



PRE-ENROLMENT INFORMATION

Handbook for Prospective International Students

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**Childrens Services Education
Pty Ltd trading as
Children's Services Education**
ABN 49616857197
RTO Provider Code 45514
CRICOS Provider Code 03780J

V1.5

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Definitions

CoE	Confirmation of Enrolment is an official document issued to international students by CSE. The COE is required by the Department of Home Affairs for the purpose of applying for a student visa
Complaint	An expression of dissatisfaction with academic or non-academic services of CSE (<i>Refer also to the Complaints and Appeals Policy and Procedures</i>)
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CSE	Childrens Services Education Pty Ltd trading as Children's Services Education is a Registered Training Organisation/Provider
CT	Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
ESOS	Education Services for Overseas Students Act 2000 sets out the legal framework governing delivery of education to international students in Australia on a student visa.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
Formal Complaint	A communication which is submitted in writing either on the CSE Complaints and Appeals Form, in an email or hard-copy written document following the procedures set out in this policy and procedures.
Formal Learning	Learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree)
IELTS	International English Language Testing System
Informal Learning	Learning gained through work, social, family, hobby or leisure
PRISMS	Provider Registration and international students Management System An online site through which Australian education providers manage Confirmation-of-Enrolments (CoEs) required for compliance with the <u>Education Services for Overseas Students (ESOS) Legislation</u>
RPL	Recognition of Prior Learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.
RTO	A Registered Training Organisation is a vocational education organisation providing students with training that results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia

- USI** Unique Student Identifier is a reference number made up of ten (10) numbers and letters. If you are a new or continuing student undertaking nationally recognised training in Australia, you need a **USI** in order to receive **your** qualification or statement of attainment
- VET** Vocational Education and Training which is designed to deliver workplace specific skills and knowledge based competencies

Please note:

Hyperlinks are used within this handbook. When you are viewing a digital version of the handbook you will be able to click on the links to access full versions of CSE policies and procedures or other documents and to access related websites.

Introduction

It is our pleasure to introduce you to Children's Services Education, an Australian Registered Training Organisation (RTO) specialising in Australian accredited certificate and diploma level qualifications for the early childhood education and care sector. Our courses are designed to cater for students from many and varied countries.



Children's Services Education has emerged out of one of Australia's best known national training providers, MEGT (Australia) Ltd. MEGT has, since 1982, been an organisation delivering quality education and training services, including courses for overseas students, workplace trainees and apprentices, and provides workplace hosting and management services. In 2018, MEGT created this new training entity, Children's Services Education. We have retained the fantastic MEGT locations in Sydney (CBD) and Melbourne (CBD) as well as our highly qualified and experienced team of managers, trainers and support staff who continue to provide top class training and support for all CSE students.

Students will experience learning in a supportive environment which includes extensive vocational practice under the supervision of experienced childhood education and care professionals. Our trainers strive to ensure you maximise your potential for success by offering mixed modes of learning experiences, including practical and simulated activities, online resources to reinforce face to face class content, case studies, individual student and tutorial support.

The information in this handbook provides you with the important information you need to know before making the decision to start a course with us.

There is a lot that happens both on and off campus during the time our international students are with us. We strive to ensure our students settle well in Australia and we support them gain the knowledge to help them enjoy, participate and gain the most from their studies. Our aim is to help our students achieve their educational goals and finish their course feeling satisfied with their experience and their learning outcomes.

Our students' happiness, learning experiences and career achievements are our aim too.



Our new CSE Facebook page will be updated regularly with the latest events, news and photos from our Campuses. Students can find valuable information about life in Australia and enjoy snapshots of our busy CSE life.

We hope you will find this handbook helpful and informative. If there is anything you are not clear about or if you have any questions, please contact us and we will be happy to assist you further.

Courses and Qualifications

Our courses are conducted under the Australian Qualifications Framework (AQF) which categorises qualifications into levels and types from Senior Secondary Certificate of Education through to Doctoral Degrees. We are currently offering certificate III and diploma level courses.

Click on the Qualification Title to access more course information.

- [Certificate III in Early Childhood Education and Care](#)
CHC30113 CRICOS Code 0100378
- [Diploma of Early Childhood Education and Care](#)
CHC50113 CRICOS Code 0100379



The Certificate III in Early Childhood Education and Care reflects the role of educators in a range of early childhood education and care settings which operate within the requirements of the Education and Care Services National Quality Framework (NQF). Curriculum is designed to support children's wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

The Diploma of Early Childhood Education and Care reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

CSE Team

A number of our staff are multilingual and have lengthy experience in international education. . Our Managers interact regularly with our students, with some of them still actively engaged in facilitating class sessions and presentations. Our trainers are chosen because of their professional training qualifications and their extensive experience working in early childhood education and care.

