



# Everest Institute

RTO No 52100

CRICOS Provider No : 03374A

Australia



# Student Handbook

Everest Institute of Education

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## Disclaimer

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Published: May 2024

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## Welcome

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The Everest Institute of Education extends a very warm welcome to all new (and returning) students commencing their studies this year! This Student Handbook has been designed to provide important and useful information regarding their enrolment and study at Everest Institute (Ei). It outlines the institute's responsibilities and academic and administrative standards to ensure that the students' time at Everest Institute (Ei) is beneficial and suited to them. This handbook also explains the students' rights and responsibilities, as well as all necessary information to make the commencement or continuation of their studies as smooth as possible.

## About the Everest Institute of Education

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Since 2014, the Everest Institute of Education has become a well-recognized provider of quality-assured and nationally recognized training. The institute is committed to maintaining high standards in providing Vocational Education and Training. Its programs are distinctive in supporting students at all levels of skills and qualifications, with an emphasis on work-integrated learning, preparing students for successful and adaptive careers in the profession best suited to them.

Located in Melbourne, Victoria, the Everest Institute delivers a diverse range of internationally recognized and fully accredited courses that provide students with entry opportunities to quality universities both in Australia and overseas. This handbook has been designed specifically to provide students with important and useful information for their study programs at Everest. It contains details about enrolment procedures and the academic year, including important dates to note. It also outlines the institute's academic and administrative policies and procedures, setting out its obligations and responsibilities to the students while explaining their rights and responsibilities as students of the Everest Institute of Education.

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## Studying at the Everest Institute

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Why is it great to study at Everest Institute?

- We're a recognised provider
- We offer the latest training packages sought after by Industry Professionals
- We provide a transformative educational experience
- We have an innovative approach to Vocational Education and Training

The Everest Institute of Education aims to provide a unique educational experience for all students, irrespective of their stage in life and origin. At Everest, the emphasis is placed on the skills and knowledge that will allow graduates to adjust throughout a lifetime of social and technological change. The institute acknowledges education as vital in the development of a productive society and helps promote students' sense of worth, value, and ethical standards. Through its training, Everest Institute aims to contribute to the development of moral, healthy, and qualified individuals who benefit the community.

### STUDYING LOCATIONS

#### **Everest Institute KING STREET CAMPUS**

479 King Street  
West Melbourne, Victoria 3003

#### **Everest Institute THOMASTOWN CAMPUS**

157 High Street  
Thomastown, Victoria 3074

#### **Everest Institute LALOR CAMPUS**

35 Duncan Road  
Lalor, Victoria 3075

### CONTACT INFORMATION AND EMERGENCY CONTACTS

#### **Everest Institute Main Contact Details**

479 King Street  
West Melbourne, Victoria 3003  
8:30 am to 5:30 pm

#### **Emergency Telephone Numbers:**

Police, Fire, Ambulance – Dial 000

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## Living and Studying in Australia

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Students can find lots of useful information about living and studying in Australia at [Study Australia](#). The website includes a helpful guide about studying and living in Australia that can be downloaded.

As part of the orientation program, students will receive information to assist them with adjusting to study and life in Australia, including specific details about living and studying in Victoria.

This handbook provides information about the courses offered at the Everest Institute and the application process, including visa application procedures. It also offers guidance on arriving in Australia and provides introductory information about living and studying in Australia.

## Admissions and Enrolment

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The Everest Institute of Education accepts applications from all students who meet the entry requirements outlined in this handbook and on the website. Applications are accepted on a first-come, first-served basis; however, if a course is full, applicants will be offered a place in a course starting at a later date.

To enroll in a course, students must complete an Application Form, available on the Everest Institute website ([www.everest.edu.au](http://www.everest.edu.au)). The form can also be accessed through a request via phone or email and from verified Education Agents. Applicants need to provide necessary documentary evidence (as indicated in the entry requirements) such as copies of qualifications, identification including a passport, schooling, and evidence of English language proficiency (within the last 2 years) such as IELTS, PTE, or TOEFL.

Once the Application Form is completed and all necessary documentary evidence is gathered, applicants should email it to the Everest Institute ([enquiries@everest.edu.au](mailto:enquiries@everest.edu.au)) or pass it on to their respective Education Agent, who will then submit it to the Institute. Applicants will be contacted within 14 days with the outcome of their application and to confirm their details.

Upon approval of an application, the applicant will receive a letter of offer and a written agreement that sets out the terms and conditions of enrolment and all the details of the enrolled course, as well as a tax invoice with the amounts and timing for payments. The applicant needs to sign and return the agreement to confirm enrolment.

## Unique Student Identifier (USI)

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A Unique Student Identifier (USI) is a reference number composed of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. Since 2015, all students participating in nationally recognized training must have a USI. The USI makes it easier for students to find and collate their VET achievements into a single authenticated transcript and ensures that VET records are not lost.

As part of the enrolment process, students must either supply their USI (if known) or provide authority for the Everest Institute to create or access the USI on their behalf.

If students would like to create their own USI, they can visit [USI Students](#).

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## Visas

Once students receive their electronic Confirmation of Enrolment (eCoE), they will need to apply for a student visa. Information about the study visa can be found at the [Australian Department of Home Affairs website](#). This website explains the application process, the required evidence (including a valid passport), student visa conditions, permission to work, Overseas Student Health Cover, and charges associated with the visa application.

Students may wish to use a registered migration agent to assist with their application, or they can utilize the Everest Institute's range of education agents who can assist with applying for a course and obtaining a visa. For details of the education agents that the Everest Institute uses, students can contact the institute directly or visit [Everest Institute Education Agents List](#).

It is important to allow enough time between lodging the visa application and the start of the course, as applying for a visa can be a lengthy process.

## Visa Conditions

If granted a visa, students must abide by its conditions. Failure to comply with these conditions may result in the cancellation of the visa. Conditions include (but are not limited to) the following:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for the chosen course of study.
- Only work if permission has been given as part of the visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify the training provider of the Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the Confirmation of Enrolment (CoE).
- Remain with the principal education provider for 6 months unless issued with a letter of release from the education provider to attend another institution.

