AUSTRALIAN
LEARNING
GROUP

STUDENT HANDBOOK

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AUSTRALIAN LEARNING GROUP

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CHAPTER I: WELCOME TO ALG!

Welcome and thank you for choosing to study with Australian Learning Group (ALG). You're in the right place!

ALG is a registered training organisation that has been offering high-quality vocational education and training for over 15 years. ALG offers a range of courses in health and community services from campuses in Sydney, Melbourne, Brisbane and Perth.

We hope that your time at ALG will be a rewarding experience and we look forward to seeing you on campus soon.

Our Mission

Our mission is to nurture and empower students on the path to more meaningful careers.

SPEAK UP, WE LISTEN

We believe everyone has a powerful voice and it is up to us to collectively make those voices count. We know everyone has a story to tell and we pride ourselves on being able to listen first before providing the solution. We embrace diversity and actively seek to ensure everyone feels comfortable to contribute and feels valued in doing so.

BE A HUMBLE EXPERT

We are knowledgeable, hard working and we believe in being the best at what we do. We are experts in our field and our teachers have relevant industry experience. We deliver great education that drives real outcomes. Our work will speak for itself; we don't need to boast.

SERVE & EMPOWER

We believe that through serving and inspiring students to be their best, we will achieve our best. We take pride in what we do, create quality experiences for our students and produce graduates that are ready to join their industry so they can make a positive impact on the world.

WITH EMPATHY

Our students are our customers, and we treat students like family. We need to be student-centred and put people first. We always start with empathy, collecting the dots before we connect the dots. What we do has the potential to change lives. We also believe the way we deliver our education makes a difference.

BE ORGANISED, BE ACCURATE

Be prepared, do the work, do it right and don't do it twice. We need to be compliant; we need to abide by the laws and regulations of our industry, so we need to have our

attention to detail right. We prioritise good communication and look to be clear and fair in everything that we do.

Location and Campuses

Sydney

- Kent St Campus Level 1, Kent Street, Sydney NSW 2000
- Clarence St Campus Level 1, 225 Clarence Street Sydney NSW 2000
- York St Campus Level 1, 65 York Street Sydney NSW 2000

Melbourne

- City Campus Level 6, 601 Bourke Street Melbourne VIC 3000
- Carlton Campus Level 1, 183 Bouverie Street Carlton VIC 3053

Brisbane

- Level 4, 243 Edward Street Brisbane City QLD 4000

Perth

- Lords Recreation Centre 5 Wembley Court Subiaco WA 6008

Contact Information

Office Hours

Available 8:30am – 5:30pm Monday to Friday

Phone

1300 254 000

Email Information

sydney@alg.edu.au

perth@alg.edu.au

brisbane@alg.edu.au

melbourne@alg.edu.au

Website

https://alg.edu.au/

AUSTRALIAN LEARNING GROUP

Emergency Information

In an emergency situation please contact the following:

Campus	Staff Member	Contact Number
Sydney	Josie Faatoafe	1300 254 000
Melbourne	Josie Faatoafe	
Brisbane	Irwin Swinny	
Perth	Irwin Swinny	

ALG Student Areas

Student Area

https://alg.edu.au/studentarea/

- Connect with your Student Support Team
- Request forms
- Student resources
- Access to the Student and Learning Portals

Student Portal

https://alg.edu.au/studentportal

- View your timetable
- View your final term results
- Make and view future payments
- Update personal information

Learning Portal

https://alg.edu.au/learningportal

- View your attendance
- Access your course materials
- View and submit your assessments
- View your assessment outcomes and feedback from your trainers
- Communicate with your trainers

AUSTRALIAN LEARNING GROUP

CHAPTER II: LIVING IN AUSTRALIA

Student Visa

ALG is here to support you on your student visa journey. As an international student, you must abide by the conditions of your student visa under the *Education for Overseas Students Act* 2000.