Our team includes:



- | | |
|----------------------------------|-----------------------------------|
| ✓ Finance and IT Services | ✓ Manager International Education |
| ✓ Marketing and advertising team | ✓ Campus Managers |
| ✓ Admissions, | ✓ Education Managers |
| ✓ Admin and Student Services | ✓ Compliance Manager |
| ✓ Well-being Team | ✓ Trainers and assessors |

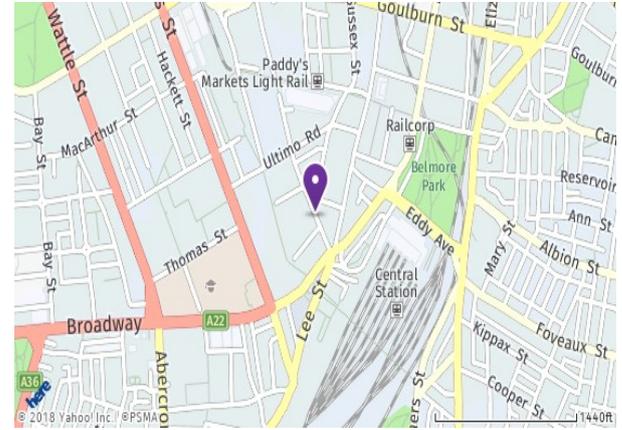
CSE Email Contacts

Enquiries: Email: enquiries@cseducation.edu.au
 Admissions: Email: admissions@cseducation.edu.au
 Student Services: Email: Melbourne_student@cseducation.com.au
 Email: Sydneycampusmanagement@cs-education.com.au
 Wellbeing Team: Email: Wellbeing@cs-education.com.au

CSE Locations

Sydney

10 Quay Street, Sydney, New South Wales



Our Sydney campus is in the heart of Sydney CBD, an easy walk Central Railway Station where you can catch city trains to suburbs, trains to many locations around the harbour-side, country trains to cities and towns in New South Wales and other States and Territories. Close by is Paddy's Market and Chinatown. Just a few minutes' walk and you will be in George Street, the oldest street in Australia where there are cinemas, restaurants, and the beautiful Queen Victoria Building with its complex of shops and eateries.

Melbourne

55 Swanston Street, Melbourne. Victoria



Our Melbourne campus is centrally located in the heart of the Melbourne CBD, which is just a couple of minutes' walk to outstanding transport links, including Flinders Street Railway Station and several tram stops. Very close by are many shops, cafes and restaurants, and the many famous arty laneways. The National Gallery of Victoria and Federation Square are also very close. The free city circle tram makes travelling around the CBD very easy, and the network of trams, buses and trains make access to Melbourne's many suburbs easy-going.

Sydney and Melbourne campuses have student common rooms with free Wi-Fi, computer labs with plenty of computers available for students, a purpose-built playroom for simulated training, onsite kitchen and dining facilities.

Public Transport

Sydney



Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network.

You must travel with a valid transport ticket on Sydney's public transport network.

Sydney uses a re-usable smart card ticketing service called Opal. You add money to your card and then tap on and tap off to pay your fares. It can be used over and over again on trains, public buses, ferries and light rail.

For further information, click on the links below.

<http://www.cityofsydney.nsw.gov.au/explore/getting-around/public-transport>

<https://sydneyvisitorguide.com.au/getting-around-sydney>

<https://www.opal.com.au/en/about-opal>

Melbourne

Melbourne has an easy to use, extensive public transport system with trams, trains and buses throughout the city and suburbs, being the only city in Australia where the iconic trams still operate.

Most Melbourne tram routes go to or from the city and across the inner southern and inner eastern suburbs. There are seventeen train routes radiating to all corners of the suburbs.

You must make sure that you travel with a valid ticket on Victoria's public transport network. In Victoria, MYKI that is a re-usable smart card used to pay public transport fares. You add \$s to your card and it can be used over and over again on all services. Myki is valid on trains, tram and bus networks and some v/Line services. Travelling in the Melbourne CBD is a free service.

For further information click on the links below.

➤ <http://ptv.vic.gov.au>

➤ <http://www.melbourneaustralia.org/getting-around-melbourne>



Entry English Proficiency

To enrol in our certificate level course, you will need English proficiency at minimum IELTS Level 5.5 (with no band score less than 5) or an equivalent English score, and minimum IELTS Level 6.0 (with no band score less than 5.5) for direct entry to our Diploma course. Examples of the main equivalent proficiency exams are listed below. However, we also accept other exams, based on the minimum scores shown below.



Below are the minimum scores for entry			
IELTS	Min 5.5	IELTS	Min 6.0
Pearson Test of English	42-49	Pearson Test of English	50
TOEFL Paper based	527	TOEFL Paper based	550
TOEFL Internet based	46-59	TOEFL Internet based	60-78
Cambridge English – Advanced (CAE) Test	47	Cambridge English – Advanced (CAE) Test	52

English on Campus Policy

Our students represent around 40 different nationalities and a mixture of cultures, so we want to make everybody feel included. We therefore have a strict “English only” policy on campus to encourage students to speak English at every opportunity. This is the best and fastest way to learn and it increases your chances of getting a job while you are in Australia. English should be spoken in classrooms, corridors, common rooms and all public areas on campus.

Course Times and Durations

The length of our courses provides our international students with plenty of time to build skills and knowledge, and include support tutorials and more hours in vocational placement than the minimum qualification required hours. Our aim is to have our students ‘job-ready’ when they graduate.

Our Certificate III in Early Childhood Education and Care course runs for 30 tuition weeks plus an additional four up to nine holiday weeks depending when the class commences and where major holidays occur.

The Certificate III in Early Childhood Education and Care course includes

- Orientation week
- 22 weeks face to face classes (15 hours per week)
- Up to 5 hours per week of online structured learning self-paced
- 8 weeks Vocational placement (24 days x 8 placement hours) shift times may vary
- Support/Tutorial classes available over the 30 study weeks (Up to 3 hours per week)

Our Diploma of Early Childhood Education and Care course runs for 80 study weeks plus an additional 18 up to 23 holiday weeks, depending when the class commences and where major holidays occur.