## Arranging Travel and Documents to Bring

The costs of traveling to Australia are not included in the course fees, so students will need to arrange and pay for their travel to Australia. It is recommended to arrive in Melbourne at least 2 weeks before the course commencement to allow time to settle in.

When traveling to Melbourne from an international destination, students will arrive at Melbourne Airport, also known as Tullamarine Airport. If flying from within Australia, the flight may arrive at Avalon Airport, so it is important to check the flight information.

Students should prepare a folder of official documents to bring to Australia, including:

- Valid passport and student visa
- Confirmation of Enrolment (eCoE)
- Insurance documentation

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- Original or certified copies of documents such as birth certificate, medical records, and educational qualifications as advised by the Everest Institute at the time of confirmation of enrolment.

If traveling with family, include their documents as well. It is important to keep all documents in carry-on luggage. In case the originals are lost, make copies to leave behind with family, who can send them if needed.

## Entry into Australia

When arriving in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

After passing through the Immigration checkpoint, collect your bags, ensuring that nothing is missing or damaged. If something is missing or damaged, go to the baggage counter and inform them of the issue. The staff at the baggage counter will help you find missing baggage or lodge a claim for damaged belongings.

Once you have your luggage, proceed through customs, where your luggage may be checked. Australia has strict quarantine laws to prevent the entry of certain food and plant items. Declare any items you are bringing in on the form provided on the plane. If customs officers determine that the items you are bringing in are not safe, they will be confiscated and destroyed. Failure to declare or dispose of any quarantine items, or making a false declaration, may result in a fine or prosecution. All international mail is also screened and checked by customs.

For further information, visit the [Australian Quarantine and Inspection Service \(AQIS\) website](#).

## Arriving in Australia

### Getting from Melbourne Airport to your accommodation

To request an airport pick-up, students must contact the Everest Institute via email no less than seven (7) days before travelling.

Melbourne Airport has a variety of transport avenues available, including buses that go directly to Melbourne's centre, taxis, and pre-arranged shuttle services.

### Keeping in contact

Before leaving home, students should provide their family, friends, and education provider in Australia with details of their flights to Australia and where they will be staying upon arrival. (These details should not be changed without informing them.) Once they arrive in Australia, students should inform their family and friends of their safe arrival. For safety reasons, it is important to always let someone know their whereabouts.

### Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, students should change their money into Australian dollars before arriving, but if they haven't, they will need to change some as soon as they arrive, usually at the airport.

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Once in Melbourne, students can also change more money into Australian dollars at any bank or currency exchange. However, they should note that banks are not open on the weekend, and while airport currency exchanges are generally open, the exchange rate is usually not as good as at a bank.

Students should not carry large sums of money with them. It is best to have only the money needed for the first few days and then arrange to have the rest of the funds transferred to them in Australia. The amount needed will depend on whether accommodation has already been paid for before arrival. Students should consider how much money they will need for a couple of weeks.

## Accommodation

### Temporary Accommodation

Before arriving in Melbourne, it is a good idea for students to book short-term accommodation for the first week or two while they look for permanent housing. This gives them time to explore living options and find the right place.

Hostels around Melbourne offer cheap, short-term accommodation and provide a mixture of private and dormitory-style rooms.

The following websites allow students to compare hostels to find the best price:

- [www.tripadvisor.com.au](http://www.tripadvisor.com.au)
- [www.hostelworld.com](http://www.hostelworld.com)
- [www.wotif.com.au](http://www.wotif.com.au)
- [www.lastminute.com.au](http://www.lastminute.com.au)

### Renting

Living with locals is a great way to experience Melbourne's cultural lifestyle. Renting a place gives students choice over the location, housemates, furniture, and food and internet connection.

Rent in Melbourne ranges from \$200 to \$400 a week, depending on the number of housemates and the location. Utilities such as gas, electricity, and water bills are not usually included in rental costs.

### Student Accommodation

Student accommodation is an excellent option for those looking to live near or on campus, as it offers the independence of having one's own apartment along with the convenience of an inclusive housing plan. Most student accommodations offer a private or twin room with a shared kitchen and bathroom. Rooms often come fully furnished with a bed, mattress, wardrobe, study desk, and chair, and include access to common rooms, laundry facilities, and the internet. Some accommodations also provide regular cleaning services, on-site staff, and social activities. Costs vary, but generally, students can expect to pay between \$200 and \$500 a week, including utilities.

### Homestay

A homestay involves an international student living with a family in their home. Arranging a homestay provides a family support network ready to introduce students to Melbourne's culture and society. Facilities will vary depending on the family. Most meals are provided, as well as internet access and the setup of

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utilities or phone lines. Household cleaning is covered, but students are expected to contribute to tidying their room/area. Living with a family will cost between \$250 and \$300 a week, depending on facilities, location, and the number of meals provided.

Students should consider that homestay living may mean being further away from their training location and that they will not have the same levels of responsibility or freedom as other accommodation options.

## Bringing your Family with You

If students intend to bring their family, their family members will also need a visa and must be covered by health insurance. Family members include a partner (married or de facto) and children under 18. Proof of family relationships must be provided with official documents, such as birth and marriage certificates. For more details, visit [www.immi.gov.au](http://www.immi.gov.au).

For students with dependent children who need to attend childcare or school, the following costs should be considered:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD\$100 to AUD\$135 per day
- Family day care AUD\$9 to AUD\$12 per hour
- Au pairs (living in your home) AUD\$200 to AUD\$250 per week

However, students are usually asked to pay a voluntary school levy per student per year. They must also pay for uniforms, some books, and extracurricular subjects. Fees for private schooling vary widely, so it is advisable to check fees and other costs with individual education providers.

It should be noted that the above costs for childcare and schooling are in addition to living costs which are currently estimated as:

- AUD\$29,710 a year for the primary applicant (main student);
- AUD\$10,394 a year for the student's partner;
- AUD\$4,449 a year for the student's dependent child

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## Health

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### Emergencies

For emergencies such as fire, ambulance, or police, students should phone 000. When dialing 000, they will be asked whether they need fire, ambulance, or police assistance and the reason for their call. They will also be asked for their name, address, and telephone number.

