

Gold Coast Queensland Australia



Aurora
TRAINING INSTITUTE

Student Handbook 2026



Contents

3	Campuses and facilities
5	Application process and information
6	Recognition: Direct Credits (Credit Transfers) and Recognised Prior Learning (for Vocational Courses)
6	Entry Requirements
6	Orientation and New Student Induction
7	Living in Australia
8	Housekeeping
9	Fire and Emergency Evacuation Procedure
12	Student holiday leave (ELICOS and VET)
12	Transport and Location Map
13	The Australian Student Visa & the Australian Government ESOS Act
13	Your Rights under the ESOS Act
13	Your Responsibilities/ Updating Student Contact Details/Who to Contact
14	ATI - Student Code of Conduct
16	Health and Medical Information and Requirements
17	ATI Student Complaints and Appeals Policy
20	Vocational Course Progress Policy
20	Intervention Strategy
21	Course Variations
21	Transfer between Providers
21	Deferring, suspending or cancellation of enrolment
24	Student Services and Wellbeing
25	Translating and Interpreting Service (TIS)
25	Health and Emergency Services/ Visa Matters/ Legal Services/ Counselling Services
26	Course fees, refunds and other financial issues
27	Refund Policy – International Students

General Contact Details

Executive Officer: Stuart Love

Email: enrolments@aurora.edu.au

Central Campus

Building 3F, 9 Lawson St

Southport Qld 4215

Ph: +617 55220411

Education Manager: Kirsten Fisher

Campus & Facilities

All of ATI's campuses offer the following facilities:

- Lessons integrate the latest interactive whiteboard technology and resource materials
- Computer lab and Wi-Fi connection
- Student kitchen and common area

Main Campus

ATI's Main Campus is located at Building 3F, 9 Lawson St, Southport Qld 4215

on the beautiful Gold Coast. Our state-of-the-art campus is located only a couple of minutes' drive from the Southport CBD and less than 10 minutes' drive from the famous Surfers Paradise. Our campus is surrounded by native bushland and provides a tranquil environment for students and boasts a purpose built and state-of-the-art commercial kitchen.

We are located near a major shopping centre which has a post office, chemist, supermarket and many other specialty stores.



Live Training Environments

Early Learning Centres

Our Faculty of Early Childhood Education provides our students with the very unique benefit of having a child care centre, where they can complete their practical training in partnership with Imagine Child Care and Kindergarten is well-known for excellent facilities and service, and is committed to providing exceptional child care and education for children from birth to school age. Our childcare students are able to complete many hours of invaluable practical training here. Having access to a childcare of this calibre means our students are fully equipped with the best possible training.



Hospitality Kitchen

Our modern Main Campus is home to our purpose-built hospitality kitchen and offers our students full commercial cookery facilities with their own workstation.

ATI's partnership with the Ridgeway Group gives our hospitality students the invaluable opportunity to gain work placements at one of their restaurants.



Application Process and Information

When we receive your Application Form, we will send you the appropriate acceptance documents including invoices. If you are applying for a student visa you must upload when you apply for your visa.

Students with other qualifications who intend on applying for course credit should submit their documents for assessment prior to being granted a Letter of Offer.

Step 1:

Choose your course of study and your preferred start date.

Undertake an IELTS, ISLPR, TOEFL or relevant assessment in your home country or sit an ATI English Placement Test and send a copy of your passport, relevant English assessment and the International Student Application Form to: **enrolments@aurora.edu.au**

Step 2:

ATI will advise you of the outcome of your application.

If your application is successful, ATI will e-mail a Letter of Offer/ Student Agreement to you or your Agent confirming the course you have been offered, fees payable, and the course commencement date.

Step 3:

Read this letter of offer thoroughly, sign and return your "Acceptance of Offer and Acknowledgement" page and keep a copy for yourself. If we do not receive the original of this signed page, your enrolment cannot proceed.

Note: Your letter of offer must be accepted prior to, or concurrent with sending your payment of fees.

Step 4:

You will also receive an Invoice for fees payable from ATI.

Step 5:

Note: Student tuition fees must be paid concurrent with or after accepting this letter of offer.

Pay required Fees as shown on the invoice, including Overseas Student Health Cover fees.

Step 6:

Upon receipt of the signed acceptance of offer, the program/ course payment and remittance advice form, The Confirmation of Enrolment (CoE) on behalf of the Australian Department of Immigration and Border Protection will be sent directly to you by e-mail or alternatively to your Agent. You will need the CoE to apply for your student visa (this applies to student visa students only).

Step 7:

Take the CoE to the nearest Australian Embassy or Consulate (or apply online if available in your country), for your Australian Student Visa.

You must satisfy the Australian Department of Home Affairs visa conditions. Please refer to the Department of Home Affairs website for more information about your student visa. Please visit www.homeaffairs.gov.au for more information.

Examples of these conditions include:

- Course enrolment & attendance.
- Educational Outcome.
- Changing your education provider.
- Financial capacity; and
- Health insurance.

Arrange your travel. The start date offered to you is when you are required to attend orientation at your campus. We recommend that you have arrived here AT LEAST one week before the course start date given to you in your Letter of Offer.

Recognition - Direct Credits (Credit Transfers) and Recognised Prior Learning *(for Vocational Courses)*

ATITraining Institute (ATI) recognises the assessment decisions of, and Statements of Attainment and Qualifications issued by any other RTO.

Direct Credit (Credit Transfer)

Credit may be granted for formal study undertaken in a recognised tertiary institution within Australia, which can ultimately reduce the time needed to complete the course.

Recognition of Prior Learning (RPL)

RPL involves gaining credit for prior learning and knowledge attained elsewhere, such as in a workplace. This means certain units may not need to be completed due to your competency, allowing for your prior knowledge and skill level to be formally recognised. This is provided your knowledge and skills are of the same standard as required in your vocational course.

RPL will allow you to progress through the course at a faster rate and have your prior knowledge and skill level formally recognised.

For the Direct Credit and Recognition of Prior Learning (RPL) Policy contact our academic team.

Entry Requirements

Entry pre-requisites for all ATI's courses are shown on our website and in our faculty brochure.

Vocational Education (VET) courses may have English Language pre-requisites set at various levels. These are available on our website.

Orientation and New Student Induction

On your first day at ATI, our friendly staff will help you settle into life at Australia and take you through your orientation.

VET orientation is on the first day of attendance as per the intake timetable

These orientations embrace an overview of the ATI policies and procedures including administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities and your Course Handbook. Students who cannot attend the Orientation and Induction must contact Student Services.

Student ID Cards

All students need a student ID card. Your photo will be taken during orientation for your ID card. Your ID card will be ready within the week your course commences. With your ID card, you can get a discount on the bus, the train and the cinema. Students who require a replacement card will incur a replacement fee. (See Fee Schedule)

Living in Australia

Location

The Gold Coast is one hour drive from Brisbane and boasts 70 kilometres of beautiful coastline and one of the most beautiful hinterlands in Australia.

Population

Approximately 750,000 people live on the Gold Coast, making it the sixth largest city in Australia.