The Diploma course includes

- Orientation week
- 63 weeks face to face classes (15 hours per week)
- Up to 5 hours per week of online structured learning
- 17 weeks Vocational placement (51 days x 8 placement hours) shift times may vary
- Support/Tutorial classes available over 78 weeks (Up to 3 hours per week)

Day classes are held from 8.30 am till 4.45 pm, and night classes are from 5.45 pm till 9.30 pm.

CSE provides a pathway for students who complete the Certificate III in Early Childhood Education and Care at CSE to move into the Diploma of Early Childhood Education and Care course with common core units being credit transferred from the Certificate III to the Diploma course. This is offered at a course price benefit. Students who have completed the Certificate III in Early Childhood Education and Care with another training provider can also pathway into the CSE Diploma of Early Childhood Education and Care with credit transfers.

Course Intake Dates

CSE operates on a four (4) term per year system, allowing new students the opportunity to enrol on four occasions through the year. Each term runs for ten weeks. Start dates vary in order to allow for students to have holiday breaks which also align with public holidays such as Easter and Christmas. Whilst the number of study weeks for a course are consistent, the number of holiday weeks will vary from year to year. *Note: There may be other times of the year where courses are offered to students progressing from the certificate III courses to diploma courses.*

For exact dates check the Course Schedule on our website or enquire by email for a current Course Schedule. Example of proposed course intake dates for are shown below.

2019 start	2020 start	2021 start	2022 start
7 October	3 February	01 February	31 January
	27 April	26 April	25 April
	20 July	19 July	18 July
	12 October	11 October	10 October

Course Delivery

Students learn in a variety of ways. Our courses aim to provide for the varied learning styles. In each course students attend group class sessions on two days per week (class weeks only). These classes are facilitated by professionals who have both teaching experience and current experience in the child care industry. Class sessions allow for student interaction and sharing, individual and group learning activities, as well as times when information is presented by the trainer. Students also access a variety of online learning activities to support their knowledge and understanding.

To develop practical skills, students engage in simulated learning activities in our on-site simulated children's playroom. Students do not attend campus classes during Vocational placement weeks. However, Tutorial/Support sessions are provided every week.

It is expected that our students will participate in approximately five hours of online learning per week. Some of the online material offers review of information presented in class groups, whilst some is new material. The online learning activities reinforce the students' knowledge. Many online references are provided for students to explore their subject more fully, and to assist with their written assessments.

Vocational placement is the practical and fun way for students to have first-hand experience of what it is like to work in the industry in which they are studying. Vocational placement takes place in each term. CSE has agreements with many early childhood education and care providers who willingly accept our students into their centres to learn from professionals, and to actively participate in the daily events in the centre. CSE arranges vocational placement for our students.

Assessment and Feedback Process



Students are assessed throughout our courses against the performance and knowledge evidence required for each unit of competence within the qualification. Trainers provide feedback to help students understand their strengths and areas for improvement.

We understand that all students vary in the ways they perform in their assessments. For this reason, CSE uses a range of different assessment styles to provide various ways for students to demonstrate their skills and knowledge.

Theory and understanding are assessed through

- Written reports which incorporate short question and answers
- Case studies and problem-solving scenarios to which students analyse and respond
- Verbal explanations provided during practical demonstrations to show understanding
- Work samples including written notes and reports recording vocational placement observations and experiences, and extracts from workplace policies and documents
- Projects, which for the diploma course includes self-reflection.

Practical skills and application of learning theories are assessed both in the CSE simulated playroom and further assessed when the student is on vocational placement.

These assessments include

- Trainer's observations of practical activities in the CSE simulated playroom (team and individual) and in the workplace during vocational placement. Observations can include student developed resources used in practical activities.
- Work samples showing the student's engagement during vocational placement
- Trainer's discussions with the student and supervisor reviewing the student's vocational placement activities

Students are advised about each assessment process, assessment tasks, performance expectations and assessment dates at the introduction of each topic.

Skills Recognition (RPL) and Credit Transfer (CT)

CSE recognises the experiences, knowledge, skills, abilities and previous qualifications which students bring with them when they enrol in our courses. Therefore, both Recognition of Prior Learning (RPL) and Credit Transfer (CT) are offered to all applicants on enrolment.

You may apply to have previous courses, formal qualifications, completed Units of Competency or qualifications recognised. This will either result in a CT (meaning you may not need to undergo all of some of the assessments in units where you are granted Credit Transfer).

The process of skills recognition operates in such a way that decisions are based on validity, authenticity, sufficiency, reliability and currency of the evidence that you provide for recognition.

If you have evidence of work experience and/or life experiences that are relevant to the course you intend to study with CSE, then recognition of such knowledge and experience can be granted through the RPL process.

RPL and CT may reduce your course duration. This may result in a change to the end date of your course on your CoE and therefore your visa end date.

To find out more about Skills Recognition and Credit Transfer refer to the CSE website.

Transfers between education providers

If a student wishes to enrol into a course of study with CSE from another training provider or to withdraw from their course of study with CSE and transfer to another training provider, the rules of the ESOS National Code Standard 7 **must** apply.

CSE will not knowingly enrol an international student wanting to transfer from another training provider prior to the student having completed six (6) months of their principal course of study unless:

- The registration of that provider has been cancelled or a sanction has been imposed on its registration

- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- Any government sponsor of the student has provided their written support in considering the change to be in the best interest of the student

If a CSE international student intends to withdraw from their studies at CSE prior to completing six (6) months of their principal course with the intention of enrolling in a course with another training provider, they can apply to withdraw. CSE will consider whether the requested transfer is in the best interests of the student and whether the student has a genuine and compelling reason for withdrawing. International students cannot make a general claim that a transfer will be in their best interests. Where CSE determines that the student's transfer to another training provider is not in the best interests of the student, CSE may refuse the transfer request.