Visa Issuance

The Department of Home Affairs (DHA) is responsible for issuing visas for entry to Australia. Where there are changes to your study plans, it is your responsibility as the student to advise the DHA.

Visa Conditions

As per the conditions of your visa, you must abide by the following:

- Maintain satisfactory course progress and attendance
- Keep your contact details up to date in the student portal
- Pay your fees on time
- Ensure you have organised Overseas Student Health (OSHC) for your duration in Australia

Work Conditions

Under a student visa, you can legally work in Australia after your course commences for up to 40 hours per fortnight. During holidays, there are no limits to the hours you are able to work.

TPS

As an international student, your prepaid fees are protected under the Tuition Protection Scheme (TPS). In the unlikely event that ALG is unable to deliver your course in full, you will be offered a refund. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you.

Cost of Living

Before coming to Australia, it is important to ensure that you have budgeted and calculated your living expenses. The Cost of Living Tool is designed to help you discover how much it would cost to have the lifestyle you choose in Australia. You can compare accommodation arrangements, transportation options, entertainment activities and much more.

Accommodation

When it comes to finding accommodation, you have many options to choose from. Some common forms of accommodation for international students include:

- Rentals
- Homestay
- Purpose-built Student Accommodation
- Temporary Accommodation

Private Rentals

Many students choose to live independently in Australia by renting an apartment or a house. Students can live alone or with housemates. Real estate agents will advise on the necessary documents as well as inform how rental payments can be made. You can also browse available private rental accommodation in any chosen area through the following websites:

- https://www.realestate.com.au/buy
- https://www.domain.com.au/

Homestay

Homestay involves living with another family in their home with meals, internet and utilities covered by your host.

Purpose-built Student Accommodation

Around Australia, there are large centres of furnished apartments specifically designed for students. There are many different companies that provide this form of accommodation including:

- Campus Living Villages
- Iglu
- Student.com
- Urbanest
- UniLodge
- Scape

Temporary Accommodation

Temporary accommodation options include hostels and hotels. Some students opt to book short term accommodation for when they first arrive so that they can explore different suburbs before deciding upon a longer term option.

Transport

Understanding your transport options is an important concept when arriving in a new place. Australia has a diverse, clean and reliable transport system available for you to travel to and from your place of study.

Driving in Australia with an Overseas License

Throughout Australia, the laws for driving with an overseas licence differ. Please refer to the relevant chapter.

Sydney

If you're a tourist or temporary overseas visitor, you can drive in NSW using your overseas licence as long as you meet certain conditions. However, if your licence is not written in English, you must also carry an English translation. For more information, see the Transport for NSW website.

Melbourne

If you have an overseas or interstate licence, you'll need to convert to a Victorian licence within six months of residing in Victoria. An online conversion tool can be accessed on the VicRoads website.

Brisbane

If you are visiting Queensland from another country, you can drive if you have a valid overseas licence. If your licence isn't in English, you should carry a recognised English translation of it when you're driving. Show this translation to the police when you have to show your driver licence. For more information please visit the Queensland Government Website.

Perth

If you are a visitor to Western Australia, you may drive only those vehicles that you are authorised to drive on your overseas driver's licence, for as long as it remains valid in the country of issue. If your overseas driver's licence is not in English, you must carry an English translation of your driver's licence with you when you drive. The translation must be performed by an authorised NAATI (National Accreditation Authority for Translators and Interpreters) translator. For more information, visit the Western Australian Government website.

Public Transport

Sydney

Trains

Sydney has a robust train network with plenty of stations that connect the Central Business District (CBD) with the regional areas. The closest train stations to ALG's Sydney campuses are Town Hall, Central, Wynyard and Museum. To navigate the Sydney train network, you can use an Opal card that can be purchased at various locations including Newsagents or a single-use ticket at the station.

Light Rail

The Light rail is a relatively new feature to Sydney's public transport network, stopping at a number of popular CBD locations. To travel via light rail, you can use your Opal card.