Climate

The Gold Coast:

Average summer: 19 - 29 degrees Celsius;

Average winter: 9 - 21 degrees Celsius.

Transport

Buses

Local bus services operate from early morning to late at night across the Gold Coast.

Trains

Trains operate between the Gold Coast and Brisbane, including the Brisbane International Airport service.

Trams

The G:is a Gold Coast tram system that connects Helensvale to Surfers Paradise and Broadbeach. There are many stations with high-quality bus interchanges at Southport and Broadbeach.

Flights

Gold Coast Airport in Coolangatta is a 30-minute drive from Surfers Paradise.

Our student services staff will assist you with your transport enquiries. Detailed timetable information can be found at translink.com.au.

Cost of living

The Department of Home Affairs advises that the cost of living for international students in Australia can vary from AUD \$20,800 - \$33,800 per year. These figures cover living expenses such as food, accommodation, transport, health insurance, clothing, fuel, power, telephone, and entertainment, and helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

Here is a breakdown for some of the expenses (approximate monthly amounts in AUD):

Total Estimated Monthly Costs:

\$1,400 – \$2,200 per month
(Varies by lifestyle, accommodation choice, and location)

Accommodation

Share house: \$780 – \$1,130
Student accommodation: \$1,080 – \$1,650
Private 1-bedroom rental: \$1,730 – \$2,380+

Food & Groceries

Groceries: \$350 – \$550
Occasional dining out: Add \$120 – \$250

Transport

Public transport (student concession): \$60 – \$120
Car costs: Fuel \$120 – \$220+ per month
(Car ownership adds registration, insurance, and maintenance.)

Utilities & Communications

Electricity/Water/Gas (shared): \$40 – \$80
Internet share: \$15 – \$30
Mobile phone plan: \$25 – \$50

Personal & Lifestyle

General expenses: \$150 – \$400
Health Cover (OSHC): \$38 – \$50 per month

Summary – Typical Student Budget

Budget lifestyle: \$1,400 – \$1,650 per month
Standard lifestyle: \$1,650 – \$2,100 per month
Comfortable lifestyle: \$2,100 – \$2,700+ per month

Housekeeping

Activities Indemnity

ATI and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property whilst students are on any activity or excursion organised by ATI. It is the student's sole responsibility to take out insurance against all such risks, and we recommend that students travelling to Australia take out comprehensive travel, accident, and medical insurance in their own countries.

Assessment, Mode of Delivery, and Study Needs

Assessment and mode of delivery are detailed in your Course Handbook which is available on orientation or on our website.

When you attend classes at the Institute you will need to bring:

- Stationery, such as a notebook, pen, stapler, eraser, ruler etc.
- Your learning materials; and
- You may wish to bring a laptop or tablet as ATI provides wifi access for students at all our campuses.

Banking

To open a bank account, you will need to show your passport at the bank. You don't need a large amount of money to open a bank account in Australia. Banks are open 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm on Friday. Automatic Teller Machines (ATMs) are numerous and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

Cleanliness and Hygiene

Some guidelines of good hygiene are:

- Showering or bathing each morning or evening.
- Applying a deodorant (anti-perspirant).
- Brushing teeth morning and evening after meals.
- Washing hands before meals and after using the toilet.
- Washing clothes regularly; and
- Use tissues when needed and put them in the bin.

Toilets

Separate male and female toilets are located on campus. If there is no toilet paper in the toilets, please inform Student Services. Please dispose of all sanitary pads (etc) in the containers provided in the female toilets. In Australia it is customary to sit on the toilet seat. Please do not stand on the toilet seat as this may cause damage.

Clean Up After Yourself

Ensure you don't leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat or drink in the classrooms. Place ALL RUBBISH in the rubbish bins provided around the Institute.

Clothing

Remember to bring a sweater or jacket if you feel the cold, as our campuses are air-conditioned. Please do not wear any rude words or pictures on your clothing; other people could get upset or angry! Students are expected to be dressed in an appropriate manner (no bikini tops or similar apparel or clothing with offensive language written on it). Shoes (footwear) should be always worn whilst on campus.

Complaints (*Grievances*)

ATI is committed to top quality teaching and pastoral care. If a current student, or intending student, has a grievance that needs to be resolved, please follow the Complaints and Appeals Procedure outlined in this Student Handbook.

Communicating In English

Please speak English as much as possible while on campus as you are here to learn and improve your English. Please do not speak your own language in class as this is rude to students from other countries. You will get more English practice if you make friends with students from other countries who are also here to learn English.

Damage

Please tell an ATI staff member about any damage in or around the school.

Eating and Drinking

Food and drink should NOT be consumed in the classrooms. You can make lunch and eat it in the Common Room. Eating and drinking should be in the Common Room only. No food or drink should be consumed near computers.

Excursions

Teachers often organise excursions for their classes. These provide important opportunities to experience the 'real life' classroom. Excursions are a big part of teaching and learning at ATI, so all students should attend. Some excursions are paid through your course fees but for others you are asked to pay a small fee. Students will be told about excursions one week in advance.

Legal Advice

Free legal advice can be obtained from the Legal Aid Telephone Service on 1300 651 188 or by visiting www.legalaid.qld.gov.au

Medical Support

- **Gold Coast University Hospital(public)** – 1 Hospital Boulevard, Southport – *phone 1300 744 284*
- **Robina Hospital (public)** – 8 Bayberry Lane, Robina – *phone(07) 5668 6000*
- **Australia Fair Medical Centre** – Cnr Scarborough and Young Sts, Southport – *phone (07) 5532 3466*
- **Southport Park Medical Centre** – Cnr Ferry and Benowa Rd, Southport – *phone (07) 5591 1404*

Fire and Emergency Evacuation Procedure

ATI has an evacuation plan in case of fire or other emergencies. If an evacuation is ordered, you will hear the fire alarm, or your teacher will tell you to evacuate. A map showing the nearest fire exit is displayed in the common areas. Please move immediately to the designated assembly area shown on the map.

1. Follow all instructions given.
2. Leave books and all equipment in the room.
3. Move rapidly to the assembly area but do not run.
4. Group with other students in your class group.
5. Students must be seated and remain so until the "all clear" is given by the Principal or the Evacuation Warden; and
6. Teachers will mark rolls.

First Aid

Any personal injury sustained at ATI must be reported immediately to your teacher. A basic first aid kit is available at Student Services for emergencies. The Institute cannot supply students with medicines or headache tablets. This is the student's responsibility.

Graduation

Graduation or the achievement of an award requires successful completion of your course, the payment of all outstanding fees, return of all Institute materials and property, and the achievement of the required level of attendance at the Institute.

Mobile Phones

ALL mobile phones must be turned to silent while you are in class at ATI. It is very rude to other students and your teacher to take calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with the Student Services of your campus.

Post Office

There are post offices within walking distance of all our campuses. Please ask Student Services for your closest post office. Post office opening hours are from 8:30am to 5:00pm, Monday to Friday.

