



# **Pre-Enrolment Information**

**For**

**International Students**

Australian Vocational Learning Centre Pty Ltd  
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## RTO REGISTRATION

Australian Vocational Learning Centre Pty Ltd (AVLC) is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011. AVLC is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

## NATIONALLY ACCREDITED & INTERNATIONALLY RECOGNISED COURSES

All courses are nationally accredited and internationally recognised, fulfilling where appropriate the requirements of the Business Services and Financial Services Training Packages. Courses on our scope of registration are as follows:

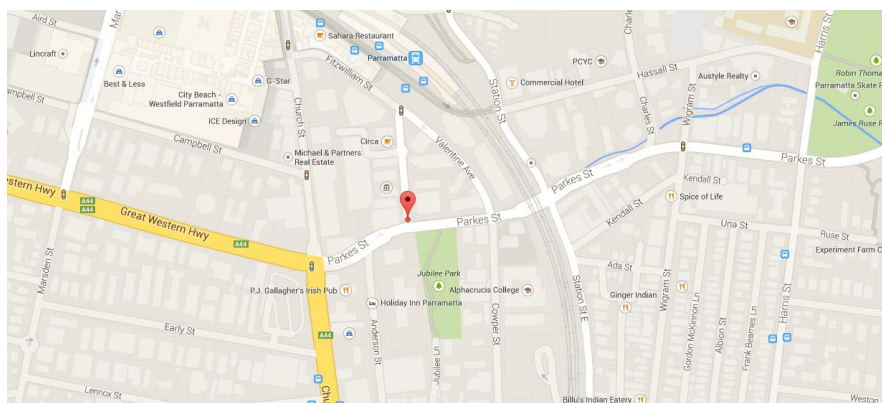
- BSB51915 Diploma of Leadership and Management (087908C)
- BSB61015 Advanced Diploma of Leadership and Management (087909B)
- BSB50215 Diploma of Business (087257M)
- BSB60215 Advanced Diploma of Business (087522K)
- FNS40615 Certificate IV in Accounting (087910J)
- FNS50215 Diploma of Accounting (087995K)
- FNS60215 Advanced Diploma of Accounting (087994M)
- 10118NAT Diploma of Social Media Marketing (095297C)

## LOCATION

The AVLC campus is located at:

- Level 2 & 7, 16–18 Wentworth Street, Parramatta NSW 2150

Regular public transport services – buses and trains – are available at the Parramatta interchange a five-minute walk from AVLC.



## PROTECTION OF FEES

AVLC protects students' fees in accordance with the requirements defined under the Tuition Protection Service.

## LEGISLATIVE REQUIREMENTS

AVLC follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WHS Act, EEO, Access & Equity and anti-Discrimination and Harassment Acts.

## **FACILITIES AND EQUIPMENT**

AVLC provides students with access to necessary instructional and assessment facilities, materials and equipment.

Training facilities available include:

- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for meal breaks
- Toilet facilities
- Computers with up to date software and printers
- Fast internet access and free internet facilities for all students
- Modern outfitted classrooms located on two levels

## **MATERIALS AND EQUIPMENT REQUIRED**

Some courses offered by AVLC will require students to access the AVLC e-learning platform for the purposes of accessing course resources and assessments and for submitting assignments and assessment.

Students accessing AVLC's online learning system will need to ensure that they meet the following minimum computer requirements to be able to access the system.

### **Hardware and Software Requirements**

All users:

- Microsoft Office 2013 or equivalent
- ADSL Broadband or NBN Broadband internet connection
- 2GB – 4GB of RAM
- Adobe Acrobat Reader XI or equivalent
- Adobe Flash Player 10 or higher.
- Access to printer and associated software
- Access to scanner and associated software
- Digital imaging software
- File compression software
- Access to online storage facilities such as Google Drive, Dropbox or Microsoft One Drive

Windows users:

- Microsoft Windows 8 or higher
- 1 Ghz or faster processor (2Ghz recommended)
- Latest version of Google Chrome or Firefox or Internet Explorer/Microsoft Edge
- Latest version of Skype

Mac OS users:

- Mac OSX v10.6 or higher (Mac OSX v10.6 recommended)
- 1 Ghz or faster processor (2Ghz recommended)
- Adobe Flash player 10 or higher
- Web browser (Firefox or Google Chrome recommended)

## **ACCESS AND EQUITY**

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of our support include:

- We can offer Language and Literacy support of participants who have difficulty with written or spoken English in partnership with Queen Anne College.
- Equally so, we can support participants with numeracy issues.
- The ability to modify learning and assessment tasks to suit the individual needs of students if required by assessors.

