrich	michele.henrich@albrightinstitute.edu.au
Admission Coordinator.	Ms. Tiffany Ho	tiffany.ho@albrightinstitute.edu.au
Certification Coordinator.	Ms. Nuttawan Sukathap	nuttawan.sukathap@albrightinstitute.edu.au
Accounts Manager	Mr. Hasmim Jishan	hasmin.jishan@albrightinstitute.edu.au
Finance Manager	Mr. Buddhike Wijayathilake	Buddhike.wijayathilake@albrightinstitute.edu.au
Senior Student Services Officer.	Mr. Mohammad Jubair	mohammad.jubair@albrightinstitute.edu.au
Student Services Lead/Student Journey Coordinator	Mr. Sazzid Ahmed	sazzid.ahmed@albrightinstitute.edu.au
Enrolment Coordinator	Ms. Portia Firoz	portia.firoz@albrightinstitute.edu.au

LIVING IN AUSTRALIA

HEALTH MATTERS

Overseas Student Health Cover (OSHC)

It is essential for you to maintain the Overseas Student Health Cover (OSHC) for the duration of your student visa. Carry it on you at all times. Your insurance covers visits to a General Practitioner (GP) or a Specialist, hospital stay, and ambulance services.

For any health issues, unless it is an emergency, the first point of contact is a GP. They will be able to advise you on treatment for common illnesses, as well as refer you to a Specialist and issue you with a Medical Certificate if you require one.

Emergency

If you feel that you can't wait and require immediate medical assistance, dial 000 (triple zero) and request an Ambulance.

Hospitals:

- VIC: The Royal Melbourne Hospital https://www.thermh.org.au
- NSW: St Vincent's Hospital, Sydney https://www.svhs.org.au
- SA: Royal Adelaide Hospital https://www.rah.sa.gov.au
- QLD: Metro North Hospital And Health Service https://metronorth.health.qld.

Pharmacies:

- Chemist Warehouse https://www.chemistwarehouse.com.au
- My Chemist https://www.mychemist.com.au
- Priceline https://www.priceline.com.au
- Pharmasave https://www.pharmasave.com.au
- Super Pharmacy https://www.superpharmacy.com.au

Other useful links:

- If you are experiencing a life crisis and require immediate counselling and support, please call the Lifeline 13 11 14 or visit their website: www.lifeline.org.au
- For drug and alcohol counselling, please refer to: www.directline.org.au
- To report child abuse: www.services.dhhs.vic.gov.au/reporting-child-abuse
- To report family violence: www.dvrcv.org.au
- Please ALWAYS approach Student Services if you require help and assistance and are not sure where to ask for it.
- COVID-19 the safety, health and wellbeing of our students, staff and partners is the priority for Albright to ensure we pass through these difficult times together. We encourage anyone seeking further advice or information by phone to call the Coronavirus Health Information Line in Australia on 1800 020 080 and follow all updates and Information from Australian Government

Mental health and wellbeing

There are many organizations that provide support to students:

- Speak to one of our Student Services Officer
- **Assures Program – External Counselling – 1800 808 374**
- Seek support from your Overseas Student Health Cover (OSHC) insurance provider for advice on your health cover and services available (General Practitioner)

BACK TO CAMPUS

During the COVID pandemic, many of the requirements for students studying with Australian institutions on student visas were relaxed. The government has announced that from 30 June 2023, this flexibility will cease. This means that all international students must comply with the requirements of their student visa, and education providers must return to full compliance with the Education Services for Overseas Students (ESOS) Framework.

Due to the above announcement from the Australian Government, Albright Institute has put together a Transition plan as per ASQA's directive for Returning back to ESOS Compliance. From July 2023 all the VET courses will be delivered from the respective campuses in face-to-face delivery mode.

The current students and the future students will be notified, and a detailed timetable will be circulated closer to June 2023.

VET 2023 Timetables: The VET 2023 Timetables continue their transition towards a regulated return to face-to-face delivery, mandated by ASQA, effective 30 June 2023.

What does this mean for students?

From July 2023, international students who are studying on a student visa must:

- Be enrolled in a full-time study load.
- Be in Australia and studying face-to-face, on campus.
- Comply with all other student visa requirements and conditions.

WORKING WHILE YOU STUDY

From 1 July 2023, student visa holders can work no more than 48 hours a fortnight while studying. For more information see work restrictions for student visa holders.

Student visa holders already working in the aged care sector on 9 May 2023 can continue to work unrestricted hours in the aged care sector until 31 December 2023.

It is illegal to work for cash in Australia. You are required to have a TFN (Tax File Number) to be paid. The minimum hourly rate in Australia is AUD19.84. It is essential for you to get an ABN (Australian Business Number) to work as a contractor and/or operate your own business. Your working rights are governed by Australian Law and Industry Unions. With any complaints or issues, you can approach the Student Ombudsman, Fair Work Ombudsman, Council of International Students, and/or the relevant Union.

Your working rights are governed by Australian Law and Industry Unions. With any complaints or issues, you can approach the Student Ombudsman, Fair Work Ombudsman, Council of International Students, and/or the relevant Union.

For more information, please visit the following websites:

- www.ato.gov.au
- www.fairwork.gov.au
- www.cisa.edu.au
- www.ombudsman.gov.au/making-a-complaint/overseas-students
- www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students

BANKING

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address, and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate, or an international driving license with photo. You can use your overseas debit or credit card to pay for services, however, to avoid issues with currency conversion, we recommend to open an account with a local bank.

Local banks:

- Bank of Melbourne www.bankofmelbourne.com.au
- CommonwealthBank of Australia (CBA) www.commbank.com.au
- National Australia Bank (NAB) www.nab.com.au
- Australia and New Zealand Banking Group (ANZ) www.anz.com.au
- Bendigo Bank www.bendigobank.com.au
- Westpac www.westpac.com.au

CURRENCY & EXCHANGING MONEY

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, $1 and $2 coins, and $5, $10, $20, $50 and $100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or Travelers Cheque is usually not a problem at banks or at licensed money-changers, such as Travelex or Amex.

TAXES & REFUNDS

All workers in Australia are required to pay taxes (even if you are on a Student Visa). For information on tax rates, please visit the official website of Australian Taxation Office https://www.ato.gov.au/Rates/Individual-income-tax-rates/

Usually, if you are employed on a TFN, your employer looks after your taxes. However, with an ABN you are required to pay taxes yourself.

There is a tax-free threshold, meaning, if your annual income is less than AUD 18.200, you do not have to pay any tax. Even if you are not required to pay any tax, you are required to lodge your tax declaration.
The financial year in Australia starts on 1st July. You are required to submit your tax declaration from 1st July to 31st October of the new financial year. Your employer does not submit the declaration for you, it is strictly your responsibility.
A tax accountant can assist you, however, the cost for their services starts at AUD 100.

GST

Any overpaid tax will be returned to you after your declaration is processed. You can claim some of your expenditure, such as equipment used for work purposes, on tax and will be required to pay less or will be entitled to a bigger tax return. The Goods and Services Tax (GST) is a flat 10% tax on all goods and services –accommodation, eating out, transport, books, furniture, clothing etc. https://www.ato.gov.au/Business/GST/ .

However, there are exceptions, such as basic foods (milk, bread, fruits and vege- tables).
International air and sea travel to/from Australia is GST-free, as is domes- tic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of $300 from any one supplier no more than 30 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid.

For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or visit the website www.customs.gov.au

SUPERANNUATION

Superannuation, or 'super', is money put aside by your employer over your working life for you to live on when you retire from work.

Super is important for you, because the more you save, the more money you will have for your retirement.

If your income exceeds AUD 450 per calendar month, you are eligible for Superannuation payments.

This applies whether you work casual, part-time or full-time hours, and if you are a temporary resident. You may also be eligible if you are a contractor who is paid primarily for labor, even if you have an Australian business number (ABN).

From 1 July 2014, your employer is required to pay a minimum of 9.5% of your ordinary time earnings into super. This is set to gradually rise over the coming years.

- www.australiansuper.com
- www.hostplus.com.au
- www.unisuper.com.au
- www.cbussuper.com.au

If you decide to leave Australia, you can withdraw all the funds that you have received in Superannuation.
For more information, please refer to the Australian Taxation Office website: www.ato.gov.au/Individuals/Super

SHOPPING

Bargaining is not practiced at all in Australia, unless you're at a second-hand market or are buying a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worthy to note: tipping at restaurants is neither required nor expected by waitstaff in Australia.

In Australia, tipping is generally practiced when there has been exemplary ser- vice by the staff at the place you are dining in and is typically placed in a jar near to where your wait-staff would process your payment. Taxi drivers are always grateful if you leave the change.

The most popular places to do grocery shopping are:

- Coles
- Woolworths
- Aldi
- Local Markets

Affordable clothing:

- Target
- K-Mart
- Big W
- H&M

Affordable make-up, perfume, and medication:

- Chemist Warehouse www.chemistwarehouse.com.au
- MyChemist www.mychemist.com.au
- Pharmasave www.pharmasave.com.au
- Priceline Pharmacy www.priceline.com.au

Exquisite goods:

- David Jones
- MYER

COST OF LIVING IN AUSTRALIA

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

With effect from October 1, 2023 the recommended 12-month living cost for a single student is AUD$24,505.