Photography Release

Any photos or footage taken at ATI or by ATI's staff or students are the property of ATI and may be used in the reproduction of materials for promotional use, without consent.

Privacy of Your Personal Information

ATI will always respect your personal information and will only share your personal details with any third party if there is suspected breach of your student visa conditions. In these cases, your personal contact, enrolment, and course details may be shared with Australian Governments and designated authorities and the Protection Service and ESOS Assurance Fund Manager.

It is your responsibility to provide all necessary documentation to support your visa application. If you provide incorrect or incomplete information to Australian Immigration authorities, it may result in the cancellation of your visa and your enrolment.

Punctuality - Please don't be late

Coming late to class not only disrupts others in your class and distracts your teacher. There are penalties for lateness and if you are more than 10 minutes late, you will be marked absent on the class roll. This could adversely affect your attendance percentage. You will not be able to access your class until after the next break period.

Safety

Australia is one of the safest countries in the world. However, like in all countries, risks should not be taken. For example, avoid dark areas at nighttime and always take care of your belongings. If you don't know the area well or if you must travel at night, you should travel with a friend. Also, do not ride in a car with someone you do not know, even if they seem friendly or helpful.

Students who wish to seek assistance or report any incident or allegation involving actual or alleged sexual, physical or other abuse will be advised to contact Student Services for advice on who to contact or use one of the below contact numbers:

Emergency Phone Number

Police	Phone 000 and say 'Police'
Fire Department	Phone 000 and say 'Fire'
Ambulance	Phone 000 and say 'Ambulance'

Self-Study

Use your time effectively and take advantage of all self-access activities offered. Students are free to use the College's facilities to complete assignments, conduct research, and undertake additional study. For each hour of face-to-face teaching in class, you should try to reach the goal of one to two additional hours of review of your notes, reading and summarising your learning materials, revision of topics covered, writing of assignments, and preparation for future classes.

Smoking

Smoking is NOT allowed at all on our campus grounds. Those who wish to smoke in BREAK TIMES need to go off campus. PLEASE DO NOT SMOKE on school grounds. The legal age for smoking in Australia is 18.

The Queensland Cancer Council recommends the following:

- Slip on sun protective clothing.
- Slop on SPF 30+ sunscreen.
- Make sure your sunscreen is broad spectrum and water resistant; and
- Sunscreen should not be used to increase the amount of time you spend in the sun and should always be used with other forms of protection. Apply sunscreen liberally to clean, dry skin at least 20 minutes before going outside and reapply every two hours.

Slap on a hat

Abroad brimmed or bucket style hat provides good protection for the face, nose, neck and ears, which are common sites for skin cancers. Caps and visors do not provide adequate protection. Choose a hat made with closely woven fabric - if you can see through it, UV radiation will get through. Hats may not protect you from reflected UV radiation, so also wear sunglasses and sunscreen to increase your level of protection.

Seek shade

Make use of trees or built shade structures or bring your own! Staying in the shade is an effective way to reduce sun exposure. Whatever you use for shade, make sure it casts a dark shadow and use other protection (such as clothing, hats, sunglasses and sunscreen) to avoid reflected UV radiation from nearby surfaces.

Slide on some sunglasses

Sunglasses and a broad brimmed hat worn together can reduce UV radiation exposure to the eyes by up to 98 per cent. Choose close-fitting, wrap-around sunglasses that meet the Australian Standard AS 1067. Sunglasses are as important for children as they are for adults.

Please ALWAYS swim between the red and yellow flags when you go to the beach. You will be watched by a trained lifeguard. NEVER swim outside the flags.

Do not swim alone, or at night, when no-one can see you. The ocean can be a dangerous place.



PHOTO: Always swim between the red and yellow flags at the beach



Working in Australia

Work in Australia is governed by legislation and industrial awards that protect all workers. Students need to be aware that in Australia there is a minimum wage paid for employment and different industries are covered by awards that protect the rights of workers. For more information you can visit the fair Work Ombudsman site <https://www.fairwork.gov.au/>

Staff Room

You may NOT enter the staff room. If you need to speak to a staff member, please knock and wait at the door.

Updating Student Contact Details - VERY IMPORTANT!

It is important that you notify the Institute of any changes to your address or telephone number in Australia. This is particularly important for students studying on an Australian Student Visa. The Institute notifies changes of address and telephone numbers to the Australian Department of Immigration and Border Protection. If the Department cannot contact you, they may regard you as being illegal and cancel your student visa. ATI will seek contact details including address, phone number, email address every six months from students.

Student Noticeboards

Student noticeboards are located in the student common room. Students MUST NOT put any unauthorised notices on any of the Institute noticeboards.

Student Records

All student records are kept in a secure location and are accessible only to staff. Any student wishing to view their file can do so by asking their trainer.

Student Holiday Leave

Students are permitted to take study breaks during the year.

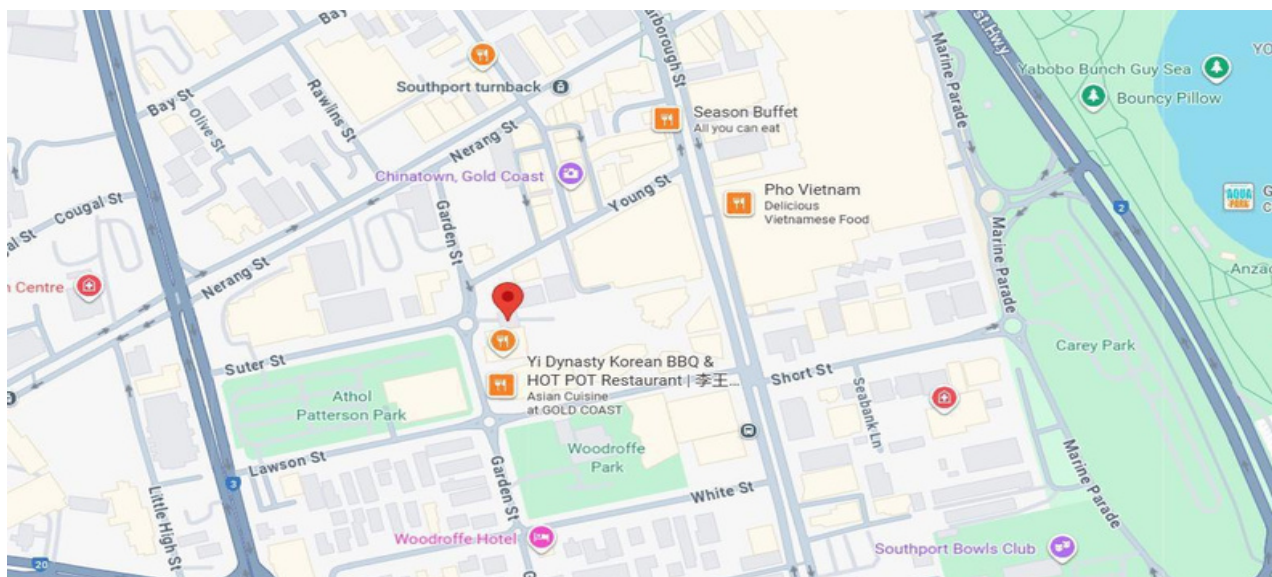
For Vocational (VET) enrolments, the number of holiday weeks included in the course duration will differ from course to course. Student holidays are built into each course. Your course trainer will provide you with a Course Study Planner that will identify when student holiday breaks are.