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

## **STUDENT SELECTION CRITERIA**

The college maintains the following criteria for the selection of GTE/GS students into its qualifications. This selection criterion is outlined below.

- 18 years of age or older
- Completed an overseas equivalent of Year 12
- Meet student Visa Requirements
- Proficient in English International students require either an
  - IELTS level of 5.5 or
  - TOEFL 527 (paper based) or
  - TOEFL 46 (internet based) or
  - Pearson Test of English Academic (PTE) 42
- Be able to read and comprehend course requirements
- Have an intermediate to advanced level of understanding of computers and the internet

## **INDUCTION**

All registering students are required to undertake an induction procedure provided by appropriate AVLC staff. During this procedure students will be provided with a Student Handbook, and the Course Policies and Procedures will be explained.

## **EDUCATION AGENTS**

AVLC utilises the services of Education Agent's both in Australia and Overseas to promote and recruit student on its behalf. All agent's acting on behalf of AVLC are under a strict Agents Agreement with AVLC and are required to adhere to the Australian International Education and Training - Agent Code of Ethics. As part of AVLC's regulatory obligations it provides to ASQA the details of all Agreements in place with Education Agent's and a complete list of all Education Agents who work with AVLC is available at <https://avlc.rtomanager.com.au/Publics/PublicPages/AgentListByCountry.aspx>

## **STUDENT SUPPORT, WELFARE AND GUIDANCE**

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore, students seeking advice on Welfare or Guidance on other matters may go to the Administration Office at any time to see Student Services for free advice relating to study on:

Managing your time

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our friendly Student Services staff are there to assist you with these matters

## **QUALITY TRAINING AND ASSESSMENT**

All AVLC training and assessments comply with the requirements of the VET Quality Framework, the National Code of Practice 2018 and the requirements of the relevant national training package.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

## **TERMS AND CONDITIONS**

AVLC requires all students to access and understand all AVLC course information available on the website, at reception and included in the AVLC's application and marketing material. Students will be required to sign a declaration that they have read and understood all terms and conditions before registration and will be bound by these conditions once registration is complete.

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### **FLEXIBLE DELIVERY AND MEETING STUDENT DELIVERY NEEDS**

All courses are delivered on site as modified lecturers in English as competency based training following the guidelines of the relevant training packages.

Trainers will establish the training needs of the students at the start of each delivery unit and use different strategies to meet these learning needs including presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations and exercises, tutorials, audio visual, individual learning, library use, magazines and newspapers.

All training is designed to maximise student access and participation and hence the opportunity to achieve competency.

### **FLEXIBLE ASSESSMENT AND MEETING STUDENT ASSESMENT NEEDS**

All assessment tasks are designed to allow students to demonstrate that they can satisfactorily complete all tasks as required by the competency units comprising the subject being assessed.

Trainers will assess student assessment needs at the start and assessment tasks may include formal exams, research assignments, presentations, demonstrations, reports, simulations, computer based productions, role-play, group and individual work. Assessment tasks are constructed upon the principles of validity, reliability and fairness and follow an Assessment Moderation Policy

### **CREDIT TRANSFER**

Credit transfer is the recognition that components of some study/training programs are equivalent in content and level to the components of other, different training programs Credit transfer results in exemption from some course or training program requirements.

Credit transfer is given to AQF qualifications and Statements of Attainment issued by any other RTO. Credit transfer is free of charge when enrolling in a course with AVLC. Any application for Credit transfer is required to be made at time of enrolment.

### **RECOGNITION OF PRIOR LEARNING**

AVLC offers vocational courses at different levels and recognises that students may already possess the skills and knowledge in areas of the training.

Thus, enrolling students who apply for Recognition of Prior Learning (RPL) for whole competencies of the course they enrol in prior to the commencement of studies at time of enrolment.

If either course credit (credit transfer and/or recognition of prior learning) is granted to an international student, then following will occur:

1. The AVLC Course Credit Policy will be followed.
2. A record of the course credit must be signed and accepted or otherwise by the student and placed on the student's file.