CSE's International Student Transfers Policy and Procedures explains how CSE will assess a student's transfer request, the steps that students need to take to lodge a written request to transfer, the circumstances where CSE will grant or refuse the transfer, the processes for the student to lodge an appeal if their request is refused, and the timeframes for assessing and replying to the student's transfer request.

The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study.

Where the international student has completed six (6) months of their principal course of study a Letter of Release is not required.

CSE maintains records of all requests for transfer and the decisions from these requests for at least two (2) years after the student ceases to be an accepted student.

Why Study in Australia?

Australia is one of the most multicultural countries in the world. It is a harmonious country which welcomes people from different ethnic, religious and language backgrounds. People are friendly and hospitable. Australians value cultural diversity and we strive to look after the needs of international students and help them to adjust to the Australian way of life.



Employers and further education providers around the world recognise Australian qualifications and that means Australia is an increasingly popular destination for international students.

Australia has an excellent education system which is quality controlled and competitive. Australia provides rigorous protection for international students through the *Education Services for Overseas Students Act 2000* (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

The Australian [Government International Student Fact Sheet](#) contains important information about students' rights and responsibilities while studying in Australia.

This fact sheet gives you information on

- Australian laws protecting international students
- Choosing and enrolling in the right course of study for each individual
- Written student agreements
- What happens if your visa is refused
- Support services available in Australia
- The rights and responsibilities of students on a student visa
- Fee protection
- Working in Australia
- Making complaints and getting help.

International Student Visa Conditions

For a full list of mandatory and discretionary student visa conditions please visit the Australian government website for the Department of Home Affairs: <https://www.homeaffairs.gov.au/>

Mandatory conditions you **must** be aware of include:

No. 8105	You cannot work more than 40 hours a fortnight when your course is in session
No. 8202	You must remain enrolled in a full-time registered course of study
No. 8501	You must maintain adequate arrangements for health insurance for length of visa
No. 8516	You must continue to satisfy the requirements for grant of your student visa. For example, continue to have sufficient financial capacity to support your study and stay in Australia
No. 8533	You must notify CSE of your residential address in Australia within seven (7) days of arriving in Australia. Also if you change your address you need to advise CSE within seven (7) days.

Estimated Cost of living in Australia

Australia has a very high standard of living, yet living expenses and tuitions costs compare very favourably against many other countries. International students are required by Migration regulations in Australia to show evidence that they can contribute to the cost of living and studying in Australia, to ensure that students are able to make the most of their studies and have a safe and enjoyable experience in Australia. Under current Migration regulations prospective student visa applicants must have access to living funds other than tuition fees and charges. The Department of Home Affairs guide from 1 February 2018 for 12 months living costs are:

- A\$20,290 a year for the main student
- A\$ 7,100 a year for the student's partner
- A\$ 3,040 a year per child

Costs to consider include accommodation, groceries and eating out, gas, electricity, phone, internet, insurance, transport, and entertainment. On average, the cost of living in Melbourne is approximately 12% cheaper than living in Sydney. Here is a link where you can find out more about the costs of living in Australian cities and where you can compare costs of living in different cities around the world. Click this link for more information: [Expatistan Compare Cost of Living](#)

Another good guide to living costs in Australia can be seen on the Australian Government Study in Australia website in [Living costs in Australia](#). This website also has links to guides on managing your finances, cost of living calculator, and information on different insurances.

Working in Australia while studying

Most student visas allow you to work up to 40 hours every two weeks while you are studying and full time during holidays. Students can also engage in full-time work during course holiday breaks, however they **must** have a letter/timetable from CSE showing term breaks. This is a great opportunity to earn some extra money and allows you the opportunity to gain extra experience in the field in which you are studying. Even though you are a student, you are still protected under Australia's work rights, for example

- your employer will pay superannuation if you are eligible
- when you leave Australia, you can claim your superannuation
- your employer must maintain a healthy and safe workplace under work health and safety or occupational health and safety rules
- your employer must pay a workers' insurance called workers compensation which in case of accident or injury at work may pay some medical treatments and wages until you can work again.

To find out more about your work rights visit the Australian Government [Fair Work Ombudsman's website](#) and the [Work while you study](#) web page.

Many students find part-time work in such fields as tourism and hospitality, retail, office administration, cleaning, or in the field in which they are studying (for example, childcare). You may investigate jobs currently available by visiting the following websites and keying in appropriate job descriptions. Click on the links below for some example websites.



www.seek.com.au
www.Jobsearch.gov.au
www.adzuna.com.au
www.careerone.com.au
www.nowhiring.com.au
www.gumtree.com.au/jobs

You must obtain a Tax File Number (TFN) to be able to work in Australia. A TFN is your unique reference number to our tax system. When you start work your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. You can apply for your TFN online at: ato.gov.au, or in Australia phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service in Australia phone: 13 14 50.

Opening a Bank Account

It is easy to open a bank account. You just need your Confirmation of Enrolment (CoE) issued by the Department of Home Affairs (DHA) and your passport. You may (depending on the bank) need a 'Proof of Study' letter which you can get from Student Services. Take these documents to any bank and ask to open a bank or savings account which comes with a debit MasterCard/Visa. Monthly access fees do not apply to students.

Accommodation Options

Australia has a large range of accommodation options available to international students. CSE does not directly arrange accommodation for students but we can recommend some options.