Transport and Location Map

If you are living with a homestay family, please discuss your transport options with them. Students living in apartment accommodation will need to make their own travel arrangements to and from classes. Bus, tram, and train services conveniently operate within the Gold Coast and Brisbane. You can access timetables and information using the following website: transinfo.qld.gov.au. Your Student ID card will give you a discount on the bus and train.

Main Campus map

9 Lawson St, Southport



Australian Student Visa & the Australian Government ESOS Act

Providing quality education and protecting your rights and your fees

If you hold an Australian Student Visa, you must study with an education provider that is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Register). ATI is on this list of registered institutions which can be found at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider meet the high standards necessary for Australia's overseas students' program. Please check carefully that the details of your course, including its location, match the information shown on the CRICOS site.

The Australian Government wants Australia to be 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 (Education Services for Overseas Students) framework and they include the (ESOS) Act2000 and the National Code of Practice.

Your Rights under the ESOS Act:

The ESOS Act protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of this written agreement in your possession.
- Safety for your Tuition fees: The ESOS Act includes consumer protection that enables you to receive a refund or to be placed in another course if your provider is unable to teach your course for any reason. This is something unique to Australia. This is managed under the Tuition Protection Service
- It is your right to know:
 - How to use your provider's support services.
 - When, or if your enrolment can be deferred, suspended or cancelled.
 - What your provider's requirements are for satisfactory progress in the courses you study.
 - Your obligations regarding course attendance.
 - What will happen if you want to change providers; and
 - How to use your provider's complaints and appeals process.

Your Responsibilities/ Updating Student Contact Details/ Who to Contact

As a student on an Australian Student Visa, you have a responsibility to:

- Satisfy your student visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay (Australian Student Visas only).
- Meet the terms of the written agreement with the Institute.
- Maintain satisfactory course progress (VET Students only).
- Follow the Institute attendance policy (80 per cent attendance required). and
- Very important: While you are in Australia, you must advise the Institute if you change your local address and/ or telephone number at any time. Immigration Department may wish to contact you directly for an interview and if you do not attend this interview, your visa may be cancelled and you may be deported from Australia.

Who to contact

WHO	WHY	HOW
ATI Training Institute	For policies and procedures that affect you	E-mail us at enrolments@aurora.edu.au or visit our website at www.aurora.edu.au
Department of Education	For your ESOS rights and responsibilities	www.education.gov.au www.border.gov.au
Australian Department of Home Affairs	For visa matters	Phone 131 881 in Australia Contact the office in your country

ATI - Student Code of Conduct

The Institute has a Code of Conduct that ensures the rights of students and Institute staff members are respected, regardless of their age, gender, religion, or the way they look and dress. Please read this code carefully and ask your teacher if you do not understand anything. Serious breaches of the Code of Conduct may result in your course being suspended without a refund.

Conduct

Students are asked to come to class on time and to be polite to teachers and classmates. Your classmates come from many different parts of the world. We ask that you show respect for all your teachers and classmates, regardless of their age, gender, nationality, religion, or the way they look. This helps others to respect you and ensures a good reputation for your country!

ATI follows a strict course of action regarding illegal drug and alcohol issues and students face dismissal over the use or possession of such substances.

ATI respects the rights of its students to study their chosen course without interruption and also expects that students will respect the Institute rules in turn. The Institute deplores bad behaviour, bad language, rudeness and bullying of any kind and aims to maintain a harmonious relationship among the student body. In cases where a student has been found guilty of serious misbehaviour, the Institute may take action to cancel the student's course and report him/her to the Australian Immigration Authorities. In these cases, it is likely that the student's fees will not be refunded. Any action by ATI to report a student is subject to the Complaints and Appeals process, described elsewhere in this document.

Below is the ATI's Code of Conduct and we ask you to read these carefully before you sign the Student Agreement.

ATI's Code of Conduct

ATI respects the rights of its students and understands the pressures that students may face, living and studying in a new country. Our staff are always ready to help and we want to fix any problems before they become too serious.

In return, we expect our students to behave properly in the school and respect the wishes of ATI's staff and their classmates at all times.

In particular, we ask you to refrain from doing any of the following:

- Deliberately disobeying a directive by a teacher or staff member.
- Being rude or continually disruptive in class;
- Assaulting another student, or bullying, or making threats against another student;
- Making sexist or racist comments.
- Harassment of another student or staff member.
- Stealing from the school or from another student.
- Deliberately damaging equipment, including computer programs and computer equipment.

- Placing themselves or another student or staff member of the Institute in danger, by committing a dangerous, thoughtless, or negligent act.
- Falsifying any documents issued by the Institute (e.g., attendance certificate or class roll).
- Failure to pay tuition and course related fees.
- Failure to maintain satisfactory course progression; and
- Any of the above could result in your suspension from class and the cancellation of your course without refund. In addition, if you are found guilty of a serious criminal offence in Australia, such as stealing or assault, you may also be asked to leave ATI .

Drug and Alcohol Use

ATI has a strict policy regarding illegal drug and alcohol use and students face dismissal over the use or possession of such substances.

Bullying Policy

Bullying of any kind will not be tolerated.

ATI strives to be a safe, caring school and we take bullying very seriously. Bullying can be described as “a wilful desire to hurt another person or put her/ him under stress” and “...its features often include repeated, hurtful behaviour”. If you feel that you are being bullied, or you see this type of behaviour, don’t stay quiet. Tell someone!

Once a complaint has been investigated and established that there has been a case of bullying, the Campus Manager and a student adviser will counsel the offending student. If the bullying continues, a second counselling session will be arranged, but if after the second session the bullying persists the student will be suspended from class for a period of one day or up to one week. Continuous bullying may impact on a student’s visa.

Academic misconduct

At ATI, students are expected to make every effort to provide original work and will refrain from copying the work of others.

Plagiarism can be avoided by using accurate referencing. Plagiarism is using more than 10 per cent of a source.

Plagiarism has been defined as “the copying of sections of any published work without acknowledging the source”.

Cheating is defined as:

- Handing in someone else’s work as your own (with or without the original authors knowledge); Allowing someone to hand in your work as his or her own.
- Several people writing an assignment and handing in multiple copies, all represented (implicitly or explicitly) as individual work;
- Using any part of someone else’s work without proper acknowledgement.
- Copying another student’s work during exam conditions; and
- Using ChatGPT, Siri, or other Artificial Intelligence (AI) programs to compose your answers for an assessment.