If the granting of course credit leads to a shortening of the student's course, AVLC will:

- a) If the course credited is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or,
- b) If the course credit is granted after the student visa grant, report the change of course duration via PRISMS.

If the length of a course is shortened, AVLC will remind students that it is a condition of their visa that they are enrolled in full-time study.

Further information on credit transfer and recognition of prior learning is available in the student handbook which is available to download from the AVLC website.

### **COMPLAINTS AND APPEALS PROCEDURES**

AVLC follows a Complaints/Appeals Policy and Procedure ensuring that all student complaints and appeals are considered confidentially with expediency and to the satisfaction of all parties involved. Our full Complaints and Appeals policy is located in our Student Handbook available for download from the AVLC web site.

### **COURSE DEFERAL, SUSPENSION OR CANCELATION**

A student's enrolment may be deferred, suspended or cancelled for the following compassionate and compelling circumstances including but not limited to:

- Illness, 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 that has impacted on studies;
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
- Failure to pay course fees;
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532); or
- Any behaviour identified as resulting in expelling students for serious breaches of discipline.

AVLC is required to report failure to maintain satisfactory course progress and/or satisfactory attendance to Department of Home Affairs (DHA) via PRISMS.

In the event that your studies with AVLC cease because AVLC has terminated, suspended or cancelled your enrolment, the AVLC will continue to monitor the suitability of your welfare arrangements until:

- You have been accepted by another registered provider and that registered provider takes over
- Responsibility for approving your accommodation, support and general welfare arrangements;



- You leave Australia;
- Other suitable arrangements have been made which satisfy the Migration Regulations; or
- AVLC reports to DHA via PRISMS that we can no longer approve the arrangements for you

## STUDENT LEAVE

It is not recommended that any student take extra leave outside the official institute breaks. Students that are on a student visa must study for 40 weeks per year to maintain a fulltime status.

If there are exceptional circumstances students who are on Student Visa may apply for a maximum of 4 weeks 'exceptional leave' outside the official institute breaks so long as the min. of 36 weeks is maintained.

## FEES

A \$250 enrolment fee and is payable for all courses before commencement. This fee is non-refundable.

Students at AVLC make all fee payments in advance e.g. tuition fees.

After commencement, students will receive written notice four weeks before their next fees are due. Fees and the due dates are also explained in their Letter of Offer.

If the tuition fee is not paid on time, then late payment fees apply as follows:

- 5 days overdue \$200
- 10 days overdue \$400

Should fees remain overdue for more than 14 days AVLC will inform the student of their intention to report them for non-payment of fees to (Department of Home Affairs) DHA via PRISMS.

While student fees are outstanding students will not be permitted to attend their scheduled class until the outstanding fees have been paid in full.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

## Schedule of Non-Tuition Fees

Application Fee (also known as Enrolment Fee) – non-refundable	\$250
Change of COE details \$20.00 each	\$20
Interim Academic Transcript	No Charge
Interim Attendance Letter	No Charge
Overdue Tuition Fee – 10 working days	\$400

Overdue Tuition Fee – 5 working days	\$200
Re-Assessment of Unit	\$100
Re-enrolment Fee	\$250
Refund Processing Fee	No Charge
Re-issue of Final Documents	No Charge
Re-issue of Learning and Assessment Materials	No Charge
Re-issue of Photo ID Card	\$25
Release Letter	No Charge
Re-sit single whole Subject	\$250
Re-Submission of Unit (within 10 days of unit completion)	No Charge
RPL fee per Unit	\$125
Student letter by request	No charge
Replacement Qualification	\$20

### **Tuition Protection**

Course fees for international students studying on an Australian student visa are protected by the Tuition Protection Service under the Education Services for Overseas Students (ESOS) Act 2000. Detailed information about the way tuition protection is managed within AVLC is outlined below in the Refund Policy. Further details about the Australian Government’s Tuition Protection Service can be found at: [www.tps.gov.au](http://www.tps.gov.au).

In accordance with the legislated requirements of the ESOS Act, AVLC is unable to accept tuition fees for more than one semester in advance.

As part of the requirements of the Tuition Protection Service, AVLC maintains an account exclusively for tuition fees received from international students studying on a student visa. AVLC pays any tuition fees received from student visa holders into this account within 5 working days of receiving these fees. AVLC ensures that there is a sufficient balance in the account at all times to repay tuition fees to all non-commenced students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

### **Compulsory Recording of Tuition Fees Paid**

The Finance Manager must record all tuition fees paid by international students in the Provider Registration and International Student Management System (PRISMS) by COB Friday every week.