- **Homestay accommodation** gives international students the option of living with an Australian family in their home. Single or shared rooms may be available, and costs vary according to the type of room (usually around AUD\$220 to \$400 per week). Meals are usually included in the cost, although self-catered homestay is also available.
- CSE recommends "Global Experience" as its home stay provider. Visit globalexperience.com.au to know more.
- **Backpackers, Hostels** are good temporary accommodation. Most offer private rooms with shared kitchen and bathroom facilities. There are also shared rooms. Residents cook for themselves. This type of accommodation is cheaper than other accommodation (approximately \$90 to \$150 per week).
- **Lodges/Guest houses** provide independent accommodation within a big house – your own room, some cooking facilities, like a home. They are usually more expensive than a Hostel.

You may choose to **rent a property** by yourself or share the cost of a rental property with fellow students or friends. You may find some students in an existing household who has a room for rent, or you can set up a household with some friends. Rental properties are rarely furnished, so you may have to provide some or all of your own furniture.

Rental agreements usually require payment of rent in advance, as well as a security payment called a bond (usually one month's rent) that is paid up-front. You will also need to pay bills for electricity, gas and water. The cost of rental property will depend how close you live to the city CBD.

Central city rentals will be a lot more expensive. Outer suburban rentals will vary depending on where they are and distance from the city centre. Average rental accommodation could cost around AUD \$200 to \$440 per week and shared rental accommodation costs around AUD \$85 to \$215 per week.

Costs are extracted from the Australian Government Study in Australia website July 2018.



How to apply for your course

Apply direct to CSE. Access our International Student Enrolment Form from this link [International Student Enrolment Form](#).

Alternatively, download the enrolment form from our website, www.cseducation.edu.au, phone us or email us and we will send you an enrolment form via email.

You can also apply through one of our approved education agents.

You can find an approved education agent near you. Just click on the link for our approved s: *Link will be added to approved Education Agent List on CSE website*

You or your education agent can email your Enrolment Form and copy of required documentation to CSE admissions@cseducation.edu.au

Using an education agent

To limit your risk of running into a problem, be aware that there are some unscrupulous education agents who don't do the right thing. We recommend the following.

- Use an education agent on the approved CSE education agent.
- Before signing a contract, entering into an agreement or paying any money, make sure you understand what you are signing and any fees and charges.
- Insist on a receipt for any payment you make through any education agent.
- Ask your education agent questions about your course and CSE to ensure you enrol in a course that is suitable to you and will help you achieve your learning goals

If you think your education agent is behaving dishonestly or unethically, you believe you are being treated unfairly, or you are not satisfied with the service provided by the education agent, you should stop using them immediately and contact CSE and advise us.

If the education agent is not on the CSE approved education agent List, or you have made a complaint to CSE and feel we have not adequately handled your complaint, you can raise a complaint through the [Australian Government Overseas Students Ombudsman](#).

If you need migration advice, it is best to use a **migration agent** who is registered in Australia. An education agent based in Australia cannot give you information on visa and immigration matters unless they are also a Registered Migration Agent.

The Enrolment Process

When you are ready to enrol in your CSE course

1. Decide how you are going to submit your Enrolment Form – emailed, faxed, or in hard copy handed into CSE reception desk.
2. To start the enrolment process, answer all the question in the Enrolment Form. Incomplete enrolment forms may either delay your enrolment being processed or cause your enrolment application to be refused.
3. You **must** attach a certified copy or a photo image of a certified personal identification document that contains your full name and birth date and which matches the information on your Enrolment Form (for example, your passport or birth certificate).
4. You **must** also attach a certified copy or an image of the original documents which verify you meet the required English proficiency level for the course you are applying for or attach other verifiable educational qualifications which demonstrate your English Language proficiency at the required level.

If you have completed an Australian nationally recognised certificate III, IV or diploma course prior to applying for one of our courses, or successfully completed another higher qualification in which the course was conducted fully in English, you may be exempt from needing to provide additional English Language Proficiency. You **must** attach a certified copy or an image of your qualification and results with your Enrolment Form.

If you are intending to enrol in an English language course with our partner, Ability English, or another provider prior to commencing your course with us, please advise us of this when you submit your CSE enrolment application.

5. Ensure you make copies of all documents you submit for your enrolment to keep for your records including
 - your original identification document
 - your English Proficiency documents and
 - qualifications you attached to your Enrolment Form.

Have your copies certified by a person or agency recognised by the law of our country as a person who can certify documents. Visit the website of [our embassies and consulates](#) overseas to see who can certify or witness documents in your location. You might have to pay for this service.

Store the certified documents securely ready to pack when you come to Australia.

CSE Course Agreement

When CSE receives your application, we will determine if you are eligible to enter your selected course/s. If your application does not meet the requirements, we will email you (or your education agent) to advise why your application is not accepted.

If your application is approved, we will send you a CSE Course Agreement comprising Part A and Part B.

Part A - Letter of Offer, Invoice and Payment Details

This is your Letter of Offer containing details of your course, together with an Invoice detailing your full course fees, initial payment and the offered payment details for your course.

Part B - Agreement Conditions

You **must** read and understand these conditions before accepting the agreement.

In addition to all requirements in the ESOS Act, the written agreement outlines student and CSE specific information including:

- The course or courses in which you are enrolled
- Pre-requisites necessary to enter the course or courses
- The expected course start date
- The location(s) at which the course will be delivered
- The offered modes of study for the course, including compulsory online and vocational placements
- Any conditions imposed on the enrolment
- All tuition fees payable by the student for the course
- The periods to which those tuition fees relate and payment options
- Details of any non-tuition additional fees and charges the student may incur, including as a result of having study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- The circumstances in which personal information about the student may be disclosed by the registered provider, in accordance with the *Privacy Act 1988*
- CSE's internal and external complaints and appeals processes
- The student **must** keep a copy of the written agreement as supplied by CSE, and receipts of any payments of tuition fees or non-tuition fees
- Information in relation to refunds of tuition fees and non-tuition fees in the case of student default or CSE default
- The student must notify the registered provider of their contact details and any changes to those details, within seven (7) days of the change
- CSE **must** retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least two (2) years after the person ceases to be an accepted student.