Buses

There are buses travelling all around NSW and bus stops all around Sydney. To travel via bus, you can use your Opal card. However, be aware that buses can run late or change routes. Please check the https://transportnsw.info/ website for any service interruptions or download the TripView Lite app which will keep you updated on all public transport services.

Ferries

The ferry system is a scenic way to travel around the city. The closest ferry wharves to ALG are Darling Harbour, King Street and Barangaroo. Opal Card can also be used for travel on Ferries.

Taxis

There are a number of taxi companies operating in Sydney. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone.

Melbourne

Trams

Melbourne has an extensive tram network that stretches outward from the city centre, with a free tram zone available within the city. To travel via tram, you must use a valid Myki card. For further information, please access www.ptv.vic.gov.au

Buses

Buses are a suitable way to travel if you live in the outer suburbs of Melbourne. To travel via bus, you must use a valid Myki card. For further information, please access www.ptv.vic.gov.au

Trains

With 17 different lines, trains are an effective solution for travelling to the outer suburbs. To travel via train, you must use a valid Myki card. For further information, please access www.ptv.vic.gov.au

Taxis

There are a number of taxi companies operating in Melbourne. You can 'hail' a vacant taxi in the street, go to a taxi rank or order one by telephone.

Brisbane

Trains

Trains are the best way to commute to and from suburbs located a long distance out from the city centre. There are 11 routes that generally run every 15-30 minutes, and depart hourly late at night. To navigate the Brisbane train network, you can use a Go Card which can be purchased online, at machines or through news agencies.

Buses

There is a multitude of bus routes around Brisbane. There are some free buses looping around the city during the day. On Friday and Saturday evenings, there are Nightlink buses operating until early in the morning. To navigate the Brisbane bus network, you can also use your Go Card.

Ferries

The nine monohull ferries are currently out of service. A network of 23 terminals stretches from The University of Queensland at St Lucia (UQ St Lucia) to Northshore Hamilton.

Perth

Buses

Buses are the recommended travel option for the Perth metro area. However, after business hours, buses operate less frequently. There are also free CAT bus services operating in the city centre that can be utilised between 6:50 am and 6:20 pm on weekdays. To travel via bus, you can get a SmartRider card. For further information about buses in Perth including routes, fares, and timetables see https://www.transperth.wa.gov.au/

Trains

Perth has 6 train lines operating in a fully electrified, comfortable and clean network. To travel via train, you can get a SmartRider card.

Ferries

Ferries depart every half-hour on weekdays, on the hour, from 7am to 7pm daily from the Barrack St Jetty.

Bicycle Laws

Although Australia features extensive bike lanes nationwide, it is illegal to ride in Australia without a helmet and you must have a light on your bike if you plan to ride at night. If you intend to travel by bike, ensure that you stay in designated bike lanes while riding and obey all the relevant road rules.

Mobile Phone Providers

There are numerous mobile phone providers in Australia that sell phones, SIM cards and plans. Some of the most popular providers include:

- https://www.vodafone.com.au/
- https://www.telstra.com.au/
- https://www.optus.com.au/mobile
- https://www.tpg.com.au/

Banking

Opening an Australian bank account will enable you to earn money in Australia and easily access funds without international transfer fees.

Head into your chosen bank with the necessary documentation and identification to open your account. The major banks in Australia include:

- https://www.commbank.com.au/
- https://www.nab.com.au/
- https://www.anz.com.au/personal/
- https://www.westpac.com.au/
- https://www.stgeorge.com.au/

With internet banking set up, you will be able to send or receive money from overseas, pay for your education services and make day-to-day transactions.

Medical Services

Overseas Student Health Cover (OSHC)

As an international student, you are unable to access health services via Australia's Medicare system. Thus, as part of your visa conditions, you must arrange OSHC to cover the entire period of your stay. OSHC covers in-hospital and out-of-hospital medical assistance, prescription medications and emergency ambulance assistance. Whenever you access medical services in Australia, ensure that you take your OSHC card or information with you as well as photo identification.

