



Axis Institute

# Pre-Enrolment Guide

[www.axisinstitute.edu.au](http://www.axisinstitute.edu.au)

RTO: 41228 CRICOS: 03640K



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## Pre-Enrolment Guide

This Pre-enrolment Guide will support you through the enrolment process. This guide aligns to the International Student Handbook which sets out the policies and procedures for Axis Institute, providing a comprehensive guide for all international students.

As a condition of enrolment, all international students and prospective international students are required to read this information carefully to fully understand how the Institute operates and where they can find information to assist them throughout their enrolment with Axis Institute.

This guide is to be read in conjunction with specific Course Information (Brochure/Flyer), Letter of Offer and international Student Handbook.

### Contact Axis Institute

#### International Enquiries

Phone: +61 7 2102 3553

Email: [info@axisinstitute.edu.au](mailto:info@axisinstitute.edu.au)

Visit: [www.axisinstitute.edu.au](http://www.axisinstitute.edu.au)

#### Mailing Address

Axis Institute

Level 6, 359 Queen Street

Brisbane QLD 4000 Australia

# About Axis Institute

Axis Institute is a Registered Training Organisation (RTO 41228) and a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider No: 03640K) that is focused on providing quality education and training in fully-accredited courses. We are present in Brisbane City, Queensland, Australia. From this campus, we cater to local and international students, providing nationally recognised qualifications in a range of fields and areas of study.

We specialise in delivering courses in Hospitality, Early Childhood Education and Care, Information Technology and Leadership and Management.

Axis Institute is registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Provider No. 03640K. This authorises the Institute to offer, accept and teach overseas students who are in Australia on a student visa.

The vocational education courses that we offer have all been designed and developed following the needs and requirements of various industries. This is to ensure that we equip our students with the right skills and competencies to be able to immediately contribute to their chosen fields.

Axis Institute offers quality academic support to its students through the latest facilities that we have on campus along with the help and support of highly qualified staff and trainers.

Axis Institute offers world-class academic support to its students through the latest facilities that we have on campus along with the help of highly qualified staff and trainers. We also advocate the use of modern technology and new teaching techniques in delivering courses to our students. Our aim is to deliver an excellent learning experience for them to be able to compete globally and to achieve their own professional or entrepreneurial goals exceptionally.

## Policy and Procedures

Students are able to access all relevant policies and procedures on the Axis Institute website: <https://axisinstitute.edu.au/downloads/>

Policies include:

- Student Payments Policy and Procedure
- Refund Policy and Procedure
- Critical Incident Policy and Procedure
- Transfer between Providers Policy and Procedure
- Complaints and Appeals Policy
- Monitoring Course Progress Policy and Procedure
- Deferral, Suspension and Cancellation Policy and Procedure
- Student Academic and General Code of Conduct Policy
- Credit Transfer and Recognition of Prior Learning Policy
- Privacy Policy



### How To Get In Touch With Us

Address: **Level 6, 359 Queen Street,  
Brisbane Queensland 4000 Australia**

Phone: **+61 7 2102 3553**

Email: **info@axisinstitute.edu.au**

Website: **www.axisinstitute.edu.au**

## Campus Location

### Brisbane City Campus, Queensland

Brisbane is the third largest and most populous city in Australia. It is also the capital of the state of Queensland (QLD) and is almost five times the size of Japan. Brisbane has a subtropical climate which makes it the perfect place for many outdoor activities like kayaking up the Brisbane River, camping and hiking in one of the national parks, snorkelling around one of the Moreton Bay islands, and a whole lot more.

### Studying in Brisbane

Over 75,000 international students are calling Brisbane their second home. They all have access to a wide range of study choices whether vocational training or higher learning. Brisbane also offers a long list of credible educational institutions like Queensford College.

### Reasons to Study in Brisbane

1. **Sunshine Capital** - Brisbane is the capital of the sunshine state Queensland which offers subtropical climate with hot humid summer, mild winters and nice spring & autumn.
2. **Affordable** - Compared to Sydney and Melbourne, Brisbane is much more affordable place to study. You will find lower costs of living expenses and education costs providing value for money.
3. **Accommodation** - Brisbane is one of the cities in Australia which provides a new purpose built inner-city student accommodation to meet the needs of international students.
4. **Safe and Welcoming** - Brisbane is one of the safest and most welcoming cities in Australia. It holds Australia's largest city Orientation Day for International Students - The City Welcome Day to welcome all international students.
5. **Location** - Living in Brisbane will help you to easily explore some of the Australia's best attractions like Sunshine Coast, Gold Coast and Byron Bay with travel time less than 2 hours for each destination.