Academic misconduct means:

- Presentation of data with respect to laboratory work, field trips or other work that has been copied, falsified or in other ways obtained improperly;
- Inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not permitted;
- Providing assistance to a student in the presentation of individual work, where such assistance is not permitted;
- Falsification or misrepresentation of academic records.
- Plagiarism, as defined above; and
- Other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

Computing

ATI has an extensive computer network throughout the Institute for student use. These are located in the computer room. A wide variety of software is used to support the various areas of the curriculum. Students are encouraged to be creative in their use of technology for assignments and presentations.

To assist communication and research, all staff have individual email accounts and the internet is accessible from all workstations at the Institute.

Rules for the computer area:

- 1) Please do not eat, drink or smoke in the computer area.
- 2) Please do not change any settings on your computer.
- 3) Tell a staff member if a computer doesn't work or is broken.
- 4) You can buy USBs at the shopping centre.
- 5) Read and follow the instructions for Internet use on the door of the computer room. No rude or offensive sites are allowed.
- 6) If you want to print, please ask for paper at the Student Services Desk.

Health and Medical Information and Requirements

All student visa holders must have Overseas Student Health Cover in addition to any personal health insurance they may already have. Please advise ATI of any allergies or health ailments that may require medical attention.

For those students who have just arrived in Australia on a student visa on request, your Overseas Student Health Cover has already been paid on your behalf by ATI.

Health Warning

It is good to make friends and have fun but remember that AIDS and other sexually transmitted diseases are present in Australia, the same as anywhere else. Precautions must always be taken. If you are an adult and are sexually active, always use a condom. Condoms can be bought from supermarkets, chemists, and vending machines.

Overseas Student Health Cover Policy

ATI has policies and procedures in place to ensure that students holding a student visa are appropriately covered by Overseas Student Health Cover (OSHC) for the duration of their student visa.

At the time of issuing the initial Letter of Offer and invoice, the student's visa grant date is not known. Therefore, at the time of issuing the invoice the student will initially be charged OSHC for their enrolment period unless advised of a longer visa length.

It is a requirement of the Australian Department of Home Affairs that students are covered for the entire duration of their student visa.

ATI Student Complaints and appeals Policy

At ATI, we always try to give you top quality teaching and personal care. If you are not happy with any aspect of your course, or the care you are receiving, we want to know. Don't worry if your English is not so good. We will give you every help with your enquiry.

Aurora Training Institute normally resolves matters within 7 to 14 days which falls within the 60 day period mandated by the Standards for Registered Training Providers (RTOs) 2015, Standard 6 Clause 6.4.

What to do if you have a problem

If you have a problem (grievance) about ATI, or any aspect of your course, or the accommodation that ATI has arranged for you, you should in the first instance tell the Student Engagement Support Officer at the front desk. Alternatively, you may wish to make an appointment with the Education Manager. If these people cannot help you with your problem, they will arrange for you to see the General Manager - Education and Training.

Your right to Appeal (Internal Appeals)

If you are not happy with ATI's decision, or the help you have received, you can lodge a formal appeal with the General Manager. This formal appeal should be in writing.

Nominating a support person

International students may nominate a support person to accompany them at any stage of the dispute resolution process. Regardless of the procedures shown above, if you are still dissatisfied, you have the right to seek other legal remedies under Australian and Queensland Common Law.

Here at ATI we will always do our best to assist in meeting the desired best outcome.

Your Right to Access an External Complaints and Appeals Body

If your grievance still cannot be resolved by the above process, within 10 working days of concluding the internal review, the Institute will advise the student of the external complaints and appeals body. This service is available through the Dispute Resolution Centre of the Department of Justice and the Attorney-General.

The Brisbane Dispute Resolution Centre is located on Brisbane Magistrate Court, Level 1, 363 George St, Brisbane 4000. Contact details are Tel: Brisbane +61 7 3239 6007; Fax: +61 7 3239 6284.

All complaints must be made in writing.

For International Students on Student Visas: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Commonwealth Ombudsman website at <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

For Other Students: If you are concerned about the conduct of ATI you may contact the Australia Skills Quality Authority (ASQA). Complaints must be submitted online at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Information about how to make an online complaint is available at this site.

Student Grievance Policy (Internal Complaints and Appeals)

Purpose

To provide a fair, equitable, confidential and timely process for managing grievances lodged by domestic and international students of ATI.

Policy

ATI recognises that all students have the right to lodge a grievance where they consider there are genuine grounds for doing so, and will address all grievances and complaints in a fair, equitable, confidential and timely manner, incorporating conflict management principles into all grievance processes.

The ATI Complaints and Appeals Policy and Procedure will be issued to all students prior to enrolment or before a contract is entered into, and again at orientation, or within 7 days of commencement of the course.

All ATI employees will, in the course of their duties, refer any complainant to this document.

Students will be encouraged to discuss expectations and problems openly to avoid escalation of issues. ATI will ensure that the process for lodging and resolving grievances is easily accessible to students and not unduly complex. Teachers will be fully aware of the grievance process and will be committed to resolving any issues to the satisfaction of ATI and the student. If an issue cannot be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

Grievances will be processed in an appropriate timeframe and details kept confidential in accordance with the Privacy Act. All grievance interviews will be minuted. Disclosure of information will only occur if the grievance escalates to third party involvement, and ATI is legally required to provide information, or if permission is granted by the student to do so.

ATI will maintain a Complaints Register, where hard copies of documentation will be filed along with a summary of all grievances. Copies of relevant documents will also be kept on the student's file.

If an international student lodges a complaint, the student will be referred to the Education Manager for assistance. ATI will make every effort to ensure that disputes are resolved promptly taking into consideration the length of time the student will be residing in Australia on their student visa.

The Director-General of the Department of Education has the power to suspend or cancel the registration of ATI or a course if a breach of the requirements of registration provision is proved.

The dispute resolution process does not prevent a student from exercising the student's right to other legal remedies.

If a decision is made by ATI and the student is not satisfied with the grievance decision, they may appeal the decision.

Procedure

1. If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant trainer. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the General Manager Quality Assurance and Student Services is notified immediately and the appropriate authorities contacted. The General Manager Quality Assurance and Student Services will notify the CEO.
2. If the issue remains unresolved or the student is not comfortable approaching the concerned person directly, they should notify ATI Training Institute in writing of the complaint as soon as practicable.
3. Education Manager sends a Receipt of Complaint Letter to the student within 7 days, notifies the General Manager Quality Assurance and Student Services a complaint has been received and updates the Complaints Register. The student will be advised in the letter that the Education Manager will be available to manage their needs should assistance be required.
4. The student is offered a formal meeting within 10 working days of receipt of the complaint, and the choice of having their own witness present.
5. Education Manager reviews the complaint and arranges for a suitable ATI Training Institute representative and witness to attend the meeting.
6. The meeting takes place and proceedings are minuted. The student receives a written statement of the outcome, including the reasons behind the outcome. Details are updated on to the Complaints Register.
7. If the complaint is resolved at the meeting, agreed action is taken and a confirmation letter sent to the student. Details are updated on to the Complaints Register.
8. Associated documentation is filed in the students file, on the Complaint Register and, where required, in PRISMS for international students, and the agreed action is taken.