OSHC can be obtained from any government approved OSHC provider, including:

- Australian Health Management: https://ahm.com.au/
- BUPA Australia: https://www.bupa.com.au/
- Medibank Private: https://www.medibank.com.au/
- Allianz Global Assistance: https://www.allianzcare.com.au/en.html
- nib OSHC: https://www.nib.com.au/overseas-students

All of the above are reputable insurance companies, and we recommend you to shop around to see the best price you can get for health cover. You are advised to visit the website https://oshcaustralia.com.au/en to compare prices and choose appropriately.

General Practitioners

For most illnesses, you should make an appointment with a general practitioner in your local area or near your respective ALG campus. There are numerous practitioners near all our campuses.

For more details of local doctor's services please check:

https://healthengine.com.au/appointments/gp/Australia/NextAvailable

Mental Health Services

ALG Counselling

ALG provides free counselling sessions to all students through appointments that can be booked via the ALG website.

GP Referrals

If you require access to mental health services, you can also make an appointment with your general practitioner who may refer you to a psychiatrist or psychologist.

Nationwide Organisations

There are also many organisations that can be contacted for support and strategies to help you manage your mental health during your stay in Australia.

Lifeline

Lifeline offers crisis support, suicide prevention and mental health support services across Australia.

- 13 11 14
- 0477 13 11 14
- https://www.lifeline.org.au/

BeyondBlue

Beyond Blue is a free counselling service you can contact ... contact if you are experiencing depression and anxiety

- https://www.beyondblue.org.au/
- 1300 22 4636

Legal Services

Commonwealth Ombudsman

If a student is not successful in ALG's internal complaints handling and appeals process, they have the right to access and lodge an external appeal by contacting the Commonwealth Ombudsman who provide free and independent services for overseas students. For further information, please see https://www.ombudsman.gov.au/How-we-can-help/overseas-students

Other Services

Whilst the Commonwealth Ombudsman is the first preference, there may be situations where more suitable mediators are required. Students can also contact the following:

- Fair Work Australia
- Industry Associations

- Independent lawyers

In the case where third-party mediation incurs a payment, these costs are to be shared equally between ALG and the student.

State-Based Services

Redfern Legal Centre (Sydney)

For students based in Sydney, the International Student Legal Service NSW provides free and confidential legal advice covering a range of issues including complaints about education providers and student visa issues. For further information, please see: https://rlc.org.au/our-services/international-students

Study Melbourne Student Centre (Melbourne)

The Study Melbourne Student Centre provides general information concerning legal problems, accommodation and employment for all international students in Victoria. Their International Student Employment and Accommodation Legal Services offers free and confidential legal advice, provided by independent lawyers. For further information, please see: https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice

Caxton Legal Centre (Brisbane)

Caxton Legal Centre is an independent, non-profit organisation that represents individuals in a multitude of matters including consumer law. For further information, please see https://caxton.org.au/

Emergency Services

On-Campus

In the event of an emergency during ALG hours, contact your trainer or report the issue to ALG staff at the front desk.

Off-Campus

In the event of a life-threatening or urgent emergency outside ALG hours, please dial **000**. This is a free call from any landline, payphone or mobile and will connect you to police, fire or ambulance services.

Interpreter Assistance

Our Student Experience Team can help you locate a suitable interpreter service. Alternatively, you can call Translating and Interpreting Service (TIS) at 131 450 for immediate phone interpreting, pre-booked interpreting and on-site interpreting if you are having difficulties communicating in English. For further information, please see:

https://www.tisnational.gov.au/en/Non-English-speakers/Help-using-TIS-National-services

Places of Worship

Australia is defined by our value of multiculturalism. With diverse cultures and religions nationwide, it is very easy to find your preferred place of worship. Please find below a list of some places of worship for each state.