## Refund Policy

In the unlikely event of default by AVLC, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 cover such situations.

In the circumstances of provider default where the refund option is chosen by the student, AVLC must refund the student all course fees.

### Provider Default Occurs

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

### Notifying the Secretary, the TPS Director and Students

- Under section 46B of the ESOS Act, you must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. Under section 46B you must also notify students in relation to whom you have defaulted.
- The notices must be in writing and meet the requirements of section 46B.

### Provider Obligation Period

- Under section 46D of the ESOS Act, you have 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section.
- If you fail to discharge your obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

### Notification of the outcome- discharge of obligations

Under section 46F of the ESOS Act, you have 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations.

This notice must comply with the requirements of section 46F.

If you do not meet your obligations affected students may be assisted by the TPS Director.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at AVLC's expense, then AVLC is relieved of its liability to make the payment. The student must advise AVLC in writing whether they agree to the alternative arrangement.

Tuition fees **will be refunded** only under the circumstances shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	

Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	90% refund
Withdrawal at least five weeks prior to agreed start date	70% refund
Withdrawal less than four weeks prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students	<i>Notification of Withdrawal Form must be received by AVLC four weeks prior to term commencement for the refund of unused tuition fees for the following term/s</i>

Tuition fees **will be not refunded** under the following circumstances:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- The student withdraws from the course at the location (either before or after the agreed starting day); or
- The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
  - The student failed to pay an amount payable to the provider for the course;
  - The student breached a condition of his/her student visa;
  - misbehaviour by the student

Requests for refunds should be made in writing to the Finance Manager with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 14 day of receipt of the claim. The \$250 enrolment fee is not refundable.

Refunds will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents.

All refunds will include a statement explaining how the refund amount was calculated.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

## **COURSE PROGRESSION AND ATTENDANCE**

Regular and punctual attendance is a requirement for all students. International students must attend a minimum of 80% of classes for the duration of their course. If students fail to meet this requirement their enrolment with AVLC will be cancelled and the student will be reported to DIBP and their visa may be cancelled.

If students do not make satisfactory course progress (more than 50%) they will have to attend counselling with Student Services. If the student fails to meet the progress subsequently they will be reported to Department of Home Affairs (DHA) and their visa may be cancelled.

## **SICK DAYS AND OTHER ABSENCES**

Students registered under CRICOS should be advised that AVLC is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

## **CHANGE OF CONTACT DETAILS**

All students are required to maintain current and accurate contact details with AVLC at all times. In the event of a change in contact details students are required to either complete a change of details form and submit to AVLC Student Services or login to the AVLC Student Portal and update their details.

## **DISCIPLINARY PROCEDURES**

All AVLC students are subject to Australian civil and criminal laws and to the AVLC Disciplinary Policy and Procedure. AVLC reserves the right to expel students who break these conditions. In such circumstances students, will be reported immediately to DHA and the depending on the seriousness of the incident the Police may come involved.

## **LANGUAGE, LITERACY AND NUMERACY (LLN)**

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Student Services Staff will contact the participant to discuss their requirements.

## **OVERSEAS STUDENT HEALTH COVER (OSHC)**

As a condition of your student visa all students are required to hold Overseas Student Health Cover for the duration of their stay in Australia. OSHC must be in place prior to the issuing of a Confirmation of Enrolment (CoE). AVLC's preferred supplier for OHSC is Bupa. Information on OSHC cover with Bupa can found at <http://oshc.bupa.com.au>

## **FINANCIAL CAPACITY REQUIREMENTS**

At time of application students are required to provide evidence of their financial capacity to have sufficient funds during their stay in Australia to cover both living expenses and study costs for 12 months.

## **CHANGING COURSES**

Under SSVF all students are required to maintain enrolment with a course of study at the same or high AQF level for which their visa is granted.

If you are thinking about changing your course of study to a lower level AQF course would be a breach of visa conditions and might result in the Student Visa being cancelled.

To change to a lower level AQF course you must apply to Department of Home Affairs (DHA) of a new visa and to be granted a new visa before changing.