Internally Appealing the Institute's Decision:

9. If the student is not satisfied with the decision of the Institute (e.g., Complaints meeting outcome, decision to cancel enrolment for not meeting visa conditions, etc.), they may appeal in writing to the General Manager Quality Assurance and Student Services or the CEO.
10. The General Manager Quality Assurance and Student Services, CEO or a nominated staff member will acknowledge receipt of the internal appeal in writing and confirm the appeal will be reviewed within ten (10) working days.

11. The General Manager Quality Assurance and Student Services or CEO will review the case and all supporting documentation related to initial decision. They may also request a meeting with the student, who is able to bring a support person with them.
12. The General Manager Quality Assurance and Student Services or CEO will advise the student in writing of the outcome of the appeal. This information will be added to the Complaints register, where applicable.

Externally Appealing the Institute's Decision:

13. If the complaint is not resolved internally, and the student wishes to take the matter further, within 20 working days of concluding the internal review, ATI Training Institute will advise the student of the contact details of the Commonwealth Ombudsman (ph 1300 362 072, or Commonwealth
a. Ombudsman website <https://www.ombudsman.gov.au/complaints/international-student-complaints>), for International students holding a student visa or for other students the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution s throughout Queensland and a toll-free number of 1800 017 288 is available for students. At present there is no fee for this service however this is subject to change.
14. Further interviews take place as required until the matter is resolved.
15. If the external appeal results in a decision in favour of the overseas student, ATI Training Institute will implement the decision, take action and advise the student in writing.
16. Once resolved associated documentation is filed in the students file and in the Complaint Register, and the outcome noted in the register and/or in PRISMS for international students, and agreed action taken. If it is determined that the complaint was directly due to the actions of an employee or inadequate ATI Training Institute policies or procedures, ATI Training Institute will address non-conformances or adjust policies or procedures immediately.

Vocational Course Progress Policy

All students are expected to attend every session. Students are asked to contact Student Services if they are going to be away from class. If you know that you will be away for any reason, please tell your teacher and Student Services before you go. If you are absent from the Institute because you are sick, you should see your doctor or dentist and obtain a medical or dental certificate and give it to your teacher on your return to the Institute.

Vocational Course Progress Policy

During the induction and orientation, students are informed of the student visa conditions relating to course progress. They are also informed that ATI uses The National Code of Practice for Registration Authorities and Providers of Education and training to overseas students 2018 - Standard 8 in regards to course progress.

ATI will monitor, record and assess the course progress of each student for the vocational course in which they are currently enrolled. Each student's progress will be assessed at the end of each compulsory study period.

- A study period shall be defined as 10 weeks of study.
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50 per cent of the course requirements in that study period.

Course requirements for each compulsory training period shall be defined and made clear to the student at the start of each compulsory training period, on the individual student Training and Assessment Plan. All parties shall be able to identify when a student has not passed or demonstrated competency in 50 per cent or more of the course requirements.

Intervention Strategy

ATI has an Intervention Strategy for any student who is not making satisfactory course progress (VET). It is available to staff and students in the Course Handbook and Staff Handbook.

Visa Regulations

Please contact the Australian Department of Home Affairs about your visa or other immigration matters (phone 131881) or your Educational Agent.

Their office is located at Ground Floor, 299 Adelaide Street, Brisbane, QLD, 4000.

Please note you MUST call the Australian Department of Home Affairs office first to make an appointment. Operating hours are: 9.00am to 4.00pm on Monday- Friday

Course Variations

Students wishing to change their course of study are required to complete the relevant application forms which are available on our website or from Student Services. Fees may apply. Changes may impact on the student visa.

Course Change

Students wishing to change their course of study are required to complete an APPLICATION TO CHANGE COURSE form which is available from Student Services and on our website. Changes to Courses require CoE processing and will incur a fee. This fee will be added to their Student Account upon approval.

Transfer between Providers

Persons seeking admission to courses offered by ATI, who hold a student visa granted for a course/s at another training provider, must have a release recorded in PRISMS by the registered provider if they have not completed 6 months of their Principal Course.

A Confirmation of Enrolment (COE) will only be issued to a person who seeks to transfer their enrolment to ATI within the six months of the Principal Course where.

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
2. The original registered provider has granted and recorded a release in PRISMS;
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Change of Provider from ATI:

All International students who are wishing to transfer provider may be required to provide the new intended Institute with evidence from ATI that the release has been granted.

Release to Transfer

A Letter of Release is not required if:

- a student has completed more than six (6) months of his/her Principal Course for which the visa has been granted before seeking to transfer to another provider.
- A student wishes to transfer to another education provider outside Australia. In this case, students need only complete a Course Withdrawal Form.

A Release to Transfer is required if:

- a student has not completed six (6) months of his/her Principal Course of study for which the visa was granted and would like to transfer to another education provider.

The other provider may issue a Letter of Offer for a place in their program, but it may not enroll them without receiving evidence that the release to transfer has been granted from ATI. The 6 months starts on the first study day of the student's Principal course.

For the full "International Change of Provider Policy and Procedure" visit www.ATI.edu.au/documents/policies

Deferring, suspending, or cancellation of enrolment

A student may only apply to defer their studies on the grounds of illness, evidence by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student or misbehaviour by the student.

Students must apply to their education provider for deferral of their studies and in doing so acknowledge the provider may choose to grant or decline any such request. Applications to Defer the Start Date of the Course, Temporarily Suspend and Withdraw are available on the ATI website.

To "defer" an enrolment means to postpone the start date of that enrolment.

Only the students can initiate a deferral of their course start date.

To “suspend” an enrolment means to temporarily put the student's studies on hold, (adjourn, delay, postpone) after the student has commenced studying in the course in which the student is currently enrolled.

ATI notifies the Australian Government through the PRISMS system of the deferment or suspension of enrolment.

Suspension or cancellation of enrolment could be initiated by either the student or by ATI.

Assessment of the Grounds for Deferment or Temporary Suspension:

ATI can only approve a deferral, or temporarily suspension of a student enrolment on the following grounds:

(a) Compassionate or compelling circumstances; or

(b) Misbehaviour by the student.

(a) Compassionate or compelling circumstances could include, (but are not limited to):

- Serious illness or injury, supported by a medical certificate.
- Bereavement of a close family member (where possible, supported by a death certificate);
- Major disaster or political upheaval in home country; and
- Traumatic incident - e.g., the victim of a serious crime etc. (where possible, supported by a Police Officer, or Psychologist's report).

(b) Misbehaviour could include, (but is not limited to):

- Deliberately disruptive/rude to a point where the behaviour seriously interrupts the class.
- Deliberately disobeying a lawful directive by a teacher or staff member.
- Assaulting another student, or making serious threats against another student.
- Stealing from the school or another student.
- Deliberately damaging school equipment.
- Being found guilty of a serious criminal offence in Australia; and
- Deliberately falsifying any documents issued by the Institute (e.g. Attendance Certificate, or Class roll).