When you have read and understand both parts of the Agreement, then you will sign and date the Agreement declaration, initial each page, and return the original copy to CSE (or your education agent) with or before making your initial payment.

IMPORTANT INFORMATION:

Signing the Course Agreement is an acknowledgement that

- You have read both the Course Agreement Part A (Letter of Offer, Invoice and Payment Details) and Course Agreement Part B (Conditions)
- If accepted into the CSE course you agree with all information and conditions contained in the Course Agreement Parts A and B
- You will not make a payment before you have signed your Agreement.

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (CoE) is an official document issued to international students by approved training providers in Australia. The CoE confirms that you have accepted a place in a course.

When CSE receives your signed Course Agreement and initial payment we will enter your details onto PRISMS and create your CoE. The CoE will be emailed to you within ten (10) working days of us receiving your Course Agreement and initial payment.

You will need the CoE to apply for your visa.

Overseas Student Health Cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines).

You need to purchase your policy before applying for your visa. Your health insurance provider will issue an OSHC certificate, which serves as evidence of your health insurance for the application. This certificate must be attached with your visa application, or you risk a refusal.

If you are in Australia and do not have adequate health insurance, you are in breach of [visa condition 8501](#).

Exceptions at July 2018

You do not need OSHC if you are a:

- Norwegian student covered by the Norwegian National Insurance Scheme
- Swedish student covered by Kammarkollegiet
- Belgian student covered under the Reciprocal Health Care Agreement with Australia.

OSHC insurers provide a range of different OSHC products. These range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the policy. You can find more information, including a list of the providers and average costs, on the Department of Health (opens in a new window) website.

Remember, overseas students must maintain OSHC for the duration of time they are in Australia.

CSE can arrange your OSHC through our preferred health cover provider Allianz Global Assistance or you can arrange your own OSHC. You need to indicate on your Enrolment Form if you want us to arrange the OSHC for you.

Refer to the [Australian Government Department of Health website](#) for further information on OSHC providers, costs of policies, what they will and won't cover and waiting periods for certain types of treatments.

You can compare government-approved providers on the [OSHC Australia website](#).

Visa Application

When you have received signed and returned your Course Agreement Parts A and B, paid the required initial fees, and you have received your CoE, you should apply for your Australian Student Visa. It may take at least four (4) weeks or more to obtain your visa so you need to apply for your course as early as possible.

Under the Australian Simplified Student Visa Framework (SSVF) all visa applications by international students and education agents are processed online by creating an account on [ImmiAccount](#) (opens in a new window). You will need a Student visa (Subclass 500) to study with CSE in an Australian VET course. Information on the Australian Government Department of Home Affairs website [Student visa page](#) will guide you through the process. Be aware that the process of a VET sector student visa can take between 36 days and up to 71 days. Processing times can vary, but are extended if you lodge an incomplete application. The cost of a visa application at the time this handbook is being prepared is AUD\$575.00

Unique Student Identifier (USI)

Your enrolment form has a position where you are asked to enter your USI. USI numbers were introduced in Australia in 2015 so students can access their USI account where the results of their Australian qualifications are available for life. This is helpful when applying for a job, or when enrolling in further study.

Visit www.usi.gov.au website for information on how you obtain a USI.

Keep in touch with CSE



From the time you lodge your application for enrolment with CSE, it is very important that you keep in touch with us (or your education agent) and advise us of any change in your details (especially contact details). If there is likely to be any reason you need to defer or cancel your enrolment please advise us as soon as possible.

The visa processing time could impact on the date you will be able to arrive in Australia and commence your course. It is most important that we are informed if you have concerns that your visa may not be issued in time. Email our admissions staff at admissions@cseeducation.edu.au.

Amending your enrolment

Students are able to defer or cancel their course before they are in Australia but need to be aware that conditions may apply and costs may be incurred. There is a \$1000 late cancellation and/or withdrawal fee if you do not provide more than 28 days written notice. Ask for an Amendment of Enrolment Form.

Plan Your Travel to Australia

The Australian Government Study in Australia website has a very good [Plan your departure page](#).



The main steps to follow as you plan your trip to Australia are to

- check your passport is valid for at least six (6) months prior to your entry arrival in Australia
- ensure you bring your electronic Confirmation of Enrolment (CoE)
- bring your OSHC policy with you
- consider having extra travel insurance for conditions not covered by your OSHC, for example, cancelled flights, lost documents, lost personal items, dental or optical care
- have all your travel details and documents ready and have a copy/photograph saved electronically that you can access if you lose the hard copy documents
- have a list of contacts easily available: Your family contacts, your embassy, accommodation where you are staying on arrival, CSE details and contacts, your Education agent (if applicable) and emergency numbers
- have a small amount of Australian currency, although there are currency exchange counters at Australian capital city airports
- be sure you know how you are getting from the airport to your first point for accommodation
- pick up a map at the airport or print one before leaving home
- check the address and times that you can access your accommodation, the address and phone number
- check the customs and border protection rules for what you cannot bring into Australia.
- consider the phone and internet service you will initially use on arrival to make any urgent contacts.