The Home Affairs website https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

Course and study costs in Australia will depend on the education provider and level of study you choose.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/

For more information, please refer to the following websites:

- www.studyinaustralia.gov.au/english/live-in-australia/living-costs
- https://www.studying-in-australia.org/cost-of-living-in-australia/

ACCOMMODATION

There are plenty of accommodation options in Australia, and you can find the right place for you within your budget.

Homestay

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting, and try to have a sense of humour, even if you are tired or homesick.

Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden, or do the laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping, and tidying.

Rental Accommodation

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as "housemates". Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start your studies to allow yourself time to find accommodation, settle in, and attend orientation at your institution.

Your institution can help you find rental accommodation, or show you how to search for it independently.

If you are renting, you should think about the size of the property you want to rent, the cost you can afford, how close you are to public transport, and whether you want to rent "furnished" or "unfurnished". Renting an unfurnished place is cheaper, but you will need to provide your own furniture.

You may decide it is easier to look for an existing shared house where the current tenants are looking for a new housemate. People who are looking for house- mates often leave notices and advertisements in and around universities and other Institute campuses, but it is probably best to start with us, as we are able to help you find other students who are looking for housemates.

Arranging Accommodation

Students will need to make their own accommodation arrangements; however, we can help you if you are having difficulty finding a suitable option.

Australia is experiencing high population growth, generating high demand for housing.
This housing boom has increased house prices and rents, as well as the availability of all types of housing.

Some accommodation options include but are not limites to:

- Hostels and Backpacker Accommodation – Approximately $150 per week
- Shared Accommodation – Approximately $200 per week
- Rental Accommodation – $300 and more per week for a 1-bedroom studio in the inner city suburbs of Melbourne

For information on accommodation you can visit:

- Student Accommodation https://www.student.com/au
- Flatmates https://flatmates.com.au/
- Urbanest https://urbanest.com.au/
- UniLodge https://www.unilodge.com.au/
- Campus Living Villages https://campuslivingvillages.com/australia
- Real Estate https://www.realestate.com.au/
- Domain https://www.domain.com.au
- Home To Go https://www.hometogo.com.au/
- Backpacker Hostels https://www.tripadvisor.com.au/Hotels
- AirBnB https://www.airbnb.com.au/

Utilities

Students will need to make their own arrangements for Utilities; however, we can help you if you are having difficulty finding a suitable option.

Electricity and Gas:

- Energy Australia https://www.energyaustralia.com.au
- AGL https://www.agl.com.au
- Origin Energy https://www.originenergy.com.au
- Simplyenergy https://www.simplyenergy.com.au
- Alinta Energy http://www.alintaenergy.com.au

Water: check your local area

Internet and mobile:

- Optus http://www.optus.com.au/
- Vodafone https://www.vodafone.com.au/
- Telstra https://www.telstra.com.au/

Recycling

Across Australia, governments, businesses and communities are grappling with how to waste less and recycle more:

- Recycling saves energy
- It reduces the use of raw materials
- Recycling results in less waste to landfill
- Recycling pays off: when you recycle, you are supporting local businesses and helping them to develop new technologies to recycle more materials

Albright Institute is working towards developing a Waste Management Plan in conjunction with the guidelines from the Government's Environmental Policies and Procedures.

Albright is committed to the practice of incorporating sustainability principles and practices into learning and teaching, research and operational activities. The plan is designed to courage the reduction, reuse and recycling of materials, diverting waste from landfill.

Albright is rolling out a centralized two-bin system:

- Rubbish Bin
- Recycle Bin

Top Recycling Tips:

- Leave them loose: Recyclables need to be loose when placed in the bin – never in plastic bags.
- Remove food scraps: Rinse if necessary. Items should be empty before they go in the recycling bin, but don't need to be squeaky clean.
- Can your caps: Steel bottle caps can be collected in a steel can. When the can is full squash the to-closed and place it in the recycle bin.
- Know what can and can't be recycled: Never put recyclable items in the garbage chute or bin.

TRANSPORTATION

- **Buy a car** www.carsales.com.au
- **Rent a car** www.budget.com.au
- **Apply for an Australian driving license:**

  www.vicroads.vic.gov.au (VICTORIA)

  www.tmr.qld.gov.au (QUEENSLAND)

  https://www.mylicence.sa.gov.au (SOUTH AUSTRALIA)

  https://www.service.nsw.gov.au/ (NEW SOUTH WALES)

Myki Travel Card (Melbourne)

Myki is Melbourne's ticket to travel on the city's trains, trams, and buses. It's a plastic smartcard with stored value which can be topped up and re-used again. Simply top up before your journey and touch on and touch off at a Myki reader as you travel.

You can buy and top up your Myki at over 800 retailers including all 7-Eleven stores, the ticket office window at Premium Stations and staffed Myki enabled V/Line stations, from a Myki machine (full fare Myki cards only) located at all train stations and major tram and bus interchanges, online, and by calling 1800 800 007.

When travelling entirely in the Free Tram Zone, you don't need to touch on or carry a Myki card.

Register your Myki so your balance is protected in case your Myki is lost or stolen. When you buy a registered Myki online or from the call Centre, you can choose to print your name on it. For information about the benefits of registering your myki, see Registering your Myki.

If you buy a Myki online or by calling 1800 800 007, but decide not to register it, you will still need to provide your postal details so the Myki can be sent to you. Your details will then be deleted within 30 days of the Myki being sent to you.

If you travel without a Myki, you may be penalized. Authorized Officers travel on Trains, Busses, and Trams, and fine travelers for not having a valid ticket.

More information about Myki Cards can be found on the Public Transport Victoria (PTV) website https://www.ptv.vic.gov.au/

MetroCARD (Adelaide)

MetroCARD is an electronic smart card and is the best option for frequent public transport users as it offers cheaper travel than Single trip or Daytrip tickets. It is safe and convenient, offering handy features when you register your metroCARD such as:

- balance and transaction details
- protection if your card is lost or stolen
- Auto-recharge option so you never run out of credit

Getting a metroCARD is easy. You can buy a metroCARD and add a minimum starting balance to it at many locations across metropolitan Adelaide. A card fee applies to the purchase of Regular metroCARDs excluding Seniors Cards. When you buy a metroCARD, you can use your card immediately.

You can now buy your metroCARD online. Your metroCARD will be posted to you within 7-10 business days.

When travelling on any Adelaide Metro bus, train or tram, a fine may apply if you do not:

- Travel without validating your metroCARD or ticket each time you board any of our services or enter/exit applicable barrier gates.
- Travel with your valid proof of entitlement and do not purchase a Regular fare ticket

OPAL Card (Sydney)

Opal is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter and the Illawarra. Add value before you travel and tap on and off to pay your fare.

How to get an Opal card: Depending on which card you need, there are a number of ways to get an Opal card. Adult and Child/Youth Opal cards are available over the counter from Opal retailers, including convenience stores and newsagents, while concession cards must be applied for online.

You can get these Opal cards:

- over the counter at Opal retailers
- on the Opal website
- at selected Transport Customer Service Centres
- at selected Service NSW locations

For more information, please visit https://transportnsw.info

go Card (Brisbane)

go Card is TransLink's electronic ticket to fast, easy and convenient travel. Use go card on all TransLink bus, train (including Airtrain), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions.

Travel seamlessly across South East Queensland by touching on at the beginning of your journey and touching off at the end. Your fare is automatically calculated and deducted from your card balance.

You can buy and top-up your go card:

- online
- at your local retailer or by
- calling 13 12 30

The best part about go card is it's:

- cheaper than the cost of a paper ticket convenient to manage
- easy to top-up and use
- available for adults, children, concessions, seniors.

For more information, please visit www.translink.com.au

WEATHER IN AUSTRALIA

Melbourne

Melbourne is very well-known for its changeable weather conditions and has a reputation for having "four seasons in one day".

We recommend to always carry an umbrella and a warm jacket in Melbourne, even if the weather forecast is pleasant.

Sydney

Sydney enjoys a sunny, moderate climate with mild winters and warm summers. Perfect for outdoor activities.

During summer (December to February), the average daily temperature is around 29 degrees Celsius, while in winter the temperature averages a mild 21 degrees Celsius.

Sydney's annual rainfall is around 1,600mm with June being the wettest month of the year.

Valuable links: Sydney monthly weather expectations.

Adelaide

Adelaide has a Mediterranean climate with warm to hot dry summers and cool to mild winters. Winters may be rainy, and hails are quite frequent.

Valuable Links: South Australia Weather Forecast

Brisbane

Brisbane has a subtropical climate with temperatures ranging between 20-29 Celsius in summer and a very pleasant 9-20 Celsius in winter.

Brisbane has an average annual rainfall of approximately 1150 millimeters and 242 glorious days a year of sunshine.