Sydney

Place	Location
Bet Yosef (The Caro Synagogue)	243 Old South Head Rd, Bondi NSW 2026
Christ Church St Laurence	812 George St, Sydney NSW 2000
Great Synagogue	166 Castlereagh Street, Sydney NSW 2000
Hwa Tsang Buddhist Monastery	29 Mackenzie St, Homebush NSW 2140
Mahamakut Temple	39 Junction Rd, Leumeah NSW 2560
Sri Mandir	286 Cumberland Road, Auburn NSW 2000
St. Mary's Cathedral	St Marys Rd, Sydney NSW 2000
Sydney CBD Musalah	84 Pitt Street, Sydney NSW 2000
Sydney Hare Krishna Temple	180 Falcon Street, North, Sydney
Wynyard Musalah	60 Clarence Street, Sydney NSW 2000

Melbourne

Place	Location
Collins Street Baptist Church	174 Collins Street, Melbourne VIC 3000

South Yarra Presbyterian Church	621 Punt Road, South Yarra VIC 3141
St Michael's Uniting Church	St Michaels Walk, Melbourne VIC 3000
The Sunshine Mosque	618 Ballarat Road, Sunshine, VIC 3022
Wesleyan Methodist Church of Australia	184 Balwyn Road, Balwyn VIC 3103

Brisbane

Place	Location
Ann Street Presbyterian Church	145 Ann Street, Brisbane QLD 4000
Catholic Church	87 Central Avenue, St Lucia QLD 4067
Kuraby Islamic Mosque	1408 Beenleigh Road, Kuraby QLD 4112
Sri Selva Vinayakar Koyil (Ganesha/Hindu Temple)	4915-4923 Mt Lindesay Highway, South Maclean QLD 4280
The Brisbane Synagogue	98 Margaret Street, Brisbane QLD 4000
Tibetan Buddhist Society	16 Rosslyn Street, East Brisbane QLD 4169

Perth

Place	Location
Catholic Church	211 Aberdeen St, Northbridge WA 6003
Churchlands Christian Fellowship	154 Balcatta Road, Balcatta WA 6021
Full Gospel Assembly Perth	1-3 Hill View Place, Bentley WA 6102
Maylands Christian Spiritualist Church	123 Caledonian Avenue, Maylands WA 6051
Methodist Church John Wesley	123 Colin Street, West Perth WA 6005
Metrochurch	142-146 Beaufort Street, Perth WA 6000

Perth Mosque	427-429 William St, Perth WA 6000
The Church of Jesus Christ of Latter-Day Saints	173 Wordsworth Avenue, Yokine WA 6060

Library Services

Sydney

The City of Sydney information page outlines various locations and opening hours of libraries in NSW: https://www.cityofsydney.nsw.gov.au/search?term=library&page=1

Melbourne

The City of Melbourne information page various locations and opening hours of libraries within the city:
https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx

Brisbane

The Brisbane City Council website provides information about various library locations and contact details: https://www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries

Perth

The Vist Perth information page provides information about Perth's two major libraries:
https://visitperth.com/see-and-do/libraries

CHAPTER III: WORKING IN AUSTRALIA

Visa Restrictions

As a condition of the student visa, you are allowed to work up to 40 hours per fortnight while you are enrolled in full time study in Australia. There is no restriction on the hours you can work during holidays. Keep in mind that you will not be able to work until you have commenced your studies.

Tax File Number

Once you have obtained permission to work, you will also need to obtain a Tax File Number (TFN) from the Australian Tax Office (ATO). Most students can apply for a TFN online by visiting www.ato.gov.au. You must have a tax file number when starting or changing jobs.

Finding a Job

Casual or part-time work is a great way to provide yourself with an income while you're studying. Most international students find positions in the retail, hospitality and customer service industries. The most common way to find a job is through browsing online. Recommended websites include:

- www.mycareer.com.au
- www.careerone.com.au
- www.seek.com.au

Please note, ALG expects you to make study a high priority and, therefore, if you are permitted by the government to be employed, then you must not let your employment interfere with your studies. ALG will not be held responsible for any employment related matters arising from your study timetable or changes in your study timetable that may need to be made from time to time.