Important Policies

There are five (5) policies that CSE must inform you about prior to accepting your enrolment.

- Fees, Charges and Refund Policy
- Privacy Policy
- Complaints and Appeals Policy and Procedures
- Academic Progress and Intervention (Visa Conditions)
- Amendment of Enrolment

Provided below is a summary of each Policy. You can download the full policy and procedures by clicking on the policy title.

[Fees, Charges and Refund Policy](#)

CSE ensures students are made aware of course fees and its refund processes before accepting an applicant for enrolment. Our Fees, Charges and Refund Policy is made publicly available on our website. It is linked above for you to access, and is summarised in the Student Course Agreement.

Tuition Fees

When you are offered a place in a course with CSE you are provided with a Tuition Fees Payment Schedule as part of your Letter of Offer and Course Acceptance Agreement. This document sets out the schedule for your future payments.

It is a requirement of CSE that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars. Payment can generally be made by electronic funds transfer (EFTPOS), bank cheque, direct bank deposit, and credit card.

CSE may charge for services and resources provided such as enrolment administration, copies of academic reports, reprinting or copying of learning resources, photocopying, re-issuing of receipts, change of enrolment, assessment re-sits, additional copies or re-issue of qualifications and academic transcripts, and follow-up charges associated with late or non-payment, overdue fees, or dishonour cheque fees. Charges are set out in the [CSE Fees Charges and Refunds Table](#).

Non-Payment of fees

In the case of non-payment of fees, a final notice will be issued within two (2) weeks of the debt due date. Late fee payment may incur a penalty fee of \$100.00. Failure to pay the course fees within 14 days of the final notice may result in any, or all of the following, until the full amount is paid:

- Suspension from attending the course
- Exclusion from class. This may affect your visa status.
- Withhold marks and certificates if agreed tuition fees have not been paid
- Loss of access to enrolment record information and academic transcripts
- Inability to graduate

- Termination of the enrolment

- Report of breach of student visa conditions (international students only)

Refunds

The refund procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Student Services using the [Refund Request Form](#). Refunds, if eligible, are processed in accordance with the [CSE's Fees Charges and Refund Policy](#) and the [Fees Charges and Refunds Table](#).

Appealing Refunds Refusal

Should there be a situation where CSE refuses a refund request, the student has the right to make a complaint using CSE's Complaints and Appeals process, including the right of appeal to an external complaint authority.

[Privacy Policy](#)

CSE's enrolment application form contains a privacy declaration explaining how we use the information that is collected via the enrolment application. CSE's Privacy Policy and Procedures sets out information about

- CSE's compliance with legislation
- Personal Information CSE collects
- Where CSE collect personal information
- How CSE uses the personal information we collect
- Procedures we follow when collecting and using personal information
- Direct marketing using personal information
- Online advertising and remarketing via third parties
- Non-use of Government related identifiers
- Data quality protocols
- Data security protocols
- Cross-border disclosure consent process
- Requests for information

CSE is committed to complying with

- *The Privacy Act 1988* (Privacy Act),
- *The Privacy Amendment (Enhancing Privacy Protection) Act 2012* which govern the way in which business entities and federal government agencies must handle personal information, largely through the 13 Australian Privacy Principles (APPs) set out within the Privacy Act.
- *Privacy Amendment (Notifiable Data Breaches) Act 2017*. The Notifiable Data Breaches (NDB) scheme under Part IIIC of the *Privacy Act 1988* (Privacy Act) which established requirements for entities in responding to data breaches.
- *The Spam Act 2003*
- *Do Not Call Register Act 2006*
- *Freedom of Information Act 1982* (FOI Act).

CSE fosters a privacy and security aware culture within its organisation, ensuring all staff are aware of their privacy and security obligations. Information collected and held by CSE is managed in accordance with the Australian Privacy Principles (APPs).

[Complaints and Appeals Policy and Procedures](#)

The CSE's Complaints and Appeals process is available to any persons, including prospective students, who wish to raise a complaint related to CSE staff or persons acting on their behalf, our marketing, or our service. The process also provides a way for any person to appeal a complaint outcome decision made by CSE. The intent of the policy is to ensure fairness and transparency applies to complaints and appeals processes within CSE. To access a copy of the policy and procedures click on the heading above. You can also access a copy of the Complaints and Appeals Policy and Procedures on the CSE website or request a copy be sent to you via email. Complaints or appeals are lodged using the [Complaints and Appeals Form](#).

The Policy and procedures cover

- Processes for making an informal complaint
- Process to lodge a formal complaint or appeal if the matter cannot be resolved informally
- Timeframes for how long CSE is allowed before commencing assessment of the complaint or appeal
- Timeframes for responding to any complaint or appeal
- Opportunity for the complainant to formally present their case at minimal or no cost
- Allowance for the complainant to be accompanied and assisted by a support person
- Assurance that CSE will give a written statement of the outcome of the complaint or internal appeal and reasons for the outcome
- The right to access an external complaints' handling and appeals process
- Confirmation that CSE will keep a written record of all complaints and appeals, including a statement of the outcome and reasons for the outcome
- Actions to be taken if an appeal is upheld.

CSE commits to assessing each complaint or appeal in a professional, fair and transparent manner. All parties have the right to be heard and all evidence will be considered. Matters that are not relevant to the complaint or appeal will not be considered.

[Academic Progress and Intervention Policy and Procedures](#)

Overseas students **must** make **satisfactory course progress** as a condition of their student visa.

Students **must satisfactorily complete** 100% of all assessments by the end of their course to receive their qualification.