Valuable link: Brisbane monthly weather expectations

Seasons in Australia

SUMMER December – February
AUTUMN March – May
WINTER June – August
SPRING September – November

TIME ZONES

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

- Australian eastern standard time (AEST) Greenwich time minus 10 hours:
  Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria
- Central standard time (CST) AEST minus 30 mins: South Australia, Northern Territory
- Western standard time (WST) AEST minus 2 hours: Western Australia
- Australian daylight-saving time (ADST) AEST plus 1 hour: End of October – End of May. Daylight Savings is only applicable to the following states: Australian CapitalTerritory, Queensland, South Australia, Tasmania, Victoria

EXPLORING AUSTRALIA FOR FREE

There are plenty of activities that cost nothing or next to nothing for those on a budget.
Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500.
Enjoy endless walks along vast beaches; go to fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums, or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer.
For more information, visit the following websites:

- www.visitvictoria.com
- www.traveller.com.au/australia www.studymelbourne.vic.gov.au
- www.study.sydney
- www.studyqueensland.qld.gov.au
- www.studyadelaide.com

ESOS FRAMEWORK

The Australian Government wants all 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 of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

PROTECTION FOR OVERSEAS STUDENTS

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at https://cricos.education.gov.au

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards established for overseas students. Please check carefully that the details of your course, including its location, match the information on CRICOS.

YOUR RIGHTS

The ESOS framework sets out the standards that Australian education providers who offer education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers for overseas students are;
- If you can apply for course credit;
- When your enrollment can be deferred, suspended, or canceled;
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;
- If attendance for your course is monitored;
- What the complaints and appeals process is;
- One of the standards does not allow another education provider to enroll a student who wants to transfer to another course but has not completed six months of the final course of study they plan to undertake in Australia. If you want to transfer beforehand, you need your provider's permission;
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support, and welfare, etc.
- The ESOS framework protects your rights, including:
- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to deliver your course.

YOUR RESPONSIBILITIES

- As an overseas student on a student visa, you have responsibilities to **satisfy your student visa conditions;**
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your education provider;
- Inform your provider if you change your address and/or contact details;
- Maintain satisfactory course progress;
- If attendance is recorded for your course, follow your provider's attendance policy;
- If you are under 18, maintain your approved accommodation, support, and general welfare arrangements.

Essential links:

- Student Ombudsman - http://www.ombudsman.gov.au/
- Victorian Ombudsman - https://www.ombudsman.vic.gov.au/
- New South Wales Ombudsman - https://www.ombo.nsw.gov.au/ Queensland
- Ombudsman - https://www.ombudsman.qld.gov.au/ South Australia Ombudsman -
- https://www.trainingadvocate.sa.gov.au/
- Study in Australia -https://www.studyinaustralia.gov.au/
- Study Melbourne - https://www.studymelbourne.vic.gov.au/
- Study Sydney - http://www.study.sydney/
- Study Adelaide- https://studyadelaide.com/
- Study Queensland - https://www.studyqueensland.qld.gov.au/

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

DEFERRING, SUSPENDING OR CANCELLING A COURSE

Under the requirements of the ESOS Act and National Code, International students enrolled at Albright Institute are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by an Australian certified doctor's certificate stating that student is unable to attend classes.
- compelling or compassionate circumstances beyond the control of the student

Definition of possible CoE variations:

- Suspension: means for students who have commenced their course to put studies temporarily on hold.
- Deferment: means for students not yet commencing their course and postponing the start date
- Cancellation: to terminate or end your enrollment

Albright Institute may suspend or cancel a student's enrolment on the basis of misbehavior, the student's failure to pay their fees or for a breach of course progress and attendance requirements.

Albright Institute will inform the student of its intent to suspend or cancel their enrolment and advise them of their right to appeal the decision through its internal appeals process.
The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and Albright Institute must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled.

Albright Institute must report the student to the Department of Home Affairs via PRISMS,as not complying with visa conditions.

If you are willing to apply for deferment, suspension and cancellation (CoE variation), please fill out the "Change of Enrollment Status Form" and submit it to **admissions@albrightinstitute.edu.au** along with all the necessary evidence. https://albrightinstitute.edu.au/forms/

NOTE: Please note there will be a change of $200.00 administration fee for 2nd and subsequel deferment of start date/intake date.

1. There will be a charge of $200.00 administration fee for 2nd and subsequent deferment of start date of the course.

2. There will be a charge of $200.00 administration fee for 2nd and subsequent suspension of studies during the enrolment of the course.

3. Processing time for all COE variations are upto 10 working days.

4. Albright Institute will not require you to follow the original payment plan if you have a deferral or suspensions request approved.

5. Upon the approval of your deferral or suspension request, a new Letter of Offer will begenerated for you. The new Letter of Offer will include a new payment plan. This means thatthe remaining installments will be adjusted to match the duration of the enrollment. You are obliged to follow this new payment plan.

TUITION FEES AND PAYMENTS

At the time of application, Albright Institute provides all its prospective students with a **Letter of Offer**, outlining all the fees and charges applicable to the student's entire enrolment duration.

This includes the total upfront payment required, and a **payment plan** for the payment of the rest of the fees for the duration of the enrolment. The Letter of Offer will include all tuition fees and all non-tuition fees.

All the students are required to pay the fees and charges as outlined on the Letter of Offer,and Albright Institute is responsible for providing all services related to the courses included in the Letter of Offer.

The Letter of Offer will act as the financial written agreement between the student and Albright Institute and, by signing it, the student accepts the responsibility of meeting all the outlined financial commitments and paying all fees by the due date.

By signing the Letter of Offer, students also agree to all terms and conditions and to follow the policies and procedures of Albright Institute.

Initial deposit for the CoE

If the total upfront fees are not paid in full and a proof of payment is not presented, Albright Institute will not finalize your enrolment.

Standardwhe money must have reached the Albright Institute bank account for the transaction to be considered complete:

- If you make a payment to Albright Institute from an account in Australia and provide proof of the transfer, Albright Institute may at its discretion proceed with the enrolment and issue a Confirmation of Enrolment (CoE) prior to the money being received.

- If you are paying from an overseas bank account, please take into consideration processing times, currency exchange rates and international transaction fees.

Material fees

ELICOS course fees do not include the cost of resources and materials, for example textbooks, PowerPoint handouts, printouts, etc.

Additional fees for the cost of materials will be charged. The total material fee payable for the duration of the course will be displayed in the Letter of Offer, under the title "Material fee". Material fees are payable at the time of admission.

For some VET courses VET course fees include the cost of resource materials. For some trade courses the material fee will be charged separately and will be mentioned in the letter of offer and the student acceptance agreement.

The latest non-tuition fees and charges will be available on our official website https://albrightinstitute.edu.au

Paying fees during your enrolment

You must follow the payment plan detailed in your Letter of Offer. Not following the payment plan, making late payments, or not paying your fees will result in Albright Institute taking actions which may affect your enrolment.

Albright Institute will follow the procedure outlined later in this Handbook to follow upon late payments or missed financial commitments, including taking action to recover fees or alter your enrolment in your course.

If you are behind on paying your fees and you have not requested a revised payment plan or other assistance, Albright Institute reserves the right to not allow you to attend classes, and not provide any certificates, until you bring your payments up to date.

Please be advised that **overdue payments attract an additional fee (penalty) - $100 fee. This amount is payable in addition to the fees and charges which are overdue and is to be paid at the same time as the overdue fees.**

Should you have any questions, feel free to contact our Accounts department over the phone 1300 189 154 or at accountsupport@albrightinstitute.edu.au

Payment methods

You may make payment to Albright using the following methods:

Cash ,EFTPOS at Campus (Front Desk – Reception),Credit Card,Direct Debit, Bank transaction or Cheque

You may make credit card or EFTPOS payments over the phone.

Each training location of Albright Institute has a bank account allocated. All the payments you make must be made to the bank account related to your location of study. The bankaccount details will be included in your Letter of Offer.

When making a payment, please ensure you include your student ID number in the reference section.

A payment surcharge of 3.5% applicable to all payments made by AMEX, and a payment surcharge of 1.5% is applicable to all payments made by other credit cards

For more information, please refer to our "Student enrolment fees and charges Policy",published at https://albrightinstitute.edu.au/forms/

LATE PAYMENTS OR MISSED FINANCIAL COMMITMENTS

Warning letters and notifications

Albright Institute sends reminders (text messages and emails) regarding upcoming payment instalments. It is important that you take these reminders seriously and do not ignore them:

- Please ensure all payments are made by the **due date**;
- Albright Bank Account details and Payment plan can be found on your Letter of Offer (page N2 and N4);
- When making a payment, please ensure you include your student ID number in the reference section;
- 2 days after due date: if a payment becomes two business days overdue and no payment has been received by Albright Institute, a **first warning letter** will be issued and sent to your email account. Albright Institute may also choose to remind you of the overdue fees by phone calls and text messages;
- 4 days after due date: should a payment not be received by Albright Institute within two business days of the first warning letter, a second warning letter will be issued to and sent to your email account
- 6 days after due date: If no payment is received, Albright Institute will issue an Intention to Report (ITR) letter within two business days after the second warning letter, should the student have not made a payments;

An ITR letter is extremely serious and, if you do not resolve the issue, it can affect your student visa. Once an ITR letter is issued, you will have 20 working days to access Albright Institute's appeals processes or to clear the payment in full.