## **TRANSFER BETWEEN PROVIDERS**

Subject to the Student Transfer Policy, AVLK reserves the right to refuse an application for a letter of release permitting a transfer to another registered training provider prior to the completion of the initial six months of the students' principal course.

## **PERMISSION TO WORK**

If you and your family members are granted student visas you will be allowed to work up to 40 hours per fortnight once your course has commenced. Neither you nor your family members may commence work until the principal visa holder has commenced studying.

While the course you are studying is in session you cannot work more than 40 hours per fortnight. No work limits apply during recognised periods of vacation offered by your education provider. Family members will be allowed to work up to 40 hours per fortnight throughout the year.

## **STUDENTS RIGHTS and RESPONSIBILITIES**

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;

- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur; \
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions
- Be provided with notification of closure of the RTO in a timely manner outlining the process to occur

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
  - Following reasonable directions from a member of staff;
  - Not behaving in any way that may offend, embarrass or threaten others;
  - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
  - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
  - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

## **AVLC RESPONSIBILITIES**

As an RTO (Registered Training Organisation), AVLC is required to meet various obligations under the VET Quality Framework, the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2018.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the institute's training and assessment systems
- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas, and reporting those who do not.

For further information on the ESOS Act 2000 and the National Code of Practice 2018 can be found at: <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-overseas-students-esos-legislative-framework/national-code/Pages/default.aspx>

Information on the VET Quality Framework can be found at <http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework.html>

### **CHANGE OF LOCATION OF PREMISES**

If AVLC changes its location, students will be notified in writing at least three weeks before the re-location is to take place

### **CLOSURE OF RTO**

In the event of the closure of AVLC, all students will receive notification of such closure and information on what will happen and who to contact and discuss their relocation to another provider.

AVLC will notify ASQA and TPS and work with both parties to ensure the smooth transition of all students to other providers and supply all required records.

### **ESOS FRAMEWORK**

Training organisations that appear on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework.

This includes a number of legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education institutes. Further information on the ESOS Framework can be found at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### **LIVING IN SYDNEY**

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy

### **GETTING AROUND SYDNEY**

Central Station has a direct train service to Sydney Airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park) with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.



## ABOUT PARRAMATTA



Located in the heart of Sydney Metropolitan region, 24 km from the Sydney CBD and 6 Km from Sydney Olympic Park, Parramatta offers a rich mix of dining, cultural, entertainment, retail and leisure experiences. From its world-class cafes and restaurants to its vibrant nightlife of theatres, cinemas and clubs, Parramatta has something on offer for everyone.

As the geographical, commercial and cultural capital of Western Sydney, Parramatta is the second largest CBD in Sydney, the second oldest European settlement on the Australian mainland and the sixth largest in the country.



Parramatta is home to one of the top National Rugby Leagues teams the Parramatta Eels and also to one of the Southern Hemispheres largest indoor shopping complexes, Westfield Parramatta, which has hundreds of different shops and a multiplex cinema complex.

With an \$14-billion-dollar economy, Parramatta is a major provider of business and government services including the headquarters for the New South Wales Police Force and Sydney Water.

With an advanced transport infrastructure system, Parramatta plays a key regional role in the transporting millions of people every day through its integrated network of rail, road, bus and ferry services. Its central location means that Parramatta is an important hub for medical, legal, financial, educational and professional services.



Getting to Parramatta is very easy by car Parramatta is located next to the M4 motorway and it is well signposted from the motorway. Surrounding suburbs also have signposted exits from both the city and the outer western suburbs.



Parramatta is well served by Western Line trains to Central Sydney, the North Shore and the Central Coast. Trains run at least every 15 minutes and take 30 minutes for the trip into the City.

Penrith, Blacktown, Richmond and Strathfield are also on the Western Line, making trips to these centres quick and simple. Trains to and from the Blue Mountains on the Blue Mountains Line also stop at Parramatta.

Connections to Campbelltown and Liverpool can be made by changing at Granville outside peak times. In peak hours, there are three services on the Cumberland Line which travels directly to Campbelltown and Liverpool. Sydney Olympic Park can be reached by changing at Lidcombe for the "Olympic Sprint" train



Parramatta is a hub for many buses, which operate from a bus interchange near the station. If you are coming from the city, or near a train station, the train will usually be quicker than the bus.