Students **must complete** 100% of the 'qualification required vocational placement hours' for their qualification level by the end of their course to receive their qualification.

CSE **must**

- monitor the overseas student's course progress to ensure the student completes their course within the duration of their CoE
- identify and offer support to those 'at risk' of not meeting course progress (and attendance requirements where applicable)
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.

The [CSE Academic Progress and Intervention Policy and Procedures](#) describes the benchmarks for determining satisfactory academic progress. These include:

- Students are expected to achieve a 'Satisfactory' assessment outcome in their initial or in the two subsequent re-sits/re-submits
- Students are expected to achieve an outcome of 'Satisfactory' in at least 50% or more of the assessments they are required to submit by the end of each study period, and to achieve 'Satisfactory' in all previous study period assessments which were marked 'Not Satisfactory'

When a student does not achieve these benchmarks, CSE will consider that the student is '**at risk**' of not meeting course progress and will be placed on an **Intervention Strategy**.

An Intervention Strategy is a documented formalised process aimed at monitoring and improving the student's progress where academic underachievement has been identified. It may include a combination of behavioural and academic intervention.

The student, together with their trainer or an Education Manager, will

- i. explore the reasons for the student's failure to maintain required course progress standards
- ii. agree to a structured plan which will include CSE support and student actions that can assist the student to improve their progress
- iii. Implement an Intervention Strategy agreed between the student and trainer or Education Manager based on the structured plan.

Unsatisfactory progress and intention to report

An Intention to Report Letter is issued to a student who is identified as 'high risk' of not meeting Standard 8 visa requirements for satisfactory course progress. This letter advises the student that it is CSE's intention to report them for failing to maintain the course progress as specified in the ESOS National Code Standard 8 visa requirements and the reason for the intention to report. The report is made to the Department of Education via PRISMS for unsatisfactory course progress.

An Education Manager or Manager International Education will meet with a student identified as High Risk to advise them that they will be given an '**Intention to report letter**'. Unless the student can satisfy the Manager that there is an appropriate reason as to why they should continue through the course or have their course duration extended, the Intention to Report letter is prepared and given to the student

In the event the student lodges an appeal against the 'Intention to report', they must maintain their full enrolment conditions during the appeal process, and if their appeal is unsuccessful they have the right to progress their appeal to a relevant external party.

Extended CoE

CSE may extend a student's CoE end date based on deferral or suspension. Examples where this might occur could be

- CSE has had to defer part or all course delivery for reasons beyond its control
- The student has had to defer part of their course whilst awaiting a pre-requisite for completing another part of their course
- The student has fallen behind their original class group for some reason, and has to wait until they can re-enter at a suitable point with another class
- CSE has had to suspend a student for a period which will affect the student's ability to complete their course on time.

There may be other circumstances upon which the Manager International Education will make a final decision whether to extend the student's CoE.

Re-enrolment of cancelled CoE students

When a student has had their CoE cancelled due to unsatisfactory course progress, the student will not be enrolled into the same course with CSE for a period of at least 12 months, and must demonstrate how they have overcome the issues or reasons that led to their cancelled CoE.

Amendment of Enrolment

Student initiated deferral is where the student postpones their commencement of enrolment. Deferral is applicable prior to a student commencing their course. Students who need to defer their course must advise CSE and complete an Amendment to Enrolment form. The student will need to provide evidence relating to compassionate or compelling circumstances which have caused the student to defer their course. Students who require a deferral of more than six (6) months must cancel their proposed enrolment and re-enrol at a later date.

CSE initiated deferral occurs when CSE temporarily postpones the course. CSE reserves the right to defer a course where class minimum numbers are not reached, or where we are unable to provide a trainer due to illness or unforeseen circumstances.

Student initiated suspension is the temporary suspension of enrolment by the student, including a leave of absence. Suspension is applicable during the time the student is enrolled in their course. Students who wish to suspend their enrolment may do so if they have a good reason for doing so, based on compassionate or compelling circumstances.

CSE initiated suspension may occur when CSE suspends a student's enrolment for reasons including, student's failure to pay fees, academic or other form of misconduct or misbehaviour, change of course arrangements due to unforeseen circumstances. CSE may also need to temporarily suspend a course or parts of a course for reasons beyond their control for safety or health reasons.

Student initiated cancellation either before commencement or during the course will impact the student's CoE and may impact their visa. Students who cancel their enrolment will be subject to the fees, charges and refunds as set out in the CSE Fees Charges and Refund Table and they

should refer to the CSE Fees, Charges and Refunds Policy. There is no obligation on CSEs part to reinstate a student who has cancelled their enrolment and subsequently changed their mind.

Student initiated cancellation or withdrawal for transfer to another provider is covered under the section in this handbook titled Transfers between education providers.

CSE initiated student cancellation is where CSE terminates the student's entire course enrolment. CSE must inform the student in writing of the intention and reasons for doing so, and advise the student of their right to appeal through the CSE Complaints and Appeals process within 20 working days. In most instances CSE will maintain the student's enrolment throughout the completion of the complaints and appeals process pending the outcome.

CSE initiated course cancellation If CSE is forced to cancel an entire course, CSE will endeavour to make alternative arrangements and advise students as soon as possible. If CSE either cannot make another offer or the student does not want to accept another offer, the student is permitted to withdraw without financial penalty in accordance with CSE's Refund Policy. CSE pays the Australian Government a Tuition Protection fee each year under the [Tuition Protection Service](#) (TPS). The TPS can assist students to receive a refund of unused fees or assist with placement at another training provider if CSE cancels their course.