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

### Fire

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

### Ambulance

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

### Medical assistance

Emergency medical treatment is available 24 hours a day at a public hospital's emergency or casualty department, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under "Hospitals" and can also be found by searching the internet. If students need to go to the hospital, they should remember to bring their health insurance card and any medicines they are taking. For non-emergency medical issues, they should seek help from a general practitioner (GP) or a local medical center.

### Overseas Student Health Cover

Australia has a special health cover system for international students called Overseas Student Health Cover (OSHC). Students must buy OSHC before coming to Australia to ensure coverage from the time they arrive. The Department of Immigration and Citizenship requires students to maintain OSHC for the duration of their stay on a student visa in Australia.

Students can choose to take out OSHC with the Australian OSHC provider of their choice, or the Everest Institute can provide it upon request.

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## Working in Australia

As a student visa holder, students can work up to 48 hours a fortnight during term time and as many hours as they like during holidays.

## Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students can make the most of their studies and have a safe and enjoyable experience in Australia.

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

From May 10th, 2024 the basic rate of living costs increased. The prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$29,710 a year for the primary applicant (main student);
- AUD\$10,394 a year for the student's partner;
- AUD\$4,449 a year for the student's dependent child

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay.

For more information, visit the Department of Home Affairs website.

## Budgeting

Once students have settled in, they should ideally work out a budget that covers costs including clothing, food, accommodation, transport, entertainment, travel costs, and childcare if applicable.

It is important for students to know how much money they spend and where they are spending it. Sticking to a budget will help ensure they know where their money goes.

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

## Shopping

All Australian major town centres and capital cities have shopping facilities with opening hours generally from 9:00 a.m. to 5:30 p.m. seven days a week, with late-night shopping until 9:00 p.m. on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

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## Course entry interview and language, literacy and numeracy (LLN)

Course entry interviews will be conducted before enrolment into the course of studies to ensure that the training and assessment provided by EI can meet the student's individual needs. EI representatives will conduct the interviews either in person or over the phone to decide on the right course and identify any support needs the student may have. EI will review the student's current competencies, needs, English level, support requirements, and oral communication skills to enrol them in the most appropriate course to achieve their intended outcomes.

All students wanting to study at EI are required to undertake LLN Test prior to enrolment. Based on the test outcome, students may be identified as requiring internal support and/or external support.

Although a student is expected to have pre-developed LLN skills achieved through the prior qualification, EI will still assess the student's LLN skills to ensure that the student possesses sound LLN skills to complete the course successfully.

LLN test will be conducted using an ACSF mapped online LLN assessment tool - LLN Robot. All students are required to undertake a language, literacy and numeracy test (LLN) according to the requirements of the following qualifications:

Course Code	Course Name	ACSF Level
AUR30620	Certificate III in Light Vehicle Mechanical Technology	ACSF Level 3
CHC33021	Certificate III in Individual Support	ACSF Level 3
SIT30821	Certificate III in Commercial Cookery	ACSF Level 3
AUR40216	Certificate IV in Automotive Mechanical Diagnosis	ACSF Level 3
CHC43121	Certificate IV in Disability Support	ACSF Level 3
SIT40521	Certificate IV in Kitchen Management	ACSF Level 3
AUR50216	Diploma of Automotive Technology	ACSF Level 4
CHC52021	Diploma of Community Services	ACSF Level 4
SIT50422	Diploma of Hospitality Management	ACSF Level 4
BSB50420	Diploma of Leadership and Management	ACSF Level 4
SIT60322	Advanced Diploma of Hospitality Management	ACSF Level 4
BSB60420	Advanced Diploma of Leadership and Management	ACSF Level 4
BSB80120	Graduate Diploma of Management (Learning)	ACSF Level 4

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## Entry Requirements

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### Tourism, Travel and Hospitality Training Package (SIT)

#### SIT30821 Certificate III in Commercial Cookery

##### Entry requirements:

- There are no entry requirements for this Training Package.

##### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

#### SIT40521 Certificate IV in Kitchen Management

##### Entry requirements:

- There are no entry requirements for this Training Package.

##### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

#### SIT50422 Diploma of Hospitality Management

##### Entry requirements:

- There are no entry requirements for this Training Package.

##### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);

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- Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
- Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
- Have completed Year 12 as a minimum entry requirement to Ei.

### SIT60322 Advanced Diploma of Hospitality Management

#### Entry requirements:

- There are no entry requirements for this Training Package.

#### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

## Automotive Retail, Service and Repair Training Package (AUR)

### AUR30620 Certificate III in Light Vehicle Mechanical Technology

#### Entry requirements:

- There are no entry requirements for this Training Package.

#### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

### AUR40216 Certificate IV in Automotive Mechanical Diagnosis

#### Entry requirements:

- Students undertaking Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification or be able to demonstrate equivalent competency.

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### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

### AUR50216 Diploma of Automotive Technology

#### Entry requirements:

- Students undertaking the Diploma of Automotive Technology must have completed an automotive Certificate IV qualification in one of the following disciplines or be able to demonstrate equivalent competency.
  - AUR40216 Certificate IV in Automotive Mechanical Diagnosis
  - AUR40816 Certificate IV in Automotive Mechanical Overhauling

### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

## Business Services Training Package (BSB):

### BSB50420 Diploma of Leadership and Management

#### Entry requirements:

- There are no entry requirements for this Training Package.

### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider

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- Have completed Year 12 as a minimum entry requirement to Ei.

### **BSB60420 Advanced Diploma of Leadership and Management**

#### **Entry requirements:**

- Entry is limited to those who have obtained or completed the following: -
  - completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions),
  - or
  - have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

#### **English Language Requirements**

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

### **BSB80120 Graduate Diploma of Management (Learning)**

#### **Entry requirements:**

- There are no entry requirements for this Training Package.

#### **English Language Requirements**

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed a qualification equivalent to Australian Diploma level (AQF Level 5) or higher;

## **Community Services (CHC)**

### **CHC33021 Certificate III in Individual Support**

#### **Entry requirements:**

- There are no entry requirements for this Training Package.

#### **English Language Requirements**

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);

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- Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
- Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
- Have completed Year 12 as a minimum entry requirement to Ei.