### Public Transportation

Brisbane's transport system is diverse, affordable and reliable. With a free city loop, a tertiary student discount, and late-night weekend services, it is also a relatively cheap way to get around the city.

Students studying at Queensland education institutions are eligible for concessions on public transport, a GO card. Modes of transport includes buses, trains, and ferries. Students are allowed to apply for the tertiary concession fares.

TransLink is in control of all of Brisbane's public transport timetables and ticketing. Students can plan their journey via the TransLink website. It will list all possible modes of transport available, the amount of time it will take and maps for where to hop on and off to get to the destination.

For more information: <http://translink.com.au>

Students can also travel free in the city area using the City Loop bus service at designated points and some ferry terminals using CityHopper ferries. Brisbane CityCycle service is also available as there are plenty of bike pathways available for anyone who loves cycling. It is a subscription based bike rental to suit various budget needs.

## Facilities

Strategically located at the heart of CBD, public transport is easily accessible to travel to campus by bus networks and train lines, ferries. Taxis operate Australia-wide, bicycle facilities and car parking can be found.

Creating a comfortable, accessible and resourceful environment for all students is one of our top priorities. Our campus has its own kitchen and lounge facilities, which includes a fridge, microwave, watercooler, instant coffee, and dining table and chairs.

Axis Institute is proud of its excellent teaching facilities with classrooms are fully furnished with projectors in an air conditioned environment.

Computing, printing and scanning facilities are available on-campus with desktop PC's connected to high speed internet. Power points are also available to recharge electric devices. Course material can be accessed online through a learning platform.

Please see campus reception to connect to free wifi.

# Entry Requirements

Entry Requirements have been set in place to ensure that all international students who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.

Some courses may have higher entry requirements, please check specific course information for more details.

The following outlines entry requirements for international students intending to undertake study at Axis Institute.

*Note: All documents that are submitted upon application for enrolment at the Institute must be translated into English and be certified a true copy of the original.*

International students must meet the minimum English and Academic entry requirements of the course they are applying for, as detailed below and also available on the Axis Institute website. Students must be aged 18 years and older to enrol into any courses offered by Axis Institute.

Academic and English Language Requirements or any Certificate II or Certificate III qualification:	
Academic Requirements	English Language Requirements
<p>Depending on the nationality of the student, completion of Australian equivalent year 10 may be sufficient for Certificate II level qualification and completion of Australian equivalent year 11 may be sufficient for Certificate III level qualification. * <b>OR</b></p> <p>Mature Age Students who do not have any qualification – they must pass the Axis Institute’s Internal LLN/ English Placement test*</p>	<ul style="list-style-type: none"> <li>• Student must provide evidence of attaining an overall IELTS score of 4.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate II Qualification and an overall IELTS score of 5.0 bands or equivalent scores on a similar test (such as TOEFL, PTE etc) to commence a Certificate III Qualification. <b>OR</b></li> <li>• Student must have attained at least pre-intermediate Level of English and must provide evidence of the same before commencing a Certificate II Qualification or have attained at least Intermediate Level of English and must provide evidence of the same before commencing a Certificate III Qualification. <b>OR</b></li> <li>• Student must have completed Certificate II in Spoken and Written English and must provide evidence of the same before commencing a Certificate II Qualification</li> <li>• Or a student must have completed Certificate III in Spoken and Written English and must provide evidence of the same before commencing a Certificate III Qualification. <b>OR</b></li> <li>• Student must pass AXIS Institute’s relevant Internal English Placement Test.</li> </ul>
Academic and English Language Requirements for any Certificate IV qualification or higher:	
Academic Requirements	English Language Requirements
<ul style="list-style-type: none"> <li>• Depending on the nationality of the student, completion of Students must have completed at least an Australian year 12 equivalent <b>OR</b></li> <li>• Depending on the nationality of the student, completion of Australian equivalent year 11 may be sufficient. * <b>OR</b></li> <li>• Mature Age Students who do not have any qualification – they must pass the Axis Institute’s Internal LLN/ English Placement test*</li> </ul>	<ul style="list-style-type: none"> <li>• Student must provide evidence of attaining an overall IELTS score of 5.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc). <b>OR</b></li> <li>• Student must have attained at least Upper Intermediate Level of English and must provide evidence of the same before commencing the course. <b>OR</b></li> <li>• Student must pass Axis Institute’s relevant Internal English Placement Test</li> </ul>
English Language Requirements Exempted if	
<ul style="list-style-type: none"> <li>• The student is enrolled in full-time school studies as a principal course including in a secondary exchange programme, a postgraduate research course, a standalone English Language Intensive Course for Overseas Students (ELICOS), and Foreign Affairs or Defence sponsored students <b>OR</b></li> <li>• If the student has completed at least five years’ study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland <b>OR</b></li> <li>• If the student is a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland</li> </ul>	
*Applicable for students who fall under the SSVF Matrix (Based on the risk rating of Axis Institute and Student Nationality).	