Fair Work Ombudsman

While working in Australia, it is very important that you are aware of your rights in the workplace. The Fair Work Ombudsman (FWO) is the nationwide independent body that deals with workplace relations. For further information, please see: https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students

Minimum Rights and Conditions

All employees in the national workplace relations system receive basic minimum entitlements known as the National Employment Standards (NES). For more information

on the NES, please see: https://www.fairwork.gov.au/tools-and-resources/fact-sheets/minimum-workplace-entitlements/introduction-to-the-national-employment-standards

Anonymous Report

The FWO has an online form that allows anyone to report a workplace concern anonymously. The form can be accessed at https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/report-an-issue-anonymously

Record My Hours app

As an international student, it is likely that you may be engaged on a casual basis where your pay is calculated based on the number of hours you work. Whilst your employer will record the hours, it can also be helpful for you to record as well. The Record My Hours app assists workers to easily record and store their hours of work and is free to download. For further information and the link to download, see https://www.fairwork.gov.au/tools-and-resources/record-my-hours-app

AUSTRALIAN LEARNING GROUP

CHAPTER IV: STUDYING AT ALG

Student Code of Conduct

ALG is committed to providing a safe, caring and orderly environment to ensure that students have the opportunity to learn. The ALG Student Code of Conduct provides behavioural and academic guidelines to ensure that that ALG remains a positive learning environment for students as well as staff and other members. For further information please check For further information please check ALG's A2 Student Code of Conduct, Privacy and Internet Access Policy.

Student Dress Code and Uniform Policy

Students are expected to dress in a manner that is neat, clean and safe at all times. In some courses or modules, there are specific dress codes or uniform requirements.

Student Massage Clinic

Students must wear either a school logo t-shirt or a plain black or white t-shirt with loose-fitting pants or shorts. ALG does not allow short skirts or shorts, low-riding pants, bare midriffs, low-cut tops or singlets. Students are required to have short, clean nails, clean clothing and no strong body odours. Appropriate footwear must be worn on school premises.

Work Placement

For courses with a work placement component, students are required to complete training and assessment activities in an actual work environment. ALG has a designated department that assists the students in arranging a suitable facility to complete the work placement component. As such, ALG expects the students to behave in a professional manner and comply with the responsibilities outlined in the Work Placement Student Guide.

Course Credit

ALG supports course credit practices, including the Recognition of Prior Learning (RPL) and credit transfers (CT) through a fair, transparent and consistent process.

Credit Transfer

ALG will recognise current AQF qualifications and statements of attainment issued by other registered training providers through a credit transfer where the necessary documents have been provided.

RPL

A student may be eligible for Recognition of Prior Learning (RPL) if they meet the requirements for competencies based on any formal or informal education they have completed together with life and work experience

For further information, please refer to A9 Course Credit Policy and Procedure.

Student Requirements

Some of ALG's courses have specific requirements which students will be informed of pre-enrolment in the Letter of Offer. Student requirements for each course are also outlined on the ALG Website.

Bring Your Own Device (BYOD)

It is a requirement of some courses that you have an electronic device to enable you to participate in classroom activities and complete your course. If your course requires it, you need to bring your own device and the device must:

- Be charged with at least 7.5 hours of battery life
- Have access to Microsoft Office (Word) or equivalent to write assignments
- A PDF reader to open PDFs from online research tasks
- Access the internet to conduct basic research

Please be aware that there is no in-class charging available in classrooms due to the potential workplace safety issue it could cause. ALG will provide common area charging stations that are able to support a limited number of devices at any one time.

Please keep your device secure at all times. Your device is your responsibility and you must stow it safely and securely.

For further information, see Appendix 3 Bring your Own Device Policy.

Attendance

It is a mandatory condition that student visa holders maintain a satisfactory level of attendance. Students should note:

- All modules require a minimum of 80% attendance.
- Some modules have special conditions.