If you appeal the overdue payment, and the outcome is in your favor, Albright Institute will re-arrange the payment plan for you and issue a new Letter of Offer. Albright Institute will not proceed with reporting you based on default of non-payment of fees.

If the appeals process results in an outcome in favor of Albright Institute, you will be given two days to make the outstanding payment. If the payment is not made within the time allowed, Albright Institute will proceed with cancelling your CoE and reporting you via the Provider Registration and International Student Management System (PRISMS) for "student default – non-payment of fees". PRISMS is directly accessible by the Department of Home Affairs, and a report can affect your student visa.

Once a CoE is canceled due to "student default - non-payment of fees", Albright Institute will not release you unless all the overdue fees are paid. This may prevent you from enrolling in a course at another Australian college.

If you have received ITR letter and you make the overdue payment within the 20 working days allowed for appeal, Albright Institute will consider this when deciding whether to report you through PRISMS.

Each overdue payment will attract a $100 fee. This amount is payable in addition to the fees and charges which are overdue and is to be paid at the same time as the overdue fees.

Financial hardship and payment extensions

If you are facing financial hardship, please speak to our student services (Front Desk) or Accounts department. We might be able to give you a more flexible payment plan or change to due date (give a short payment extension).

Relevant evidence of financial hardship will be requested prior to approving an extension.

Should you have any questions, feel free to contact our Accounts department over the phone 1300 189 154 or at accountsupport@albrightinstitute.edu.au

Possible consequences of not paying fees on time, it is important to understand that if you have outstanding fees and you do not clear them, you will lose the right to graduate from Albright Institute. This means:

- That you will not receive a certificate, Testamur, statement of attainment, end ofcourse report, or any other academic documents until the fees are paid in full.
- If you are studying a package of courses and you have fees overdue from one course, you will not be allowed to commence attending classes for the following course until those fees are paid in full.
- If your subsequent course has commenced and you are not able to start due to overdue fees, and you then pay your fees and want to resume study at Albright Institute, you will have to re-enroll in the course. This will only be allowed if you have a good academic record.

For more information, please refer to our "Student enrolment fees and charges Policy", published at https://albrightinstitute.edu.au/forms/

REFUNDS

All refund applications will be processed based on the current Refund Policy of AlbrightInstitute.

The refund policy may be updated during your enrolment and, if it is updated, you will be notified.

The current version of the refund policy is applicable to all current and future students of Albright Institute and is available on the institute website https://albrightinstitute.edu.au/forms/

If you wish to request a refund, you may do so by submitting "Refund Request Form", clearly stating the reason for the request.

Albright Institute does not accept cancellation or withdrawal of course through phone call, SMS, email, fax, or by verbally advising a staff member or agent. Sufficient evidence must be provided to Albright Institute in support of the application.

The "Refund Request Form" should be submitted to Accounts department by email to refund@albrightinstitute.edu.au , or submitted in person to Student Services (Front Desk), and will be processed with 20 working days after the cancellation of the CoE.

Albright Institute will provide you with a written statement detailing how the amount of the refund has been calculated.

ACCESS YOUR RECORDS

Students are entitled to have access to their student file and learning and assessment records on request. Students may require these to monitor their progress with training or simply to go back and confirm something in a previous training module.

While these records are retained by Albright Institute, the student can access their records at any time by asking Student Services (Front Desk).

PHOTO AND MEDIA CONSENT

At times during the course, staff/contractors of Albright Institute may take record sound, take photos or videos and use student work samples for use in promotional activity.

These be used by Albright Institute and will not be sold to any third party. Some of the media may be used for promotional editorials and other marketing material and may be used in public and professional publications, social media and other such media.

During an official induction, we will offer you to accept in participating in such activities.

Should you wish to view or purchase copies of any such photos/videos outside of normal distribution, this request should be made in writing to the Academic Manager or CEO.

We would also like to keep you informed of any updates or promotions. In order to do this, you will need to give permission for us to send emails and newsletters to you from Albright Institute and give permission to Albright Institute to publish media, comments and/or work samples.

ELICOS

(ENGLISH LANGUAGE INTENSIVE COURSE FOR OVERSEAS STUDENTS)

Albright Institute of Business and Language also runs the ELICOS courses for students who wish to master the English language ability:

Course Name	CRICOS Code	Course Description
General English	096826G	Our General English course is designed so that you can learn English developing the four essential macro-skills (Speaking, Reading, Writing and Listening) in a vibrant, engaging and interactive environment. We mix face-to-face delivery with the latest technology and extracurricular activities to help you enhance your English skills quickly and easily. This course has 6 levels (12 weeks each level): → Beginner Level → Elementary Level → Pre-intermediate Level → Intermediate Level → Upper-intermediate Level → Advanced Level
Pearson Test of English [PTE] Academic	096829E	Pearson Test of English (PTE) is a computer-based English test approved by the Australian government as a tool to measure language proficiency of people who want to study, live and work. This course offers intensive training to cover the four essential macro-skills: Reading, Writing, Listening and Speaking. We are the most experienced PTE training center in Australia. Together with our research and development team, our highly qualified and experienced PTE Teachers have designed and successfully implemented the ultimate teaching practices that resulted in hundreds of students achieving their desired PTE score. → Upper-intermediate → Advanced
International English Language Testing System (IELTS): Foundation and Advanced	096827G	Our IELTS course helps you to prepare for your IELTS test. Students complete are offered face-to-face, online and textbook training, as well as mock IELTS test to ensure consistent academic progress in the four essential macro-skills: Reading, Writing, Listening and Speaking. Our courses are structured to ensure you can achieve your ultimate IELTS score. → Foundation course – 12 weeks → Advanced course – 12 weeks
English for Academic Purposes - EAP	096828F	Our EAP Course is designed to prepare students for the academic rigor of a degree course with a focus on critical thinking, academic writing, presentation skills, and referencing. This course effectively integrates the four macro-skills, which optimises the possibility of a student becoming an autonomous learner, which is a pre-requisite for academic success at a university level. By the end of the course, students will be able to participate in university lectures and lab classes confidently and effectively, as well as excel in academic writing, reading, referencing, and presentations.

Detailed description of ELICOS courses can be found on our website https:// albrightinstitute.edu.au/

ADMISSIONS AND ENROLLMENT

Albright Institute of Business and Language follows its student admissions and enrolment policies and procedures. Each course offered at Albright Institute has detailed information about the course structure, tuition fee and entry requirements. Simply visit https://albrightinstitute.edu.au/ Upon application, the students are assessed based on the entry criteria of the course they applied for.

The applicant will be notified of the results of their application. If the applicant is not satisfied with the result of the application, they may request the application to be reviewed by sending an email to enrol@albrightinstitute.edu.au

Albright Institute will have a written agreement in place with all students, in the form of the "Letter of offer with Student Acceptance Agreement". The Letter of Offer and the Student Acceptance Agreement contains the course details, pre-requisites/conditions of enrolment, fees, refund and cancellation policies.

This document is acknowledged and signed by the student prior to issuance of a Confirmation of Enrolment (COE) being generated in order to comply with Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and clause 5.3 of Standards for Registered Training Organizations (RTOs) 2015.

ENTRY REQUIREMENTS

Students applying for our courses are required to apply through an agent or by making a direct inquiry to Admissions department.

Full list of our entry pre-requisites may be found on Albright Official website, section "Courses": https://albrightinstitute.edu.au/

Main criteria for ELICOS Courses:

- Age – must be a minimum of 18 years of age
- Academic requirement- Depends on the level of English Language course

All documentation sent with the application should be either original or certified copies, and if not, the applicant will be contacted and asked to submit the required documentation.

Albright Institute ensures that all reasonable measures are taken to use education and Recruitment agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity (National Code Standard 4)

INTAKE DATES AND FEES

GE, EAP, PTE and IELTS have weekly intakes: every Monday.

For information regarding the intake's dates and course fees, please communicate with our admissions team by sending an email to enrol@albrightinstitute.edu.au or give us a call on 1300 189 154.

Alternatively, you may:

- visit our official website https://albrightinstitute.edu.au/
- check ELICOS and VET Brochures
- contact Marketing team member
- make a phone call to Front Desk

TIMETABLE

We are currently running morning, afternoon and evening classes, 5 days per week.
NOTE: Albright Institute has 4 campuses on National level. ELICOS courses may have a different timetable (depending on location). For more information, please visit our official website https://albrightinstitute.edu.au/ or contact Front Desk on 1300 189 154.

Christmas Break for ELICOS students

ELICOS students have 2 weeks Christmas break. This period of time is fixed and cannot be changed. This is published on our official website https://albrightinstitute.edu.au/

Additional study breaks (GE students)

General English students are entitled for additional study breaks (holidays). Any holiday that you wish to take must be included in your CoE prior to enrolment. The amount of leave that you are entitled to depends on the duration of your enrolment.