## Credit Transfer / Recognition of Prior Learning (RPL)

To receive a Credit Transfer, you are required to produce evidence of units of competency/qualifications previously undertaken and successfully completed. Applications for Credit Transfer must include units of competencies completed, duration of the course and evidence of completion (certificate and transcript or statements of attainment).

RPL is an assessment-only process, determining the competence of an individual acquired through formal and non-formal and experience gained through work-related, volunteer or life experience, to determine if they meet the requirements for a unit of study.

Applications for Credit Transfer and RPL will be considered on a case-by-case basis.

Applicants should check the box on their enrolment form to indicate their intent to apply for Credit Transfer and/or RPL on. Post-enrolment, applicants should request an application form for Credit Transfer/RPL from Student Services at their respective campus.

More information can be found at on our website at:

<http://axisinstitute.edu.au/downloads>



## Application Process

**1**

**Student to Apply for Chosen Course**  
Select from our range of courses in the International Prospectus or on our website and return a completed application form along with the required documents to us. Download the International Student Application Form here: [axisinstitute.edu.au/downloads](https://axisinstitute.edu.au/downloads)

**2**

**Institute Assesses and Verifies Applications**  
Once we receive your application we will assess your application against the requirements of the course and issue a conditional offer letter, which is followed by an interview with candidate and financial documents verification.

**3**

**Student to Review, Process and Accept**  
Review your letter of offer to ensure course fees, duration, payment plan etc. are stated correctly. Required payment of tuition fee. Return signed acceptance of offer.

**4**

**Institute Issues eCOE**  
Electronic confirmation of enrolment (eCOE) will be issued.

**5**

**Student to Apply for Australian Student Visa**  
Apply for an Australian student visa at your nearest Australian Mission overseas.





## Planning Your Departure

Once you have been accepted to study at an institution and have received confirmation of your student visa, the next step is to start planning for your arrival.

**Passport and Visa** - Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.

**Student enrolment and orientation documents** - You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.

**Overseas Student Health Cover (OSHC)** - This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.

**Travel Insurance** - You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.

**Airfares** - Make sure you are aware of the date and time of your flight. Keep your flight details in a safe and secure place, with your passport and visa.

**Contact details** - You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.

**Australian currency** - There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.

**Transport from the airport** - Whether you are taking public transport, a taxi, or you are being picked up from the airport by your education provider, it is important that you have all the details including the time, the route and, if your travel has been arranged by your institution, their contact details. If you need a map to assist you in getting to your accommodation from the

**Accommodation details** - Make sure you have the address of where you will be staying as well as their phone number and payment confirmation (if you have already paid for your accommodation).

## Arriving in Australia

When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

More information on what to expect when you arrive at the airport is available at the Department of Home Affairs website, [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

### COVID 19 Travel Information

COVID-19 travel restrictions and other requirements are set by the Queensland State Government. Be sure to keep up to date and check requirements before travelling by visiting this link:

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/urgent-covid-19-update>

**Students are required to be fully vaccinated before arriving in Australia and before studying with Axis Institute.**

### Getting to Your Accommodation

You would have already arranged for accommodation before you arrive in Australia, even if it is just for the first few days. Have your accommodation address written in English ready to show the taxi or hire car, or detailed directions if you are using public transport. If you have arranged for Axis Institute to pick you up from the airport then we will take you exactly where we have arranged for you to go to. Don't forget to call home and inform them that you have arrived.

### Orientation

If you have not already have been in contact with Axis Institute, contact the Institute to ensure you attend the international student orientation. Here you will learn about Axis Institute, take a tour of the campus facilities, and meet people who will also be studying with you.

### Banking

Australia has a range of choices when it comes to managing your money, from banks that cover the whole country to local credit unions and building societies. You can even set up a bank account before or after you arrive.

Here are some quick tips on setting up your bank accounts:

- To open an account you will need to have your Electronic Confirmation of Enrolment (eCoE), passport, Letter of Offer and other forms of identification
- You may also need an Australian Tax File Number (TFN). You can find information about getting a TFN at the Australian Tax Office (opens in a new window) website.
- Financial or student support officers at your university or college will be able to give you information on how to set up a bank account.
- You can also read advice from the Australian Government's Moneysmart website: <https://www.moneysmart.gov.au>

# Student Visa Requirements

Students are required to obey the following visa conditions of student visa subclass 500:

## Studying in Australia

International Full-Time students are required to study 20 hours per week and maintain. Students must maintain satisfactory course progress and attendance during their studies.