Another possibility for suspension or cancellation could be extenuating circumstances where:

- The student goes missing without explanation.
- Has medical concerns (e.g., severe depression);
- Is at risk of endangering himself or others; and
- Is at risk of committing a criminal offence.

Extenuating circumstances will need to be supported by appropriate evidence.

Under the terms and conditions of the Australian student visa, there are limited ways in which ATI can agree to a deferment resulting in a suspension or prolongation of the student's enrolled course.

“Compassionate or compelling circumstances” could be one reason for the deferment.

Compassionate or compelling circumstances could include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- A significant traumatic experience.
- ATI is unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- The student's behaviour is unacceptable as defined by the ATI Student Code of Conduct; or
- Failure to pay tuition fees.

In every case, written proof of the reason should be submitted to ATI. Students requesting a deferment on the above grounds should submit their request in writing to the Student Services Officer. Any decision of the Institute to refuse the request is subject to ATI's Student Complaints and Appeals Policy. Should a student have his/ her enrolment suspended or cancelled, the student is allowed 20 days in which to access the ATI complaints and appeals procedures.

After 20 days, ATI is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

Students wishing to defer their Course Start Date to a later date:

Unless sufficient notice is given, this deferment will result in a financial penalty (see the appropriate section of ATI's Refund Policy). Failure to attend orientation or defer start date may result in the student being reported to Secretary and TPS Director under section 47A of the ESOS Act as a student default five business days after the start date.

Course Cancellations at Student's request

This is also covered by ATI's Refund Policy (see previously). If a course is cancelled by the student, ATI must report the fact to Australian Immigration Authorities and this will affect your student visa. Usually, no refund is given once the student has commenced his/ her course, but this is also subject to ATI's Complaints and Appeals process.

Cancellation of a Student's course by ATI as a Result of a Student's misbehaviour.

Again, this is covered in previous sections of this document (see Code of Conduct and Refund Policy) and is subject to the provisions of ATI's Complaints and Appeals process.

Student Services and Wellbeing

Our friendly staff can provide you with information regarding a range of services available to you to help you settle in and transition to life and study on the Gold Coast. These include advice on legal services, emergency and health (including mental health) support services, facilities and resources, counselling services, homestay, and accommodation services here at ATI.

Counselling

The staff and teachers of ATI are here to provide help and counselling with problems related to your course and may direct you to any specialists with any other personal problems you might encounter during your stay here. To make an appointment please contact the Student Engagement Support Officer. The following services are available:

- ATI Staff will be happy to show you where to find things around the Institute and answer any questions you have about life in Australia.
- Your trainer will answer any questions about your class or your course of study. If your problem can't be solved by the teacher, you will be referred to the Education Manager.
- Counselling services: we can direct you to student counselling services if required. Australia Counselling Services is our business partner which provide qualified counselling services, and students can make appointments to receive career or personal counselling sessions.
- Academic counselling is available from your trainer.
- Advice and information about further education studies in Australia is available by making an appointment through Student Services.

Other community based counselling services include:

Lifeline - Child, Youth, and Family

Counselling 24 hour telephone counselling is available. Face to face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.

Phone : 13 11 14 Web: www.lccq.org.au

Relationships Australia (Relationship

Counselling and Gambling Help)

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.

Phone: 1300 364 277 Web: www.relationships.com.au

Salvation Army

Offering support and counselling.

Phone: 1300 36 36 22

1300 374 033 <https://www.acscounselling.com.au>

Kids Helpline

Offering a counselling service specifically for young people aged between 5 and 25.

Phone: 1800 55 1800

Beyond Blue

Offering information and support to help everyone achieve their best mental health.

Phone: 1300 22 4636 www.beyondblue.org.au

MensLine Australia

Offering support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

Phone: 1300 78 99 78

➤ Australian Counselling Services (ACS)

Banking

To open a bank account you will need to show your passport at the Bank. You don't need a large amount of money to open a bank account in Australia. Banks are open 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm on Friday. Automatic Teller Machines (ATMs) are everywhere on the Gold Coast and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

Translating and Interpreting Service (TIS)

The Australian Department of Home Affairs provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. Phone: 131 450

Web: <https://www.homeaffairs.gov.au/>

Health and Emergency Services/ Visa Matters/ Legal Services/ Counselling Services

Poisons Information Centre

Ring for information 24 hours a day. Phone: 13 11 26

Ambulance/Fire Brigade/ Police

000 (triple zero) phone number is to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances. Phone: 000

Gold Coast University Hospital

1 Hospital Boulevard, Southport. Phone 1300 744 284

Robina Hospital

Cnr Bayberry Lane and Robina Town Centre Drive, Robina. Phone: 5668 6000

Tweed Hospital and Community Health Services

Cnr Florence & Powell Streets Tweed Heads 2485

Emergency Phone: 5506 7416; Community Health: 5519 8242

Pindara Private Hospital Ramsey Health

All church Ave Benowa 4217. Phone: 5588 9888

Emergency Dental

Gold Coast Oral Health Service, 12 Short Street Southport. Phone: 1300 300 850

Other Gold Coast and Brisbane services can be found at:

<http://www.goldcoast.com.au/essential-gold-coast-services> and <https://www.qld.gov.au/emergency>

Visa Matters

You can talk to the Australian Department of Home Affairs about your visa or other immigration matters.

Ground Floor, 299 Adelaide Street, Brisbane, QLD, 4000. Phone 13 18 81

Please note that you must call the Australian Department of Home Affairs office first to make an appointment.

Operating hours are: 9:00am to 4:00pm, Monday - Friday

Legal Services

A free legal service is available at:

Legal Aid Queensland

1st Floor/ 100 Scarborough Street, Southport 4215

Phone: 1300 651188

Counselling/Personal Support Services

If you require counselling or personal support, please contact one of the below organisations:

- Lifeline

13 11 14

www.lifeline.org.au

- Beyond Blue

1300 224 636

www.beyondblue.org.au

- Australian Counselling Services (ACS)

1300 374 033

<https://www.acscounselling.com.au>

Course fees, refunds and other financial issues

Fee Payment

It is a condition of your enrolment that fees remain paid in advance. If you have not paid fees in full prior to commencement, you will need to pay the outstanding balance at orientation upon commencement.

Payment plans are available for eligible students who have an Australian bank account. Non-tuition fees are to be paid in advance, therefore cannot be added to a payment plan. Please contact your Agent or ATI for further information. CONDITIONS APPLY.

ATI extends to students the option of using Ezi Debit to pay for tuition fees by making regular weekly, fortnightly or monthly repayments. Students wishing to use this option must honour all payments set up on their Ezi Debit form.

Any unforeseen shortfalls on deposits due to bank transfer fees will be payable on orientation. Minimum payment required to obtain a CoE for your course are outlined in your Letter of Offer / Student Agreement. Fees can be paid to ATI in the following ways:

1. Directly to the authorised agent in your country.
2. By Credit Card to ATI: Please note that credit card payments incur 1.5% surcharge (3% for AMEX) on all transactions.
3. By Bank Cheque: Cheques should be made payable to ATI.
4. By Telegraphic Transfer (TT): payment can be made by TT through your financial institution to ATI's bank account (*see your invoice for details*).