### CHC43121 Certificate IV in Disability Support

#### Entry requirements:

- Completion of CHC33021 Certificate III in Individual Support (Disability)  
**OR**
- Completion of CHC33015 Certificate III in Individual Support (Disability)  
**OR**
- Completion of CHC30408 Certificate III in Disability **PLUS** the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set.

#### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

### CHC52021 Diploma of Community Services

#### Entry requirements:

- There are no entry requirements for this Training Package.

#### English Language Requirements

- International students must have obtained or completed one of the following: -
  - Have obtained an IELTS band score of 6.0 overall with no sub-score less than 5.0 or equivalent such as TOEFL (60), Cambridge English (169), PTE (51.6);
  - Have completed at least one year of study/training at Certificate IV level or above in Australia in English medium;
  - Have completed General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider
  - Have completed Year 12 as a minimum entry requirement to Ei.

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## Fees and Charges

Everest Institute of Education (Ei) protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

- Everest Institute (Ei) pays all pre-paid fees collected by the student in advance into Tuition Protection Scheme (TPS) provided by the Australian Government
- Where Everest Institute (Ei) requires a prospective or current student, either directly to Everest Institute (Ei) or through an Education Agent, to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), Everest Institute (Ei) will meet the requirements set out in the Requirements for Fee Protection in Schedule 6 of the Standards for Registered Training Organisations 2015. Everest Institute (Ei) will take action to protect the prepaid fees by utilising its Tuition Protection Scheme as its protection measures for these students. The requirements for protection of prepaid fees will apply no matter how the fees are collected.
- Any fees collected by a third party on behalf of Everest Institute (Ei) (including its Education agent) they will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when Everest Institute (Ei) actually receives the payment.
- Regardless of the method/s used for protection of learner prepaid fees, Everest Institute (Ei) will retain evidence of how learners have been advised of:
  - all payment terms
  - the circumstances under which refunds may be issued
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in according to the refund policy and procedure and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Ei does not require international students to pay more than 50% of course fees prior to course commencement. Students and their sponsors can now choose to pay more than 50% of tuition fees up front if they wish to do so. Note, however, that where a course is less than 24 weeks and is delivered over more than one study period Ei will require students to pay the full cost of the course prior to course commencement.
- Ei will show evidence that students have exercised their choice in how much of their tuition fees are paid upfront if they choose to pay more than 50% of the course fees. This is evidenced by Ei through the student acceptance on the enrollment application form and Student Agreement.
- Ei will offer a flexible payment plan, allowing students to choose when to start paying their remaining fees.
- To collect your payment plan, please visit our Finance team at the Head Office from Monday to Friday to confirm your acceptance.

### Fees information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards and National Code 2018 Standard 2, this is always provided prior to enrolment or commencement of training, whichever is first.

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Where Everest Institute (Ei) collects fees from a student, either directly or through its Education Agent, Everest Institute (Ei) will provide or direct the student to information prior to enrolment specifying:

- all relevant fee information including fees that must be paid to Everest Institute (Ei), describing all costs involved with the course; how and when fees must be paid; how to request a refund; conditions under which a refund would be provided; payment terms and conditions including deposits and refunds; Details of the potential for fees to change during the student's course as relevant
- student's rights as a consumer under Australian Consumer Law (ACL), including a two week cooling-off period
- student's right to obtain a refund for services not provided by Everest Institute (Ei) in the event the:
  - arrangement is terminated early, or
  - Everest Institute (Ei) fails to provide the agreed services.
- Everest Institute (Ei) will also notify students when there is a change in ownership of Everest Institute (Ei)

Refund information is outlined in the Student Agreement and in the Student Handbook. Fees will only be collected once a signed copy of the signed Student Agreement is received by Everest Institute of Education (Ei).

Everest Institute (Ei) will provide the following information about all fees and charges to the student prior to and after enrolment through the following documents:

- Everest Institute (Ei)'s Website
- Enrolment Application form
- Brochure
- Letter of offer
- Student Agreement
- Student Handbook

The provision of this information will occur regardless of the manner in which the student has been engaged, and whether the student was initially engaged by Everest Institute (Ei) or by its Education Agent.

Everest Institute (Ei) will not issue a Testamur/Record of Results, or Statement of Attainment for a qualification prior to a student paying any outstanding course fees.

### **Inclusions in course fees**

Please be advised that an enrolment fees of \$250 is applicable for every new application. This fee is non-refundable. If a student is enrolling in a package of courses at Everest Institute, they would be charged the enrolment fees once for that application.

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tutions fees.

- Course fees do not include required text books and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from Everest Institute of Education (Ei) or external textbook providers.
- Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such

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### **Everest Institute of Education PTY LTD Trading as Everest Institute**

**Marketing & Development Office** : 479 King Street, West Melbourne VIC 3003 **Melbourne Campus** : 479 King Street, West Melbourne VIC 3003  
Phone : (03) 8393 6550 E-mail : [info@everest.edu.au](mailto:info@everest.edu.au) Website : [www.everest.edu.au](http://www.everest.edu.au)

materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.

- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$30 per request.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick ups. These fees are at an additional cost as outlined in the Student Handbook International).
- Exceptions: the following students do not need an OSHC if they are:
  - a Norwegian student covered by the Norwegian National Insurance Scheme
  - a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
  - a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

### Late payments

If a student fails to make the payment by the due date, the following will occur:

- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. The CEO may be granting an extension and/or waiver of the late fee charges, where extenuating circumstances has been provided by the student.
- A late fees of \$50 will apply for every 7 seven days that the due amount is not paid.
- Two reminder letter will be sent to students who have failed to pay their fees on time. Continual non-payment of fees after the reminder will result in the notification of termination of the student's CoE – 'under non-payment of fees'.
- Cancellation of CoE due to non-payment of fees will be actioned after Ei internal appeals process has been completed ( please refer to Complaints and Appeals Policy and Procedure)
- Debts will be referred to a debt collection agency where fees are more than 40 days past due. Everest Institute of Education (Ei) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will be reported to DET via PRISMS under student default.