For more information, please refer to the Albright Institute's ELICOS Holiday Policy, available at https://albrightinstitute.edu.au/forms/

NOTE: There are no study breaks permitted for the students enrolled in EAP, PTE and IELTS preparation programs. If you change your course from General English to one of these courses, your will not be allowed to have study breaks in the middle of each cycle of 12 weeks

Once your enrolment process is complete, you will receive an invitation to attend your Orientation session. Your course start date is mentioned on the CoE.

Student Orientation is a welcome and an orientation program for new students commencing their studies at Albright Institute. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment. All new students are expected to attend Albright Institute's orientation program. The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as student, key policies that impact upon their attendance, course progress and completion, and their rights and obligations at Albright Institute.

Students receive an invitation 3 weeks prior to the intake date. All the invitations are being sent via email and doubled by text message (SMS).

It is **compulsory** for all new students to attend this session to understand Albright Institute's academic systems, rules and regulations, as well as to familiarize them- selves with the facilities.

Please note that you WILL NOT be allowed to commence your course (classes) if you do not attend the orientation.

Students must bring with them:

- a valid photo ID (driver license or passport;
- copy of CoE;
- evidence of current residential address;

Typically, the Orientation Day includes:

- Introduction to our facilities and the study environment;
- Introduction to the educators and the administration team;
- Highlighting the information contained in the student handbook;
- Introduction to course structure, academic calendar, and timetable;
- Information about academic progress and attendance requirements governed by the Department of Home Affairs and Student visa regulations;
- Completing and signing forms required for the commencement of your studies.

At the end of the orientation, students:

- will be asked to sign a Student Enrollment form and Induction checklist which acknowledge that they understand and agree to comply with the student visa conditions and are aware of their rights and responsibilities as a student of Albright Institute;
- receive a Timetable and College email ID;
- Will be able to apply for an Albright Student ID card.

ORIENTATION

Face-to-Face Orientation has resumed for ELICOS students from January 2023 in their respective campuses.

Students are encouraged to read our Orientation presentation and watch an Induction video in order to obtain all the necessary information on students 'rights and responsibilities. Both documents can be accessed from our official website https://albrightinstitute.edu.au/ .

ENGLISH PLACEMENT TESTS FOR ELICOS COURSES

All students who wish to enroll for ELICOS courses at Albright Institute of Business and Language, will have to demonstrate their current English language level. This is to ensure that you are placed in the most appropriate class based on your English proficiency. You will be required to sit for our English Placement Test and/or have an Interview with an ELICOS Coordinator/ ELICOS Teacher. This is to ensure that you are placed in the most appropriate class based on your English proficiency.

STUDENT ID CARD

Students are issued with an Albright Institute Student ID Card on commencement.
Student ID card must be carried at all times when on campus and produced to verify identification when asked by AIBL staff members.

In some states the international students can get a discount for Public Transport. Please contact your respective state's public transport department for the same. Student ID Cards may give access to special offers, memberships and discounts at local organizations (conditions apply): clothing discounts, gym memberships, stationary shops, museums, movie tickets, wining and dining.

HEALTH & SAFETY ON CAMPUS

Albright Institute will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end Albright Institute abides by the responsibilities specified by the OH&S Act 2004 and subsequent state and federal amendments.

If the Students observe a safety hazard, they can report this to Campus/ Administration Manager who would address it and take necessary steps to eliminate or reduce potential risk.

STUDENT CONTACT DETAILS

Students must provide contact details to the school on their first day; this includes a phone number, a residential address, an email address and emergency contacts in their city campus.

You MUST maintain a current residential address on your student file AT ALL TIMES. If you have changed your address, please download a 'Change of Details Form' from the AIBL website https://albrightinstitute.edu.au/ and fill it in within 7 days of the change and send it to student.services@albrightinstitute.edu.au.

Personal information (such us personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition) provided by the student will be kept private and not shared with any organisation unless legally required to do so. Legally we are obligated to provide your personal information to the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988, and the Department of Home Affairs if there are changes to the student's enrolment or unsatisfactory attendance or progress in the course of study.

TIMETABLE AND BREAKS

International students in Australia study 20 hours per week (full-time enrolment). Prior to the commencement of your studies, you will be provided with a timetable relevant to your course. Typical timetable includes days and timings of the class, teacher/trainer's contact details, and breaks schedule. Once you receive the Timetable, please ensure to start attending classes.

Timetable is subject to change: Albright Institute reserves the right to change the course timetable at any time. You will be notified in advance of any changes.

Request to Change Timetable

Students must inform Albright Student Services (Front Desk) of their intention to change the timetable (class timings). Work commitments are not considered as compassionate or compelling circumstances for not attending your classes.

You will be required to fill out the "Change of Class Request Form and submit in person or via email to student.services@albrightinstitute.edu.au no later than Wednesday of the week prior to change.

Once your request is processed, you will receive an email confirmation (along with the new schedule).

NOTE: Change of timetable is not guaranteed and is subject to availability.

International students in Australia on a valid student visa can work for up to 20 hours per week while school is in session.

Term Break Letter

International students in Australia on a valid student visa can work for up to 20 hours per week while school is in session.

You may choose to work more hours only when your course is not in progress (during recognized/authorized school vacations).

If you require a Holiday confirmation letter, please speak to Student Services (Front Desk) or email us at student.services@albrightinstitute.edu.au

ELICOS ATTENDANCE REQUIREMENT

Upon joining the school, students undergo orientation before the commencement or in their first week. At orientation, students are informed of the school's attendance policy.
They are told about the minimum satisfactory attendance requirements.

Please be mindful that as per your Australian Student visa requirements, the minimum that you are required to attend is 80%.

Attendance rolls are monitored weekly by the ELICOS Academic Manager.

If your attendance drops to 89%, you are issued with a first attendance warning letter.

A second warning letter is issued if your attendance drops to 84%.

Should you receive a warning letter, you will be required to attend an Intervention with the ELICOS Academic Manager and/or Delegate to discuss your attendance and individual circumstances.

Should your attendance go below 80%, you will be issued with an Intention to Report letter and will be required to provide evidence of compelling circumstances for Albright Institute not to report you to the Department of Home Affairs. You will have 20 business days to appeal our decision of "Intention to Report (ITR)".

If a student's attendance drops to 70% or below, then the student is immediately reported via PRISMS to the Department of Home Affairs and the Department of Education, Skills and Employment.

For more information, please refer to Albright Institute's ELICOS Attendance Policy and Procedure, available at https://albrightinstitute.edu.au/forms/https://albrightinstitute.edu.au/

ELICOS ATTENDANCE MONITORING AND WARNING LETTERS

Should the evidence provided be sufficient, you will be allowed to resume your studies.
Should the evidence provided be insufficient, you will be reported to the Department of Home Affairs for not complying with your visa requirements. The Department of Home Affairs is then entitled to cancel your visa.

100% Attendance	No warning letters
89% Attendance	First warning letter + Scheduling a meeting with Student Service Officer
84% Attendance	Second warning letter + Optional Intervention procedure with the ELICOS Coordinator
79% Attendance and lower	Intention to Report Letter; 20 working days to appeal + Scheduling an Intention to Report (ITR) meeting with ELICOS Coordinator

Your attendance is carefully monitored by your teacher. If you are more than 15 minutes late for your class, you can be marked absent for the entire 2-hour session. If you do not participate in class activities and are disengaged, your teacher is entitled to mark you absent despite your physical presence in class. If you are unable to attend your class due to compelling reasons (illness, accident, family issue), you are required to provide written evidence of it, such as a Medical Certificate. Please approach Student Services for other circumstances.

For more information, please refer to Albright Institute's ELICOS Attendance Policy and Procedure, available at https://albrightinstitute.edu.au/forms/, Education Services for Overseas Students Act 2000, and the website of the Department of Home Affairs: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visalisting/student-500

ELICOS COURSE PROGRESS

ELICOS Students' progress is regularly monitored by teachers. Successful learners usually Progress to the next proficiency level after 12 weeks of study in each level. This is dependent on regular attendance of classes, doing homework daily and having a positive learning attitude.

ELICOS course progress is monitored via formative and summative assessments:

- **Formative assessments** refer to the weekly tests and is used as a tool of feedback in assisting the students in their improvement. It is imperative that the assessment types and tasks reliably measure the skills and topics that they are intended to measure. The tests must also assess the topic and the task that the students have been engaged in.
- **Summative assessments** take measure of what a student can do at the end of a 6-week block or a 12-week course. It takes stock of what a student has acquired or learned. In addition to their continued exposure, in-class feedback, and observation. These will work in concert to continue learner development, internalization, and acquisition of English, and thus focusing on their future (formative) performance.