Course Progress

ALG monitors the course progress of each of its international students and identifies any students at risk of not completing their enrolled program.

For further details about attendance and course progress, please refer to the A8 Course Progress and Attendance Policy and Procedure.

Assessment Guidelines

Assessments are an essential part of the course. Assessment submission dates are communicated by your trainer or assessor, within your course materials, and on Canvas.

Plagiarism

Students must make themselves aware of acceptable referencing practices as plagiarism is considered a serious breach of academic integrity principles.

Assessment Outcomes

Code Name/ Abbreviation	Code Description and Reason for use
Competent (C)	Awarded to a student who is deemed Competent based on ALG assessment criteria
Not Yet Competent (NYC)	Awarded to a student who is deemed Not Competent based on ALG assessment criteria
Satisfactory	Awarded to a student who is deemed Satisfactory based on ALG assessment task level criteria
Not Yet Satisfactory	Awarded to a student who is deemed Not Yet Satisfactory based on ALG assessment task level criteria
Recognition of Prior Learning Granted (RPL)	Where student has achieved all of the learning outcomes specified for that subject to the required standard through prior learning that includes informal and/or non-formal learning, and may also include formal learning
Credit Transfer (CT)	Where the student has achieved all of the learning outcomes specified for the subject to the required standard through prior formal learning
Withdrawn (WD)	Where the student has withdrawn before attempting all assessment items

Resubmissions

In certain circumstances, a student may need to resubmit, submit late or resit an assessment.

- Students have three attempts for assessments due prior to week 9 and 2 attempts for assessments due in week 10 to successfully complete an assessment task of a subject or UoC (Unit of Competency).
- ALG does not provide another opportunity to resit or resubmit for students who have chosen not to utilise a scheduled resit or resubmission opportunity.

For further information about assessments, please see A5 Assessment, Submission and Academic Integrity Guidelines and Procedure.

Student Support

Non-Academic Support

Every campus has full-time student services staff stationed at the front desk who are the first point of contact for all student inquiries. Students can either come into the reception to ask general questions or can book an appointment.

Academic Support

At any time, students can discuss academic matters with their respective using the CANVAS inbox. Additionally, students are provided with an option to participate in check-in appointments with a State Lead Trainer or National Course Coordinator.

Learning Support

ALG provides weekly assessment support to students and in week 10 a more detailed review of assessments are completed. Students have one final opportunity of a paid assessment resubmission for a term.

LLN Classes

ALG offers LLN classes to help students with their literacy and communication skills. These classes run for 1.5 hours a week for weeks one to nine of each term.

Counselling

ALG understands that international students face many pressures studying and living in Australia and is pleased to provide free access to a professional counsellor on campus. Seeing a Counsellor early in your study journey can help resolve some issues and improve your wellbeing.

Students are requested to book online:
https://alg.edu.au/studentarea/studentsupport/counsellingservice/

For further information, please see A14 Student Support Guidelines.

Reasonable Adjustment Policy

ALG is committed to providing equitable assistance and opportunity to students with disabilities, allowing them to succeed in their studies through reasonable adjustments.

Adjustments are determined in collaboration with the student, their advocate and ALG's academic staff.

ALG reasonable adjustments may include:

- modifying course material
- modifying or providing equipment as well as modifying the delivery environment
- differentiated teaching strategies and providing individual learner support to the student.

Students can request a reasonable adjustment by completing the reasonable adjustment online form no later than two weeks from the start of their course. Requests are subject to approval.

Deferral, Suspension or Cancellation Process

Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These compassionate and compelling circumstances apply to all deferrals, suspensions and cancellations.

- ALG will use our professional judgement and assess each case on its individual merits.
- When determining whether compassionate or compelling circumstances exist, ALG will consider documentary evidence provided.