### Additional Fees & Charges

Students will be required to pay for additional fees where applicable:

Chef uniform, knife kit (non-refundable)	\$300
Automotive uniform, toolkit (non-refundable)	\$200
Re-assessment fee per unit	\$200 per unit
Re-issue of student id card or payment plan	\$25
Re-issue of testamur or statement of attainment	\$60

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Changes to enrolment (admin fee)	\$250
Recognition of prior learning – informal and non-formal	\$300 per unit
Recognition of prior learning – formal (credit for previous studies)	n/a
Late-payment fee (for every 7 days an instalment is due)	\$50 per week
<b>Electronic payment method surcharge:</b>	
<input type="checkbox"/> International Payments – FLYWIRE	n/a
<input type="checkbox"/> PayPal	2.6% per transaction + \$0.30
<input type="checkbox"/> Direct Debit	\$4.00 per transaction
<input type="checkbox"/> Credit card	1.75% per transaction + \$0.30
<input type="checkbox"/> Bank transfer or bank deposits	n/a
<input type="checkbox"/> EFTPOS	n/a
<input type="checkbox"/> American Express (Amex)	2.5% per transaction



## Refunds

The total fee includes a non-refundable deposit / application fee outlined in the Letter of Offer and Student Agreement. The deposit is non-refundable except in the unlikely situation where Everest Institute of Education is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Ei in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

### Refunds

Eligibility for a refund will be assessed as follows:

#### A. Circumstances in which a refund will be paid – REFUNDS APPLY

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- i. Where a course does not start on the starting date outlined in the Letter of Offer
- ii. If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- iii. At the discretion of Everest Institute of Education (Ei)'s CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- iv. If an offer of a place is withdrawn by Ei and this is not due to incorrect or incomplete information being provided by the student.

#### B. Circumstances in which a partial refund will be paid – PARTIAL REFUND

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Ei fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
- If an international student is refused a visa (student default) before commencing their course, Ei will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Ei withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.

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- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, due to reasons set out in 2A ii), iii), the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

#### **C. Circumstances in which a refund will not be paid – NO REFUND**

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa, and the reason for the refusal was because the student breached their visa condition, withdrew from the course at that location without informing, or did not pay the fees due.
- Where Ei terminates the student's enrolment because of a failure to comply with Ei's policies and procedures leading to misbehaviour.

#### **Outcomes of refund decisions**

Everest Institute of Education (Ei) will provide the outcome of the refund assessment in writing to the student's registered email, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following Ei Complaints and Appeals Policy and Procedure.

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## Credits

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A credit is formal recognition of previous studies completed by a student, intended to reduce the number of units or modules required to complete their enrolled course.

The Everest Institute can grant credit towards a course for units of competency or modules already completed with another RTO or authorized issuing organization. Everest Institute of Education (Ei) will not require any student to repeat any unit they have already been assessed as competent in unless there is a license condition or regulatory requirement necessitating this.

All students will be offered the opportunity to apply for credit for previously completed studies during the enrolment process. Credit can be accessed by completing the Credit Application Form and submitting relevant supporting documents. If a student provides a copy of AQF certification documentation issued by another RTO or an authorized issuing organization, Everest Institute of Education (Ei) will provide credit for that unit. If evidence of previous study from another RTO, university, or other authorized issuing organization is provided, an analysis of the equivalence of the completed study with the relevant units in the student's enrolment at Everest Institute of Education (Ei) will be undertaken.

All evidence provided as part of a credit application will be authenticated by contacting the issuing organization to confirm the validity of the documents. Credit will not be issued where there is a licensing or regulatory requirement that restricts it. Students will be advised in writing of the outcome of their Credit Application.

If credit is applied for and approved at the time of application, the course credit will be included in the student's letter of offer and written agreement, potentially resulting in a reduction of the course fees.

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## Recognition of Prior Learning

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Recognition of Prior Learning (RPL) is a process where skills and knowledge gained through work and life experience, as well as other unrecognized training, can be formally recognized.

The Everest Institute has structured its RPL process to minimize time and cost for applicants while providing a supportive approach to students wishing to pursue this option. Ideally, students should apply for RPL at the time of enrollment, but they may also apply up to 2 weeks into their course.

If students think RPL is a suitable option, the first step is to contact the office and discuss whether RPL might be appropriate. Suitability is often determined by the amount of experience in a certain area, work history, and previous training. If RPL is deemed a possibility, students will be provided with a kit that guides them through each unit to identify relevant skills and experience and determine whether they can provide the required evidence.

A trainer/assessor will be available to assist throughout this process. To apply for RPL, students need to complete a part of the kit and return it with an RPL Application Form. The application will then be assessed for suitability, and an assessor will contact the student to progress the RPL process.

The RPL process typically involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks, and, depending on the area, observing work skills in the workplace.

Fees are applicable for Recognition of Prior Learning, and students will be advised of these fees when they contact the institute. For more information about applying for RPL, students should contact the head office.

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## Assessment

The training and assessment offered by the Everest Institute focus on providing students with the knowledge and skills required for the standard of performance needed in the workplace. This is known as competency-based training and assessment. Each component of the course is a "unit of competency." Students may study one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace, such as communication, health and safety, or qualification-specific skills.

Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects, and practical observations.

At the beginning of each unit or cluster, the assessor will review the assessment arrangements with the students and provide all the details about the assessment requirements. At this time, students will:

- Be provided with detailed assessment instructions for each task/requirement, including the criteria they will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

The assessor will go through all the arrangements, and students can ask any questions they have

### Submitting assessments

Students must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet requires a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Students must keep a copy of all tasks they submit, as the institute cannot return copies because they must be kept as evidence in the student's file.

### Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks satisfactorily for a unit to achieve an overall outcome of Competent (C) for the unit. If one or more tasks are assessed as Not Satisfactory, the student will receive an overall outcome of Not Yet Competent (NYC) for the unit. Students are allowed two further attempts to complete the task and achieve a satisfactory outcome. They will be given a timeframe for resubmission and advised on what must be included in the resubmission.

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

### Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness, or special considerations—this is called reasonable adjustment. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible, such as providing learner workbooks in an audio format or on different colored paper.
- Adapting physical facilities, environment, and/or equipment, such as setting up hearing loops.
- Making changes to the assessment arrangements, such as allowing more time for assessments.