## Working in Australia

Students can work up to a maximum of 40 hours per fortnight (period of 14 days from Monday to Sunday) when their course is session. Otherwise, full time while on holidays.

## Financial Capacity

Students must maintain up to date payment during their studies and have sufficient financial capacity to support their study and stay in Australia.

## Overseas Health Insurance

Students must have and maintain health insurance, Overseas Student Health Cover (OSHC), during their stay in Australia.

## School Aged Dependents

Any school aged dependents accompanying overseas students, as part of their student visa application, to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

## Up-to-Date Contact Details

Axis Institute requires students to keep us informed of any changes of their details so that they are correct and up to date in our systems. We require students to notify any changes made within 7 days that involve: contact details, residential address, passport information and emergency contact details.





# Information on Living in Australia

## Australian Culture

**Language** - English is the official language spoken in Australia and all the education in Australia is in English.

**Climate** - Being such a large country Australia experiences varied climatic conditions across the country.

**Culture** - Australia's indigenous heritage plays a defining role in the cultural landscape – creating and maintaining continuous links with the people and the land.

**Transportation** - Australia has reliable and affordable modes of public transportation: bus networks and train lines, ferries, trams, taxis and bicycles.

**Food** - Australia offers different varieties of food from Australian, Italian, Mexican, Asian, and Middle Eastern.

**Student Housing** - International Students studying in Australia have various housing options, they can choose to stay in Homestay Accommodation, Renting, Shared Accommodation.

## Accommodation

One of the first things international students will have to determine when preparing to study in Australia is where to live. The majority of Australian students live off-campus, through homestay programs, hostels, or rental properties.

Axis Institute does not provide accommodation facilities however, Institute representatives can guide students to accommodation providers (including Homestay and student accommodation facilities). The accommodation placement fee is AUD\$200.

Please provide the Institute with at least 14 days' notice if you require our staff to arrange accommodation for you.

## Living Costs

Knowing the average living costs in Australia is an important part of your preparation for living and studying in Australia. The costs below are an approximate guide only, and you should be aware that these costs may vary depending on your study location in Australia.

## Accommodation Types

Hostels and Guesthouses

- Cost: \$90 to \$150 per week
- Type: Hotels and discounted hotels
- Location: Usually in the city centre
- Recommended stay: Short

Homestay

- Cost: \$235 to \$325 per week
- Type: House
- Location: Usually in the city centre
- Recommended stay: Short

Rentals

- Cost: \$85 to \$440 per week
- Type: Apartments, Units or Houses
- Location: Mostly not in the city centre
- Recommended stay: Long

On Campus

- Cost: : \$90 to \$280 per week
- Type: Apartment or bedroom units
- Location: Usually in the university campus
- Recommended stay: Medium

## Other Living Expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

## Websites for Finding Accommodation

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.flatmates.com.au](http://www.flatmates.com.au)
- [www.yha.com.au](http://www.yha.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.airbnb.com.au](http://www.airbnb.com.au)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia: [www.insiderguides.com.au/cost-of-living-calculator](http://www.insiderguides.com.au/cost-of-living-calculator)

## Other Information on Living in Australia

Information on living and studying in Australia can be found at Study in Australia <https://www.studyinaustralia.gov.au>. The website provides general information on studying and living in Australia, along with events and things to do.



# Working in Australia

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

Please refer to the link below of The Fair Work fact sheet:

<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement>

This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance from the Fair Work Ombudsman. For more information, contact the Fair Work Info

Telephone line on 13 13 94

Visit [www.fairwork.gov.au](http://www.fairwork.gov.au)

## How to Find a Job

Working while you study in Australia can help compliment your study and living experience. There are number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area. Some of the useful website for job search are:

- [www.seek.com.au](http://www.seek.com.au)
- [www.careerone.com.au](http://www.careerone.com.au)
- [www.indeed.com.au](http://www.indeed.com.au)

## Student Visa Work Rights

Although they are allowed to arrive in Australia up to 90 days before their course begins, students are not allowed to begin working until after their courses have begun.

The 40 hours per fortnight limit does not extend to any work the student is required to undertake as a component of his or her studies or training. Volunteer and unpaid work, however, does count towards the 40 hours. If an international student works more than the Australian restrictions allow, his or her visa may be cancelled.

International students in Australia on a valid student visa can work for up to 40 hours per fortnight while school is in session, and there is no limit on the number of hours an international student can work during recognised school vacations. A work week in Australia is considered to be Monday through the following Sunday.