Deferrals

- Deferring the studies means that the students are requesting to postpone the commencement of a course.
- Students can apply for a deferral via the Course Deferral Request Form.
- When applying to defer the course, students must ensure:

- All outstanding fees, including miscellaneous fees are paid;
- All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

Suspensions

- A suspension of study refers to students placing the course on hold temporarily after the commencement of a course.
- Students may apply for a suspension on the grounds of compassionate or compelling circumstances.
- To apply for a suspension, students should complete the Course Suspension Request Form.
- When applying to suspend the course, students must ensure:
  - All outstanding fees, including miscellaneous fees, are paid;
  - All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

Cancellations

- Students who wish to cancel their enrolment with ALG need to complete an online Course Cancellation Form.
- The cancellation fee must be paid at the time of submitting the online form.
- When applying to cancel the course, students must ensure:
  - All outstanding fees, including miscellaneous fees, are paid;
  - All supporting documentation is provided at the time of the form submission. ALG reserves the right to reject an application in case no sufficient supporting documentation is provided.

For further information, please see A10 Deferral, Suspension and Cancellation Policy and Procedure.

International Student Transfer

To request a transfer, students can follow the steps below:

1. Complete the online Course Cancellation Form.
2. Provide a Letter of Offer from the new provider
3. Ensure all fees have been paid
4. Pay the cancellation fee

Transfers before 6 months of the principal course of study require consultation with a Student Experience team member and are subject to approval. After the first 6 months of the principal course of study, students can change their study provider once the cancellation request has been approved.

Students who are changing courses need to be aware that this may affect their student visa and the DHA should be contacted to seek advice.

Complaints and Appeals Process

ALG is committed to creating an equitable and fair teaching and learning environment where the views of all stakeholders are valued, listened to and acted upon as appropriate, for continuous development and improvement.

We acknowledge that from time to time students may be dissatisfied with conditions experienced in the teaching and learning environment and may need to access ALG's complaints and appeals process. For further information please refer to the A7 Complaints and Appeals Policy and Procedure.

External Appeals

The Commonwealth Ombudsman offers a free and independent service for overseas students who wish to lodge an external appeal about a decision made by their private education or training provider. For further information, please see https://www.ombudsman.gov.au/How-we-can-help/overseas-students

CHAPTER V: FURTHER RESOURCES

Australian Learning Group (ALG)

- ALG Website - https://alg.edu.au
- ALG Forms - https://alg.edu.au/studentarea/formsandpolicies/
- ALG Student Support - https://alg.edu.au/studentarea/studentsupport/
- ALG Student Handbook - https://alg.edu.au/studentarea/alg-student-handbook/
- ALG Frequently Asked Questions (FAQs) - https://ash.alg.edu.au/support/home
- ALG Facebook: https://www.facebook.com/ALG91165/
- ALG Instragram: https://www.instagram.com/australianlearninggroup/?hl=en

International Student Education Framework

- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - https://cricos.education.gov.au/
- Education Services for Overseas Students (ESOS) - https://www.dese.gov.au/esos-framework

Regulatory Bodies

- Austraian Skills and Qualifications Authority (ASQA) - https://www.asqa.gov.au/
- Tuition Protection Service (TPS) - https://tps.gov.au/Home
- Department of Home Affairs (DHA) - https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study
- Fair Work Ombudsman (FWO) - www.fairwork.gov.au/
- Australian Competition and Consumer Commission - www.accc.gov.au
- Australian Human Rights Commission - www.humanrights.gov.au

Study Information

- Study in Australia - www.studyinaustralia.gov.au
- MyFuture - https://myfuture.edu.au/
- MySkills - https://www.myskills.gov.au/

International Student Organisations

- Australian Federation of International Students (AFIS) - www.afis.org.au

- Council for International Students Australia (CISA) - www.cisa.edu.au

English Language Tests

- International English Language Testing System (IELTS): www.ielts.org
- Test of English as a Foreign Language (TOEFL): www.toefl.org

Tourism and Australian Living

- Tourism Australia - https://www.australia.com/en
  Insider Guides - https://insiderguides.com.au/