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- Making changes to the way evidence for assessment is gathered, such as asking written questions orally.

Students should speak to their assessor if they think they may need an adjustment. Note that these adjustments are made at the discretion of the assessor based on the student's identified needs.

### **Appealing assessment decisions**

If students do not agree with any assessment decision, they can lodge an assessment appeal. For information on how to lodge an appeal, please refer to the Complaints and Appeals section in this handbook.

## **Student plagiarism, cheating and collusion**

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The Everest Institute has a no-tolerance policy for plagiarism, cheating, and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgments of all resource materials used in preparing the work.

When submitting assessments, students will be required to sign a declaration stating that the work provided is their own and that they have not cheated, plagiarized, or colluded with any other student(s).

If a student is found to have plagiarized, cheated, or colluded, they will be given an opportunity to respond to the allegations. If the allegations are confirmed, the student will be required to complete the assessment again. Disciplinary action may also lead to suspending or canceling the student's enrollment, which may affect their visa.

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## Student Orientation and Support Services

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The Everest Institute is committed to ensuring that students receive all the support needed to adjust to life and study in Australia and to succeed in their studies.

### Orientation Program

Prior to commencing studies, students are required to participate in a compulsory orientation program that will include information on:

- Details of internal and external support services available to assist in transitioning into life and study in Australia. These services include welfare services, accommodation services, academic and career advice, IT support, student learning assistance, English language support, and social inclusion activities.
- Legal, emergency, and health services.
- Facilities and resources.
- Organizational policies and procedures, including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, complaints, and appeals.
- Any student visa conditions relating to course progress and attendance.

The enrolment form completed by the student will help identify any support needed. Depending on the course enrolled in, support needs can also be discussed during orientation.

### Support Services

The Everest Institute offers various support services, including:

- Mentoring from appropriately qualified trainers, including their phone and email contact details.
- English language support.
- Study skills centers/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Extra time to complete tasks.
- Access to supplementary or modified materials.
- Supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Students can contact the Everest Institute at any time on +613 8393 6550 to discuss their support needs. Alternatively, they can receive assistance from the Student Support Service Officer.

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## Welfare services

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The Everest Institute offers a range of welfare services to support the mental, physical, social, and spiritual well-being of international students. These services may include, through either direct provision or referral, information/advice about:

- Accommodation
- Counseling
- Crisis services
- Disabilities and equity issues
- Financial matters
- Legal issues
- Medical issues
- Mental health
- Peer mentoring
- Programs promoting social interaction
- Religious and spiritual matters
- Stress management
- Academic and study issues

These services are provided at no additional cost to the student.

For more details about the welfare services offered, students can contact the Everest Institute at [enquiries@everest.edu.au](mailto:enquiries@everest.edu.au) or call +613 8393 6550.

Following are some of the external agencies that provide welfare services.

### Reading and Writing Hotline

- **Telephone:** 1300 655 506
- **Website:** [Reading and Writing Hotline](#)  
For the price of a local call anywhere in Australia, the Hotline can provide advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### The Victorian Disability Advisory Council

- **Telephone:** 1300 880 043
- **Website:** <https://www.vic.gov.au/victorian-disability-advisory-council>  
The functions of the Victorian Disability Advisory Council include effectively communicating with people with disabilities, the Victorian Government, and the wider community.

### Victorian Equal Opportunity and Human Rights Commission

- **Telephone:** 1300 891 848
- **Website:** [Victorian Human Rights Commission](#)  
The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body responsible under three laws:

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- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act
- Services provided by the Commission include:
  - A free telephone Enquiry Line
  - A free, fair, and timely dispute resolution service
  - Information and education about equal opportunity, racial and religious vilification, and the Charter of Human Rights and Responsibilities
  - Education, training, and consultancy services

#### **SPELD Victoria Inc.**

- **Telephone:** 1800 051 533
- **Website:** [SPELD Victoria](#)  
Specific Learning Difficulties Association of Victoria (SPELD) provides information and services to children and adults with specific learning difficulties.

#### **Victoria Legal Aid**

- **Telephone:** 1300 792 387
- **Website:** [Victoria Legal Aid](#)  
Victoria Legal Aid helps people with their legal problems, focusing on protecting the rights of Victorians and representing those who need it the most.

#### **Lifeline**

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

#### **Reach Out**

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

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## Maintaining Enrolment and Course Progress

Students must meet course progress requirements to satisfy the conditions of their visa. These course progress requirements will be clearly explained during the orientation program.

The Everest Institute will assist students in meeting course progress requirements by monitoring their progress and providing relevant support at an early stage. Support options include extra time to complete tasks, a reduced study load, and study skills programs. If, after receiving this support, a student does not meet course progress requirements, they will be issued a first warning letter stating that their course progress is unsatisfactory and inviting them to a meeting to discuss further support.

If a student's progress remains unsatisfactory following the provision of support, they will receive a second warning letter and be invited to another meeting to discuss why they are still not meeting satisfactory course progress requirements and to consider new or revised support arrangements.

If a student continues not to meet course progress requirements in two consecutive study terms, they will be issued a notice of intention to report. The student has the right to appeal within 20 working days as per the Complaints and Appeals procedure. If the student does not appeal, the appeal is unsuccessful, or the student withdraws from the process, they will be reported via PRISMS for breach of course progress requirements.

- If a student's study load is reduced due to difficulties with meeting course progress requirements, they may need to complete additional subjects in future sessions to finish the course within the time specified in their student visa.

### Attendance

EI does not report students based on attendance; however, it assesses attendance on a weekly basis. Reminders will be sent where the student is not participating in the training as outlined in the training and Assessment Strategy and timetables. An intervention strategy will be activated at any point where EI feels that the student is at risk of failing to maintain satisfactory attendance, which could impact the course progress.

### Intervention Strategy

- EI ensures that it identifies, notifies, and assists students where there is evidence that they are at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an Individual intervention strategy will be developed based on the appropriate intervention strategy identified.
- An intervention strategy will include an interview with the trainers/ assessors and may include one or more of the following strategies:
  - Advising students of opportunities for reassessment; and
  - Advising students of assistance that EI can provide, including:
    - reviewing learning materials with the student and providing information to students in a context that they can understand;
    - providing extra time to complete tasks;
    - providing supplementary exercises to assist in understanding
    - attending counselling;
    - receiving assistance with personal issues that are influencing progress;

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- referral to external organisations where EI is unable to address the identified learning or academic issues:
- a combination of the above and a reduction in course load.