General English progress test and promotions

Albright Institute's General English course consists of six levels:

- Beginner
- Elementary
- Pre-Intermediate
- Intermediate
- Upper Intermediate
- Advanced

Progress test grade descriptor

COURSE	FINAL GRADING	ATTENDANCE	COURSE PROGRESS	REQUIRED ENROLMENT
General English	A - Excellent	90% and above	Minimum 65% course progress in each skill	12 weeks at the current level
	B - Good	Between 89% to 80%	Minimum 65% course progress in each skil	12 weeks at the current level
	C - Satisfactory	Between 89% to 80%	Minimum 60% course progress in each skil	12 weeks at the current level
	N/A	79% and below	59% and lower course progress in each skill	Less than 12 weeks at the current level
IELTS	A - Excellent	90% and above	Minimum 55% course progress in each skill for IELTS Foundation Minimum 60% course progress in each skill for IELTS Advanced	6 weeks at the current level
	B - Good	Between 89% to 80%	Minimum 55% course progress in each skill for IELTS Foundation Minimum 60% course progress in each skill for IELTS Advanced	6 weeks at the current level
	C - Satisfactory	Between 89% to 80%	Minimum 55% course progress in each skill for IELTS Foundation Minimum 60% course progress in each skill for IELTS Advanced	6 weeks at the current level
	N/A	79% and below	49% and lower course progress in each skill for IELTS Foundation 54% and lower course progress in each skill for IELTS Advanced	Less than 6 weeks at the current level

PTE	A - Excellent	90% and above	Minimum 55% course progress in each skill	6 weeks at the current level
	B - Good	Between 89% to 80%	Minimum 55% course progress in each skill	6 weeks at the current level
	C - Satisfactory	Between 89% to 80%	Minimum 50% course progress in each skill	6 weeks at the current level
	N/A	79% and below	49% and lower course progress in each skill	Less than 6 weeks at the current level
EAP	A - Excellent	90% and above	Minimum 65% course progress in each skill	12 weeks at the current level
	B - Good	Between 89% to 80%	Minimum 65% course progress in each skill	12 weeks at the current level
	C - Satisfactory	Between 89% to 80%	Minimum 60% course progress in each skill	12 weeks at the current level
	N/A	79% and below	59% and lower course progress in each skill	Less than 12 weeks at the current level

Please note:

- After the completion of five weekly tests, your teacher will write progress reports in weeks 6 and 12 based on your test results. A feedback session will also be conducted in class, during which you will be able to see your test papers and ask any questions related to that during a face-to-face feedback session.
- If you have missed a Test and not provided evidence of compelling circumstances, you will not be able to take the test at a different time. However, should the evidence be provided, you will be offered to complete the Test at a different time. Please approach the ELICOS Academic Manager to arrange it.
- If a student fails to progress and repeats a course more than twice, an Intervention is to take place. The student will be offered Academic counselling and advice and might as well be offered extra classes or tutoring.

SUCCESSFUL COMPLETION OF THE ELICOS COURSE

At the completion of the program, students who showed satisfactory test results, attended classes regularly (80%) and participated in class activities actively are awarded **a Certificate of Completion or Certificate of Participation.**

If students do not demonstrate satisfactory test results, maintain 80% attendance and interest in learning, and/or have outstanding fees, they may not be eligible for a Certificate of Completion.

VET
(VOCATIONAL EDUCATION AND TRAINING)

LIST OF OUR VOCATIONAL COURSES

Albright Institute of Business and Language delivers the following Nationally Recognized courses for international students:

Stream	CRICOS Code	Course Code	Course Title
Business	106174H	BSB20120	Certificate II in Workplace Skills
	106173J	BSB30120	Certificate III in Business
	106169E	BSB50120	Diploma of Business
Civil Construction Design	111404A	RII60520	Advanced Diploma of Civil Construction Design
Hospitality	111406K	SIT30821	Certificate III in Commercial Cookery
	111408H	SIT40521	Certificate IV in Kitchen Management
	111407J	SIT50422	Diploma of Hospitality Management
Information Technology	111405M	ICT50220	Diploma of Information Technology (Cyber Security)
	106175G	ICT60220	Advanced Diploma of Information Technology
Leadership & Management	104306F	BSB50420	Diploma of Leadership and Management
	10171M	BSB60420	Advanced Diploma of Leadership and Management
	104077C	BSB50820	Diploma of Project Management
	104459M	BSB60720	Advanced Diploma of Program Management
	106172K	BSB80120	Graduate Diploma of Management (Learning)
Marketing & Communication	106168F	BSB40820	Certificate IV in Marketing and Communication
	106170A	BSB50620	Diploma of Marketing and Communication
	111403B	BSB60520	Advanced Diploma of Marketing and Communication

Note: Not all the courses are available in every campus (location). For more information, please contact enrol@albrightinstitute.edu.au

Detailed description of Albright Vocational courses can be found on our official website and brochure https://albrightinstitute.edu.au/

INTAKE DATES AND FEES

Vocational courses intake and course calendar is available on AIBL website www.albrightinstitute.edu.au.

For information regarding the intake's dates and course fees, please communicate with our admissions team by sending an email to enrol@albrightinstitute.edu.au or give us a call on 1300 189 154.

Alternatively, you may:

- check ELICOS and VET Brochures
- contact Marketing team member
- make a phone call to Front Desk

COST OF LIVING IN AUSTRALIA

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

With effect from October 1, 2023 the recommended 12-month living cost for a single student is AUD$24,505.

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

Course and study costs in Australia will depend on the education provider and level of study you choose.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/

For more information, please refer to the following websites:

- www.studyinaustralia.gov.au/english/live-in-australia/living-costs
- https://www.studying-in-australia.org/cost-of-living-in-australia/

VET COURSE PROGRESS

As a student enrolled in any of the Vocational Education and Training (VET) courses in Australia, you will have to comply with certain course progress requirements.

Albright Institute will use two levels monitoring system for your course progress evaluation:

- Informal: at the end of each unit
- Formal: at the end of each study period (term)

Satisfactory course progress is defined as a student successfully completing all required subjects / units of competency in their program in order to achieve the qualification within the expected duration specified on their CoE.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the subjects/units of competency undertaken in that term (study period) or failing the same unit 3 times.

A student who is identified as falling behind in successful assignment completion will be managed via a range of **intervention strategies.**

At the beginning of your course and after that by request, you will be provided with a "VET Study Plan" which outlines the course requirements, term breaks, units schedule and submission due dates (for each study period) to help you keep track of your studies.

For more information, please refer to "VET Course Progress Monitoring Policy" https://albrightinstitute.edu.au/forms/

Study Plans

Students are required to undertake 20 hours' study per week during terms. Albright courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

The Timetable and a **VET Study Plan** that you receive after induction, will include details of the units to be studied, unit start dates, and assessment submission dates.

Each course has a set of units that you need to complete in order to achieve full qualification. The number of units varies based on the course.

Each unit has a separate assessment that consists of 2-4 tasks: case studies, written exercises, reports, presentations, role-plays, group and individual activities.

To successfully complete the course and receive your certificate, you must be deemed competent in all the units.

VET students can also access the days and times for their lecture and support day classes by visiting our website: https://albrightinstitute.edu.au

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency:

- **Written Exercises:** Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.
- **Case Study / Written Report:** Case studies and reports require the student to analyze, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.
- **Presentations / Role Plays**: Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.
- **Portfolio:** A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback.

Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Yet Competent will be given for the whole unit. To pass a unit, you need to complete all the given assessments and obtain a Competent "C" grade in each of the assessment tasks. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Re-Enrollments after 3 NYCs (Per Unit)

If the student fails to achieve competency by the end date of a unit, or following 3 submissions of the assessment tasks, the student will be required to re-enrol. In this case, the student must re-enrol and study the unit and achieve competency in the assessments prior to being eligible for a testamur/certificate.

Albright Institute will charge a fee of $300 for the re-enrolment in each unit. A new Letter of Offer and extended CoE will be issued if re-enrolment changes the duration of yourcourse.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words / sentences or ideas and cited at the end of the document.

Sources of information, ideas, etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.
Students who assist others to have access to their assignment material will be deemed EQUALY guilty of plagiarism.

VET COURSE MONITORING

Unit Due Dates (Informal Monitoring)

Albright VET students are encouraged to **submit assessments on time.**

At the end of each unit, the trainer will determine whether the student has submitted all the necessary documents / tasks for evaluation. The due date will be the final day of study for the unit of competency.

Trainers usually take up to 2-3 weeks to grade assessments. Once the unit is graded, the student will receive official feedback from the trainer:

- If the submission is successful, student will be marked Competent (COMP).
- If the unit submission has not taken place, the trainer will determine the reasons for non-submission. The trainer may permit up to one week of assessment submission extension, but no more. One week is the maximum extension allowable.
- If the unit is marked NYC (Not Yet Competent), the student will have a chance for two re-submissions.
- Any student who has not been deemed to have satisfactorily completed the unit, even if they have used all 3 submissions, will be deemed not competent (FAIL) and the unit will be closed. After that Student may be offered reenrolment.

Consequences of Non-Progression (Formal Monitoring)

Formal monitoring takes place at the end of each study period.

A study period is a block of time, which may contain multiple units of competency, in which the student is required to undertake study. Every course at Albright is divided into at least four study periods, for example:

Course Duration (CoE)	Study Period Length	Study Periods in Course
6-months	5 weeks	4 study periods
12-months	10 weeks	4 study periods
2-years	10 weeks	8 study periods

Albright uses a traffic light system to categorize international VET students in terms of course progress monitoring. The system is:

- **Green** – A green student is on track and is achieving satisfactory course progress.
- **Yellow** – A yellow student is at risk of not achieving satisfactory course progress and may require intervention.
- **Red** – A red student is not achieving satisfactory course progress and is at risk of not completing their course.