The Loop is the City Council's free bus. The bus runs every ten minutes around a loop that covers most areas of the city, indicator boards on the bus make it easy to find your stop. The Loop Bus stops at:

Brought to you by:

**Parramatta City Council - Free City Bus**

Leave the car, take the Loop  
 the Loop is Parramatta's environmentally friendly and accessible free city bus, connecting tourists, residents and commuters to the commercial, retail and recreational landmarks of the City Centre.

Timetable (From Parramatta Station)	Timetable (From Parramatta Station)
Monday to Friday: First bus 7.00 am Last bus 6.30 pm	Saturday: First bus 8.00 am Last bus 4.00 pm

(Free Bus departs every 10 minutes between these times)

<p><b>1 Parramatta Station (Darcy Street)</b> Transport Interchange - Bus and Rail, Parramatta City Council, Parramatta City Library, Westfield</p> <p><b>2 Westfield (Argyle Street)</b> Westfield, Church Street Mall, Church Street South, Department of Immigration and Citizenship</p> <p><b>3 Macquarie Street West</b> Parramatta RSL, Jessie Street Centre, Justice Precinct, Attorney general's Department, Law Courts, Police Station, Parramatta Park, Australian Red Cross Blood Service</p> <p><b>4 O'Connell Street</b> Parramatta Swimming Pool, Parramatta Park, Parramatta Stadium</p> <p><b>5 Leagues Club (O'Connell Street)</b> Parramatta Swimming Pool, Parramatta Stadium, Parramatta Park</p> <p><b>6 Church Street North (Church Street - north)</b> North Parramatta Post Office, Commercial services</p>	<p><b>7 Prince Alfred Park (Church Street - mid)</b> Prince Alfred Park, Riverside Theatres, Parramatta Heritage and Visitors Information Centre</p> <p><b>8 Lennox Bridge (Church Street - south)</b> Eat Street, Riverside Theatres, Parramatta Heritage and Visitors Information Centre, River Walk</p> <p><b>9 Phillip Street (Phillip Street - west)</b> Retail and Dining, Eat Street</p> <p><b>10 The Wharf (Phillip Street - east)</b> Parramatta Wharf - RiverCat Terminal, River Walk, Harris Park Heritage Walk</p> <p><b>11 Charles Street</b> NSW Police Headquarters, Shops, Commercial offices</p> <p><b>12 Macquarie Street</b> Post Office, Commercial services and retail, Arthur Phillip High School, Lancer Barracks and Museum</p>
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Sponsored by:

www.parramattaloop.com.au Phone: (02) 9806 5050

1. Parramatta Station (Darcy Street other side of the station from Westfield).
2. Westfield (Argyle Street) Westfield Shopping Centre, Church Street Mall
3. Law Courts (Marsden Street - south) Parramatta Park
4. Cathedral (Marsden Street - north) St Patricks Cathedral, Prince Alfred Park, Riverside

Theatres

5. Leagues Club (O'Connell Street) Parramatta Swimming Centre, Parramatta Stadium and Leagues Club, Parramatta Park
6. Church Street North (Church Street - north)
7. Prince Alfred Park (Church Street - mid) Prince Alfred Park, Riverside Theatres, Parramatta Heritage and Visitors Centre
8. Lennox Bridge (Church Street - south) Eat Street, Riverside Theatres, Parramatta Heritage and Visitors Centre, River Walk
9. Phillip Street (Phillip Street - west) Retail, Eat Street and Dining
10. The Wharf (Phillip Street - east) Parramatta Wharf - Rivercat Terminal, River Walk, Harris Park Heritage Walk
11. Charles Street, Commercial Offices
12. Macquarie Street, Post Office, Commercial Services and Retail, Lancer Barracks and Military Museum

The Rivercat ferry service runs between Circular Quay to the Charles Street Wharf. It's a very pretty and relaxing way for a cheap 55-minute harbour cruise



Parramatta celebrates the traditions and festivals of the diverse, multicultural community that call this city home, with 52,206 residents coming from a non-English speaking background. Parramatta local government's top five ethnic groups include Lebanese, English, Chinese, Indian and New Zealanders.

More information can be found:

- <http://www.parracity.nsw.gov.au/>
- <https://en.wikipedia.org/wiki/Parramatta>
- <http://www.discoverparramatta.com>
- <http://www.cityofparramatta.com.au/>
- <http://www.riversideparramatta.com.au/>