Please note all fees are in Australian Dollars. ATI reserves the right to change its fees at any time. All fees are inclusive of GST where applicable.

Payment of Fees

- A comprehensive fee schedule is available on our website.
- Fees are to be paid in advance.
- Please note all payment options are listed on your Letter of Offer.
- Alternative arrangements may be made on application at orientation.
- Policies and procedures are in place regarding refunds. These are outlined in the ATI refund Policy.

For student visa students only:

For courses longer than 25 weeks, only 50% of tuition fees is payable prior to commencement of your course, unless you or the person responsible for paying the fees have chosen to pay more than 50% of the total tuition fee.

In order to obtain a CoE for Visa purposes, students must pay the minimum payment required listed on their Letter of Offer.

Non-Payment of Fees

If a scheduled payment is not received by ATI, the student will receive notification by telephone and e-mail and will be advised they have five working days to make up that payment. If payment is not received within five working days, the student will be deemed to be in breach of the Code of Conduct and will be issued with a Letter of Intention to Cancel for Non-Payment of Fees. The student will have 20 days to appeal this decision. Any CoE attached to the student's course will be cancelled, subject to the outcome of any appeal.

No refund of fees already paid by the student will be made.

Refund Policy - International Students

An enrolment is defined as a course or courses of study commenced by a student at ATI. The enrolment date is the date of commencement of the student's first course at ATI.

Written notice of a request for refund is defined as an application on the ATI refund form.

The Date of Commencement is defined as in the case where a student is enrolled in a single course, the allocated starting date for that course, as set out in the letter of offer to the student; in the case where a student is enrolled in a package of courses at any given time, the allocated starting date for the first course in that package of courses, as set out in the letter of offer to the student

Full Refund of Tuition Fees if Visa is refused by Immigration Prior to Date of Commencement:

A full refund of tuition fees will be made where a student's visa application is refused by Immigration Department and the student has not commenced their course. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded. The refund will be made within 28 days of receipt of the notification (with proof).

Unused Tuition fees refund if Visa is refused by Immigration after Date of Commencement:

A full refund of unused tuition fees will be made where a student's visa application is refused by Immigration Department. ATI will calculate this fee by using the legislative instrument under subsection of 47(E) (4 of the ESOS Act. In this case, written proof of refusal must accompany the request for refund.

The Enrolment Fee will not be refunded.

Student Defers Course prior to the Date of Course Commencement:

Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one week's written notice. If less than one week's notice is given, ATI will charge the student one week's tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one week's tuition fee. Students who do not commence on their designated start date, are cancelled and then wish to re-enroll will be charged a re-enrolment fee of \$250 and also will be charged course fees as per the current course fee schedule. Any previous discount will not be applied.

Students who submit an application to defer their start date and then withdraw from the course, there will be no refund.

Student Cancels an Enrolment prior to the Date of Commencement:

Where a student cancels his/her enrolment prior to the date of commencement, the following policy will apply:

Written notice at least 4 weeks prior to the ***Date of Commencement on the ATI withdrawal form*** - Full Refund of Tuition fees.

Written notice less than four weeks prior to the ***Date of Commencement on the ATI withdrawal form*** - Cancellation charge equal to 4 weeks tuition applies.

Enrolment Fee will not be refunded if course is cancelled. The balance of Tuition Fee paid in advance will be refunded within 28 days of the written request.

For the avoidance of doubt, except in the case of compassionate or compelling circumstances (in ATI's discretion, in the case where a student is enrolled in a package of courses, no refund of any kind (including without limitation deposits or fees paid in connection subsequent courses in the package of courses will be given where a student withdraws or cancels their enrolment without giving at least 4 weeks' written notice prior to the Date of Commencement.

Cancellations/Withdrawals after the Date of Commencement:

No refunds of any kind will be made after the date of commencement, unless the participant has a legitimate complaint against the Institute that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of Queensland. If students on a payment plan withdraw once their enrolment has commenced, they will be liable for all tuition fees due as per signed payment plan agreement. If students on a payment plan withdraw once their enrolment has commenced, they will be liable to pay for the uniform and kit fee in full, as per the letter of offer.

Transfers of Course fees between courses at ATI:

Course funds are transferable to other courses within ATI at the discretion of the principal. ATI will use the legislative instrument under subsection of 47(E) (4) of the ESOS act to determine fees transferable.

Course Cancelled due to Student Misbehaviour or non-observance of Government Regulations:

If a student is dismissed from a program for unsatisfactory attendance or behaviour, or the student's studies are terminated as a result of a breach of Government (visa etc regulations, no refund of fees will be made.

Exceptional Circumstances: Deferment of a Course of Study for an Existing Student:

Where a student is unable to continue his or her studies for reasons deemed by the Institute to be to be "exceptional

circumstances," (eg. illness or death of a close relative, backed up by documentary proof, the student will not be entitled to a refund but may apply for a deferment. Course deferments can be scheduled for any date in the future so that students are able to resume their studies at a time convenient to them.

Note:

Course deferments cannot be converted to cash refunds under any circumstances.

The Institute does not offer a deferment or transfer pre-paid fees to another person.

Requests for a Refund:

Requests for refund should be made in writing and forwarded to Student Services. An acknowledgement of the request will be sent immediately to the email address nominated in the request, or the last known address held on file for that student. If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer. If the payment was made by credit card the payment will be refunded to the credit card payment was made. The refund will be paid directly to the person who entered into the contract with the Institute, unless that person gives a written direction to the Institute to pay someone else except in the case of credit card refunds. Refund cheques will be posted to the nominated address, or made available for collection from Administration. All refunds will be processed and paid within four (4) weeks (28 days) of the receipt of the written request. Note: If the refund payment requires an international bank transfer, a \$40 transfer fee will apply.

Corporate Clients:

Where a Corporate Client has enrolled a student to study as part of their employment, no refund of fees will be granted where a student leaves his/her employment and/or does not complete or fails to attend the course.

Rights of International Students in Refund Disputes:

In the case of a dispute over a refund, international students may access the College's Disputes and Appeals process and nominate a support person to accompany them at any stage of the dispute resolution process. If necessary, the Institute can also arrange an external mediator to help settle the dispute. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Provider Default:

In the unlikely event of ATI not being able to provide a course for an enrolled student, all fees, including the Enrolment Fee, as determined by the legislative instrument under subsection of 47 (E) (4) ESOS Act will be refunded to the student within 14 days.

Payments to Agents Representing the Institute:

The Institute cannot be responsible for the refund of any consultation etc. payments made by the student to Education or Travel Agents. This is a separate contract between the student and the Agent is responsible for providing payment details. Under no circumstances is ATI refunding a bank account when payment was made using a credit card.

Notwithstanding any other provision of this policy, refunds shall always be subject to the governing provisions of the Education Services for Overseas Students Act 2000 (Cth) and Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth) as amended.

All refunds are processed within 28 days of receipt of the refund request.



[Student Handbook 2026](#)