Students who become yellow or red, according to the traffic light system mentioned above, will experience some **consequences:**

- Students who are yellow will receive warning letters. After receiving this letter, you are required to attend an intervention session with Albright staff to identify the reasons for this problem.
- A lack of course progress in the second consecutive study period will result in receiving a red status and an “Intention to Report” letter.

Students may contact the VET Academic Coordinator and attempt to find a resolution.
This may involve enrolling in make-up classes, mandatory attendance, or re-starting the course.

When you receive an "Intention to Report" (ITR) email, you are required to provide evidence of compelling circumstances for Albright Institute not to report you to the Department of Home Affairs. You will have 20 business days to appeal our decision of "Intention to Report" (ITR).

If Albright Institute is not satisfied with the evidence provided, the student gets reported for non-progress (to the Department of Home Affairs and the Department of Education, Skills and Employment) and the CoE gets cancelled via PRISMS.

For more information, please refer to "VET Course Progress Monitoring Policy" https://albrightinstitute.edu.au/forms/

Academic Support

Please speak to your trainer if you think you are struggling with your studies or submission of assessments.

You may be eligible to take part in the Language, Literacy and Numeracy (LLN) Support classes which Albright Institute has in place to help you complete the course smoothly and easily.

To access these support services, all you need to do is to speak to your trainer, VET Course Coordinator, or one of our student support officers at the reception.

VET COURSES ATTENDANCE

On top of the course progress, Albright Institute will be recording your attendance. It will be used as a key input to the process for determining the cause of non-progression.

It is important to attend a minimum of 80% of your scheduled classes (Australian student visa requirement). It will also boost your academic knowledge and help you to get the most benefit from your course.

NOTE: Please note that Albright Institute will not report VET students based on attendance, however, the data will be made available to the Department of Home Affairs, when required.

In some cases, particularly where non-progression appears to be driven by nonattendance in class, the Academic team may mandate a minimum level of attendance for a specific student who has become yellow or red. This decision must be made by the Academic Manager, VET, and must be documented in the student file. The student must be notified in writing. If the student fails to achieve the mandatory level of attendance in the next study period, they may be considered to have failed to achieve satisfactory progress.

The weekly attendance requirement for VET courses is as follows:

Duration	Study Period Length
8 hours	Training (main day): Introduction, Theory, and Research Session, Active Training Session
8 hours	Training Support (second day): Group Activities, Demonstrations
4 hours	Library and Assessment time (self-directed learning)

AIBL LMS ai-one.io PLATFORM: ONLINE ASSESSMENT SUBMISSION

Each of your course units has an assessment that must be completed and submitted by the required due/finish date specified in your "Study Plan & Subject Timeline".

VET Students are required to make their assessment submissions on Albright LMS platform (ai-one.io)
https://albrightinstitute.ai-one.io/

Please watch these videos FIRST before you access your NEW learning portal.
AIBL Learning Management System (LMS) ai-one.io_ For Students

You need to login to the system with your school provided outlook email. I.e **xxxxxx@albrightinstitute.edu.au**

If you have any technical issue to access your Albright provided email, please contact IT support on-
it.lms@albrightinstitute.edu.au

Additional support option:

- Email to it.lms@albrightinstitute.edu.au for technical support only
- For academic support academic.support@albrightinstitute.edu.au

GO TO LEARNING MANAGEMENT SYSTEM: https://albrightinstitute.ai-one.io/

The assessment submission due date is usually the term end/finish date. You must make sure that you submit your assessments on time and complete.
If you perform as "Not Satisfactory" in an assessment, you will be eligible for two more re-submissions.

Before you re-submit your assessment, go to the feedback note/ resubmission note or approach your trainer for detailed feedback on why the previous attempts were not successful.

TIMETABLE & COURSE CALENDER

We are currently running morning, evening and weekend classes for VET students.

NOTE: Albright Institute has 4 campuses on National level. VET courses may have a different timetable (depending on location). For more information, please visit our official website https://albrightinstitute.edu.au/ or contact Front Desk on 1300 189 154.

Students are advised that in order to achieve their ultimate scores, skills, and competencies, it is essential for them to undertake self-study at home in addition to class hours spent in class. The class hours are 2 days of 8 hours each, and the self-study is a minimum of 4 hours per week, these are the required 20 hours per week.

For all VET students, the course duration includes study and term breaks. The Course Calendar is available on our official website https:/albrightinstitute.edu.au/

Additional breaks will be Australian and State public holidays and official campus closure times.

Generally, there are no classes scheduled for the duration of the term break. This is a time to catch up with delayed submissions or complete re-submissions as well as to catch up with your trainer if you require assistance with any academic matters. If none of this applies to you, you will be able to take a break from your studies.

Change of class request (VET)

Students must inform Albright Student Services (Front Desk) of their intention to change the timetable (class timings).

You will be required to fill out the "Change of Class Request Form" and submit it via email to student.services@albrightinstitute.edu.au no later than Wednesday of the week prior to change.

If you chose a certain timetable (batch), you will not be allowed to switch between classes during the study week. Changes of timetable are allowed at the beginning of a new unit and with the condition of having submitted all the previous assessments. Once your request is processed, you will receive an email confirmation (along with the new schedule).

NOTE: Change of timetable is not guaranteed and is subject to availability.

RECOGNITION OF PRIOR LEARNING (RPL)

Albright Institute has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

If you wish to apply for RPL, please contact our admissions department by sending an email to enrol@albrightinstitute.edu.au

CREDIT TRANSFERS (CT)

Credit Transfers are the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

If you wish to apply for Credit Transfers, please contact our Admissions department by sending an email to enrol@albrightinstitute.edu.au You will be required to submit a full qualification or a Statement of Attainment in support of your request.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. The applicant is required to submit copies only which are certified as true copies of the original by a Justice of the Peace (or equivalent).

SUCCESSFUL COMPLETION OF THE VET COURSE

Albright Institute aims to issue all the graduation documentation within 30 calendar days of a learner being assessed as meeting the requirements of their training program, providing all agreed tuition fees have been paid:

- At the completion of the program, students who showed satisfactory course progress, attended classes regularly and participated in class activities actively are awarded a Certificate of Completion;
- If students do not demonstrate satisfactory results, attendance and interest in learning, and/or have outstanding fees, they may not be eligible for a graduation certificate
- If you demonstrate competency only in a few units, you will be entitled for a Statement of Attainment;
- If you have zero progress, you are entitled only for a Confirmation of enrollment letter.

LANGUAGE, LITERACY & NUMERACY (LLN) TEST FOR (VET) COURSES

All students who wish to enroll at Albright Institute of Business and Language for VET courses, will have to demonstrate their English language level.

LLN Test is a mandatory requirement for every student at Albright Institute.

LLN needs will be identified either in pre-enrolment assessment of the student and /or during student orientation. If the student still does not satisfy the required level in language, literacy and Numeracy skills, then the student will be provided additional support in the skills gap.

The student will be required to attend the scheduled sessions for Language, Literacy and Numeracy respectively. These sessions will be organized by Albright Institute for 4 hours per week.

UNIQUE STUDENT IDENTIFIER (USI) NUMBER

You are required to provide Albright Institute of Business and Language with your Unique Student Identifier (USI). A USI is your individual education number for your studies in Australia. It also gives you an online record of your VET training undertaken in Australia.

If you are studying nationally recognised training in Australia, you will be required to have a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment.

If you do not have one, you must either apply for it online or authorise Albright Institute of Business and Language to create one on your behalf. For more information, please visit https://www.usi.gov.au/

CENSUS DATE

Every intake has a census date. The census date is the date that a student's enrolment is considered finalised. All students are expected to enroll within 2 weeks from course commencement (start date of studies as per your CoE).

If you DO NOT attend scheduled orientation (do not commence your course) within 14 days from CoE start date, your enrolment will be cancelled.

Students who do not commence on the published start date and commence by the default date will be registered and may undergo individual orientation.

Innovate yourself at Albright



albrightinstitute.edu.au

STUDENT CODE OF CONDUCT

GENERAL CODE OF CONDUCT

Students are expected to respect other students, staff, and school property, so that learning and teaching can take place freely, safely, and without impediment due to the misconduct of others.

Students must abide by the following as part of **the Student Code of Conduct** established by Albright Institute:

- Bullying, harassment, vulgar language, verbal and physical abuse, disrespectful and inappropriate behavior, as well as unlawful conduct, will not be tolerated by Albright Institute of Business and Language.
- Albright students are required to be academically compliant with all their course and visa requirements, including maintaining satisfactory course progress and attendance. All the submitted assessments must be student's own work, unless part of a group project. Albright institute reserves the rights to check.
- The authenticity of all the submitted assessments. A plagiarized submission or cheating will result in a "Not Competent" assessment or fail in the exam.
- All students are expected to be environmentally responsible by respecting Albright's facilities and resources, conserving energy and materials, and preventing all forms of pollution.
- Students are expected to accept responsibility for the safety of themselves and others at all times.
- Neat, comfortable clothing is generally considered appropriate. Since students will be working in close proximity to others, care with personal hygiene (clothing, hair, deodorant etc.) is required.
- Albright Institute is a drug, alcohol, and smoke free zone. All students are prohibited from possession or consumption of all kinds of alcoholic drinks and illegal materials at all times when on campus.