#### **Extension to an expected course duration**

- Extensions to the course duration specified on the CoE are only allowed where:
  - compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents;
    - major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the student's studies; [SEP]
    - a traumatic experience that has impacted the student and which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
    - where RIC is unable to offer a pre-requisite unit.
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
  - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
  - An approved deferral or suspension of studies has been granted in accordance with EI's *Deferral, Suspension and Cancellation Policy and Procedures*.
    - When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
    - All variations in the student's study load, including the reasons for the variation, will be recorded on the student's file.
    - Where the duration of the student's enrolment is extended, EI will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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## Deferral, suspension and cancellation

Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Everest Institute of Education (Ei) considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Everest Institute of Education (Ei) because of a circumstance such as being involved in a car accident.

Where a student-initiated deferral or suspension of enrolment is granted, Everest Institute of Education (Ei) will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

### Cancellation of studies

- Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Everest Institute of Education (Ei) Course Transfer Policy and Procedure.
- Everest Institute of Education (Ei) may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. Information in the Domestic & International Student Handbook describes the behavior expected by students, as well as information on plagiarism, collusion and cheating.
- Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Everest Institute of Education (Ei) Course Progress and Attendance Monitoring Policy and Procedures.

### Visa status (International students only)

- Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Everest Institute of Education (Ei) will notify DET via PRISMS of the change in enrolment status.
- Where a student accesses the Complaints and Appeals process, Everest Institute of Education (Ei) will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
- Students are referred to the Department of Home Affairs web site (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>) or Helpline (131 881) for information and their local office for advice on how the potential change to enrolment status may impact upon his or her visa.
- Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the Department of Home Affairs a new CoE or provide the Department of Home Affairs with evidence that he or she has accessed an external appeals process.

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- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Everest Institute of Education (Ei) the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
- Where Everest Institute of Education (Ei) initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Ei's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
- Students may choose to access an external appeal process as per Everest Institute of Education (Ei)'s Complaints and Appeals Policy and Procedure. In the case of an external appeal, Ei is not required to wait for the outcome of the external appeal before notifying Department of Home Affairs of the change to the student's enrolment status.
- In relation to suspension, Everest Institute of Education (Ei) will continue to provide learning opportunities to students during the appeals process and students to continue to attend class so as not to deny them learning opportunities or disadvantage their subsequent studies should the appeals process find in their favour. The only exclusion to this will be in the case of a student who has breached the student's code of conduct and is a risk to his/herself or to the safety of others.
- Everest Institute of Education (Ei) provides information about its Deferral, Suspension and Cancellation Policy and Procedure in the Student Handbook and at orientation.
- Student may access all relevant forms for deferral or suspension through the Everest Institute of Education (Ei) via email or by direct request.
- Standards of behavior required are outlined in the Student Handbook.
- Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

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## Change in visa status

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

Students should refer to the Department of Home Affairs website (<http://www.immi.gov.au/>) or contact the Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact their visa.

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

If a suspension of enrolment is granted, Everest Institute will suspend enrolment for an agreed period of time, up to a maximum of 12 months. If the suspension is required for longer than 12 months, the student will need to re-apply once the initial suspension period has expired.

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

The Everest Institute will use its professional judgment to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

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

## Your Feedback

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Feedback is important to the Everest Institute and assists in ensuring that our services meet students' needs. We use feedback from students to contribute to our continuous improvement processes, constantly striving to do better.

All students and employers will be required to complete a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER). Students are encouraged to help by completing the surveys provided by their trainer/assessor. Some surveys may also be mailed or emailed from our office.

We also welcome feedback anytime by email, phone, or in person.

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## Student code of conduct

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination, and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimized.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Everest Institute of Education (Ei) holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially, and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment, and support services that meet their individual needs.
- Be given clear and accurate information about their course, training, assessment arrangements, and progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Ei on the client services, training, assessment, and support services they receive.

### Student Responsibilities

All students, throughout their training and involvement with Everest Institute of Education (Ei), are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimize, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes any articles or items that may threaten the safety of themselves or others.
- Notify the institute if any of their personal or contact details change.
- Provide relevant and accurate information to Ei in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities, and assignments honestly and without plagiarism or infringing on copyright.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.

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- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify Ei if any difficulties arise as part of their involvement in the program.
- Notify Ei if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- For international students, comply with their student visa requirements under the ESOS Act.

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

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## Legislations

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation, including the Education Services for Overseas Students (ESOS) Framework and Workplace Health and Safety regulations.

### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: [ESOS Framework](#). If you are unable to access this information, contact the Everest Institute via email or phone, and they will provide the information to you.

### Workplace Health and Safety

Under the Occupational Health and Safety Act 2004, the Everest Institute of Education must provide a safe environment for both staff and students and information to staff and students regarding health, safety, and welfare. The Everest Institute has policies and procedures in place to ensure your safety, and you will be provided with information about health and safety at the commencement of your course.

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

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

### Harassment, Victimisation, or Bullying

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

- **Harassment** is defined as any form of behavior that you do not want, that offends, humiliates, or intimidates you, and that creates a hostile environment. Examples include making fun of someone, spreading rumors, offensive jokes, ignoring someone, etc.
- **Victimisation** is when a person is treated unfairly because they have made a discrimination complaint.

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

If you ever feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps:

1. If possible, tell the person that you don't like the behavior and ask them to stop.
2. If you are uncomfortable doing this, complain as per Everest Institute's Complaints and Appeals procedure, which is detailed in this Handbook.

### Equal Opportunity

The principles and practices adopted by the Everest Institute aim to ensure that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Everest. All people will be treated courteously and expeditiously throughout the process of enquiry, selection, enrolment, and participation in a course. The Everest Institute provides equity in access to the level of training and support required by each student, enabling them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge, and experience through education and training.

### National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study. As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority, Everest Institute is required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure training, assessment, and support services are provided to you in accordance with nationally mandated standards.

### Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

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

If you provide us with permission to access or create your USI, we will need a valid form of identification. The ID provided for this purpose will be destroyed once we have used it. We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

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## Privacy Principles

Personal information is collected from individuals by the Everest Institute of Education (Ei) to carry out its business functions. Ei only collects and stores information that is directly related to its business purposes and legal requirements for providing nationally recognised training and assessment. In collecting personal information, Ei complies with the requirements set out in the Privacy Act 1988.

This means Everest Institute of Education (Ei) ensures each individual:

- Knows why their information is being collected, how it will be used, and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Ei if they consider that their personal information has been mishandled.
- Is protected under the Public Records Act 1973.

### Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records, and online forms and submissions.

The types of personal information collected include:

- Personal details
- Contact details
- Employment information where relevant
- Academic history
- Statistical information about prior education, schooling, and reasons for enrolling
- Training, participation, and assessment information
- Fee and payment information

### Storage and use of information

Everest Institute of Education (Ei) will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorized access, misuse, or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets) and electronically in a secure environment to which only authorized staff have access.

Ei will ensure that all proper documentation is stored for the appropriate duration according to relevant legislation.

The personal information held by Ei will only be used to:

- Enable efficient student administration
- Provide information about training opportunities
- Maintain accurate and detailed student records of course participation, progress, and outcomes

Ei may use the personal information an individual provides to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed on to any third-party marketing companies without the individual's prior written consent.

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## Disclosure of information

The personal information about students enrolled in a course with Everest Institute of Education (Ei) may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), AVETMISS (Australian Vocational Education and Training Management Statistical Standard), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrollment information, unit outcomes, AQF certification and statement issuance, and training participation and progress information.

Ei will not disclose an individual's personal information to another person or organization unless:

- They are aware that information of that kind is usually passed to that person or organization.
- The individual has given written consent.
- Ei believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorized by law.
- The disclosure is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organization to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

## Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled by Everest Institute of Education (Ei) can do so by following Ei's Complaints and Appeals Policy and Procedure.

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## Access to Your Records

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Students may access or obtain a copy of the records that the Everest Institute holds about them at any time. This includes personal information and records of participation and progress.

To access or obtain a copy of the records held in your file, you must make a request in writing to Reception via the Access to Records Form. There is no charge to access your records; however, there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that you may either access the records in person or that the requested records will be sent to your email address.

When access is provided to review the contents of a file, photo ID will be required to ensure that the student is viewing their own file. Access will occur in the presence of an Everest Institute staff member. Where copies of records are to be provided via post, records will only be sent to the home address that the RTO holds on file for the student.

A student may request a Statement of Attainment via email or phone.

Access to records may be provided by:

- Making copies of documents held in a file
- Giving access to the student to review their file
- Providing a copy of an up-to-date Statement of Attainment
- Other means necessary to grant access to current and up-to-date records

### Amendment to Records

Individuals who request that incorrect records held about them be corrected can do so by filling out an Amendment to Records Request Form. If it is a change of address or contact details, students can use the Change of Details Form.

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## Critical Incident

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- Everest Institute of Education (Ei) is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- Everest Institute of Education (Ei) ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in Ei's Health and Safety Policy and Procedure.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- As per Standards 6.4 and 6.5, students will also receive information about health and safety, including critical incidents and the details of the contact officer they would contact in the event of a critical incident on their orientation day. Updates to information will be provided to students as and when they require.
- Everest Institute of Education (Ei) will ensure that appropriate post-incident support is provided as required.
- Everest Institute's will include protocols for informing the police, the Department of Home Affairs and the parents of the student, if appropriate.
- Everest Institute of Education (Ei) response to critical incidents will always be evaluated and improvements identified and implemented as required.

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## Complaints and Appeals

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Everest Institute of Education (Ei) responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff
- Any third party providing Services on behalf of Ei
- Any student or client of Ei

Complaints may be made in relation to any of Everest Institute of Education (Ei)'s services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student

Appeals should be made to request that a decision made by Everest Institute of Education is reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Ei

### Making a complaint of appeal

Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring, and appeals must be made within thirty (30) calendar days of the original decision being made. Complaints and appeals should be made in writing using the Complaints and Appeals Form or other written format.

#### Submission Process:

- Your complaint or appeal will be acknowledged in writing.
- When making a complaint or appeal, provide as much information as possible to enable Ei to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.

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- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

#### Resolution Process:

- Some or all members of the management team of Everest Institute of Education (Ei) will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until the matter is resolved.

#### Enrolment Status During Complaints and Appeals:

- **For domestic students:** Everest Institute of Education (Ei) will maintain the student's enrolment while the complaints and appeals process is ongoing.
- **For international students:** Ei will maintain a student's enrolment throughout the internal appeals process without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process, it will depend on the type of appeal as to whether Ei maintains the student's enrolment as follows:
  - If the appeal is against Ei's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Ei's decision to report.
  - If the appeal is against Ei's decision to defer, suspend, or cancel a student's enrolment due to misbehaviour, Ei will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

#### Independent Parties

Everest Institute of Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Ei.

- **For domestic students:** The independent party is recommended by Ei; however, complainants and appellants are able to use their own external party at their own cost.
- **For international students:** The independent party is the Overseas Students Ombudsman. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). This service is free of charge.

Ei will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

#### External complaint avenues

Complaints can also be made via the following avenues:

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- National Training Complaints Hotline:  
<https://www.dewr.gov.au/national-training-complaints-hotline>
- Australian Skills Quality Authority (ASQA):  
<https://www.asqa.gov.au/about/complaints>
- Commonwealth Ombudsman  
<https://www.ombudsman.gov.au/complaints>

## Issuing of Certification Documents

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On completion (or withdrawal) of a course and payment of final fees, the Everest Institute will issue the student a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

If a student partially completes a qualification, such as in the case of withdrawal, a statement of attainment showing any units completed will be issued.

The Everest Institute reserves the right to withhold the issuance of qualifications until all fees related to the course have been paid, except where the Institute is not permitted to do so by law.

For a qualification or statement to be issued, the Everest Institute must have a valid USI on file for the student.

### Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of these statements or qualifications at any time for an additional charge.

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