LATE ARRIVAL TO CLASS

Students are expected to arrive a few minutes before the class for the session to start on time. Students who are late for 15 minutes (ELICOS), 1 hour (VET), or more may not be allowed to enter the classroom. Regular lateness might affect a student's attendance.

CLASSROOM BEHAVIOUR

For COVID reasons Albright Institute had chosen to conduct some of our classes online, however, Face-to-face respective campus delivery will resume in suitable environment this year in 2023.

Face to face delivery for ELICOS Courses was resumend from January 2023 from respective campuses.

Face to face delivery VET courses will be resumed from July 2023 from respective campus.

Classrooms at Albright Institute are a non-discriminatory environment. Any discrimination based on gender, political, cultural, racial, sexual, etc. will not be tolerated.

Albright Institute would like to remind you of the following when attending your classes:

- Arrive to class;
- Have an appropriate textbook and stationery for every lesson;
- Be respectful to the teacher and fellow students;
- Do not disrupt the class or other students;
- Speak only English in class and on premises;
- Remain in the classroom throughout the class;
- Ask for the teacher's permission to leave the room;
- Turn off mobile phones during class time;
- Submit all class work and homework on time; leave the classroom tidy after each lesson and do not drink or smoke on premises.

COMPLAINTS & APPEALS

At Albright Institute, your well-being and satisfaction is our priority, and your interests will always be considered.
Should you:

- experience any issues or be dissatisfied with your course; or
- receive assessment results that you are not satisfied with; or
- receive a course progress warning letters;
- or have any other reasons for dissatisfaction.

Please refer to Albright Institute's "Complaints and Appeals Policy and Procedure" available at our official website https://albrightinstitute.edu.au/forms/

FEEDBACK

At Albright Institute, we find students' feedback the most valuable in order to help us improve and to ensure that high quality services are provided to you.

There are 3 possible ways for you to submit your feedback:

- Informal: Please communicate to your teacher, Student Services (Front Desk), or a campus manager if you have any feedback regarding your course, our staff, campus, resources, or anything else related to your experience with Albright.
- Formal: You can also fill out and an official "Student Feedback Form" and submit it by sending an email to feedback@albrightinstitute.edu.au You will find a digitalversion on our official website, section "Forms and Policies" https://albrightinstitute.edu.au/forms/mailto:feedback@albrightinstitute.e du.au
- Alternatively, you may choose to submit your feedback by completing one of our online Surveys (ELICOS and VET, online or face-to-face mode of studies).

Your comments and feedback is received only by senior management members and will be treated as strictly confidential. You may choose to omit your contact details, should you wish to submit it **anonymously.**

INFORMAL COMPLAINT PROCEDURE

1. Student has a complaint;
2. Approaches trainer, student administration officer, or Campus Manager with the complaint;
3. Albright staff resolve the complaint internally on an informal basis.

FORMAL COMPLAINT PROCEDURE

1. Student has a complaint;
2. Student lodges the complaint in writing to Student administration staff/ Campus Manager within 5 business days after the incident occurred;
3. The written complaint will be acknowledged by Albright Institute in writing, along with an outline of the processes to be followed and an estimated timeframe;
4. Albright Institute will act upon the complaint/appeal as per a relevant policy;
5. The Student's enrolment will be maintained during the review process (if there is a threat that the Student will be deported);
6. A written statement detailing the outcome of the complaint review will be given to the Student;
7. In the event of a favorable outcome for the Student, Albright Institute will immediately advise the Student and implement any decision;
8. If the Student is unhappy with the result, an internal appeals process is to be initiated;
9. Students are able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review.

For more information, please refer to Albright Institute's "Complaints and Appeals Policy and Procedure" available at our official website https://albrightinstitute.edu.au/forms/

BREACH OF STUDENT CODE OF CONDUCT

Severe breaches of the Student Code of Conduct may result in the suspension or cancellation of your enrollment (CoE variation) by Albright Institute.

Severe breaches of the Code of Conduct include, but are not limited to:

- Any form of abuse and/or harassment (sexual, racial, bulling, act of vandalism, etc.);
- Inappropriate or disrespectful language at any Student or College staff member;
- Obstructing any staff in performing their duties;
- Being in the possession of/or under the influence of illegal drugs or alcohol;
- Smoking inside the premises;
- Contravening federal, state or local law;
- Becoming very disruptive during class or in an assessment activity;
- Soliciting students or staff for the purpose of personal gain;
- Giving false or misleading information in connection with course progress and enrolment (personal data, financial evidence, etc...);
- Compromising the privacy and confidentiality of others;
- Plagiarism and cheating.

Police will be involved in the following situations:

- Possession of any illegal materials (drugs, weapons, etc...);
- Physical assault causing bodily harm requiring professional medical treatment/or to threaten serious harm;
- Racial, ethnic and/or religious abuse and harassment;
- Sexual assault;
- Robbery;
- Acts of vandalism causing damage to college property or property located on college premises.

STUDENT CONTACT INFORMATION

The Department of Home Affairs requires for all international students to inform Albright if any of their personal details change.

You must inform Albright Institute of any changes to your current residential address, mobile number (if any) and email address (if any), who to contact in emergency situations and any changes to those details, **within 7 days of the change.**

Personal information (such us personal and contact details, course enrollment details and changes, and the circumstance of any suspected breach by the student of a student visa condition) provided by the student will be kept private and not shared with any organization unless legally required to do so.

Legally we are obligated to provide your personal information to the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988, and the Department of Home Affairs if there are changes to the student's enrollment or unsatisfactory attendance or progress in the course of study.

Students must obtain and complete a "Student Change of Contact Details form" from the reception when they change address, phone number, or email address.

This form is available at our official website https://albrightinstitute.edu.au

USE OF WI-FI AND CAMPUS FACILITIES

Please respect the following rules:

- Do not use the Internet to access, download, or create unacceptable material such as music, pornography, or videos.
- Do not copy, print, or download software, data or other material, which is protected by copyright, unless permission is granted.
- Respect the rights and privacy of others and do not reveal your username and/or password to others, and do not allow them to use your account.
- In fairness to other users, make your network use as efficient as possible.
- Take care and avoid damage to computer hardware and software, and do not install software on the institute's computers.

EXTRACURRICULAR ACTIVITIES

Albright institute will arrange excursions and internal extracurricular activities, such as talent shows, Movie days, Day trips, ethnic lunches, etc. for all of its students to attend.

These events will be announced on the notice board of the campus and will be free for all students, unless otherwise stated.

SAFETY ON CAMPUS

Personal Belongings

Students are strongly advised to remain alert and carefully look after their valuables, while being in campus, as Albright Institute will not be liable for any lost or stolen belongings.

Building regulations

- Do not smoke in the building;
- Do not press the emergency button in the lift unless there is an emergency;
- Do not leave your bikes or scooters in the foyer of the building;
- After 6 pm and over the weekend, use the intercom to access the campus; Review the fire and emergency exit plans next to the lifts.

Note: In case of emergency, students should immediately report any unsafe or hazardous conditions directly to the Student Services (Front Desk). Every effort will be made to solve problems as quickly as possible.

In a life-threatening situation, call 000 (triple zero).



Building access after-hours and over the weekend

Each of our campuses has one main entrance to the building. The Elevators and all levels are accessible to public from 8am to 6pm. If you have a class after 6pm or over the weekend, please keep in mind that you will need to use the intercom to access the campus.

Facilities

If you encounter a problem with any of the facilities at Albright campus or in the building, such as lifts, toilets, etc., please inform the reception immediately. Please do not engage in any hazardous situations and try to inform a staff member immediately.

our Locations

ADELAIDE

Level 4, Level 5 (Reception) & 14,
90 King William Street, Adelaide,
SA 5000

Kitchen: West Kiosk 2, Adelaide

BRISBANE

Level 6 (Reception), 15 Adelaide
St. Brisbane City, QLD 4000

MELBOURNE

Level 2 (Reception), 4 & 8, 341-345
Queen Street, Melbourne VIC
3000 Australia

Kitchen 1: Ground Floor, 54 – 56
Latrobe Street, Melbourne, VIC
3000

SYDNEY

Main Building:
Ground (Reception), Level 2 &
Level 3, 10 Quay St Haymarket
NSW 2000

Building 2: Level 2, 187 Thomas
St Haymarket NSW 2000

Contact us

1300 189 154
info@albrightinstitute.edu.au
albrightinstitute.edu.au

Follow us

© ALBRIGHT INSTITUTE OF BUSINESS & LANGUAGE | CRICOS CODE 03553J | RTO 45041