# Support Services in Australia

Australia is generally a very safe and welcoming place to live and study, but it is still important to understand your new environment to ensure you have a safe and happy stay.

Support Service	How Can They Help You	Contact Information	Support Service	How Can They Help You	Contact Information
Axis Institute	Axis Institute provided support to overseas students for completing their studies and adjusting their life in Australia.	(07) 2102 3553 axisinstitute.edu.au	Translink	To find out about trains, buses and ferries, including ticketing information, timetables and more.	13 12 30 translink.com.au
<b>EMERGENCY - Dial 000</b> For emergency services requiring ambulance, fire brigade and/or police dial <b>Triple Zero (000)</b> . In events of life threatening situations, such as a car crash or a fire. If you require a translator then tell the operator your language and they will connect you with one.			Study Brisbane	For information on living and studying in Brisbane. They also host events for international students throughout the year.	studybrisbane.com
Australian Consumer Law	Understand your legal rights in regards to shopping or purchasing services.	consumerlaw.gov.au	National Sexual Assault, Domestic Family Violence Counselling Service	If you've been sexually assaulted and require information and support services that are available.	1800 737 732 1800respect.org.au
Australian Human Rights Commission	If you feel you are being treated unfairly because of your race, descent, colour or ethnic/national origin then make a complaint to the Australian Human Rights Commission.	humanrights.gov.au/ race-discriminati	Alcohol and Drug Information	24/7 support for people in Queensland with alcohol and other drug concerns.	1800 177 833 adis.health.qld.gov.au
Australian Taxation Office	Contact them to arrange a Tax File Number or learn more about payments made to you while you're here.	ato.gov.au	Community Legal Centres	Queensland's community legal centres provide free information, legal assistance and referral, representation and casework, community education and advocacy for vulnerable clients and communities facing legal problems.	(07) 3392 0092 communitylegalqld.org.au/contact
Beyond Blue	A free counselling service that you can contact if you are feeling depressed or anxious.	1300 224 636 beyondblue.org.au	Children's Services	To provide support and a range of services to children, young people, families and carers to ensure children's safety and wellbeing and to prevent children from being harmed.	1300 682 254 csyw.qld.gov.au
Lifeline	If you need someone to talk to about your mental health, this resource is a crisis support hotline.	131 114 lifeline.org.au	Kids Helpline	Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.	1800 55 1800 kidshelpline.com.au
Brisbane Student Hub	Provides information, advice and referrals on healthcare, employment, budget management, accommodation and legal services, as well as connecting students to local events and activities.	mdaltd.org.au/ brisbanestudenthub	Poison Information Centre	If you require up-to-date advice to assist in the management of poisonings.	13 11 26 health.qld.gov.au
Department of Foreign Affairs and Trade (For Embassies)	If you require help from your country's embassy within Australia.	dfat.gov.au	<b>Queensland Hospitals</b>		
Department of Home Affairs	This government department handles visa enquiries and issues.	homeaffairs.gov.au	Mater Hospital	(07) 3840 8111 mater.org.au	
Commonwealth Ombudsman	This ombudsman can help you in dealing with problems with private institutions and education providers.	ombudsman.gov.au ombudsman.qld.gov.au	Prince Charles Hospital	(07) 3350 8111 metronorth.health.qld.gov.au/tpch/	
Tuition Protection Service	It is a government initiative if your institution could not deliver your course of study, then government either help you in completing course elsewhere or help you in getting refund of uncompleted studies.	tps.gov.au	Princess Alexandra Hospital	(07) 3240 2111 metrosouth.health.qld.gov.au/princess-alexandra-hospital	
Fair Work Ombudsman	If you require assistance understanding your workplace rights and responsibilities.	13 13 94 fairwork.gov.au	Royal Brisbane Hospital	(07) 3253 8111 metronorth.health.qld.gov.au/rbwh/	
Council of International Students Australia	The peak body for the interests and needs of international students, they always require volunteers.	cisa.edu.au	QE II Hospital	(07) 3275 6111 metrosouth.health.qld.gov.au/qeii-jubilee-hospital	
Residential Tenancies Authority	If you have any issues with accommodation, or would like to know what your rights are.	rta.qld.gov.au/student	Wesley Hospital	(07) 3232 7000 wesley.com.au	
Road Transport Authority	If you plan to drive in Brisbane then find out about the road rules and what you need to get yourself into a car.	transport.qld.gov.au	Logan Hospital	(07) 3299 8899 metrosouth.health.qld.gov.au/logan-hospital	
			Gold Coast Hospital	(07) 5519 8211 goldcoast.health.qld.gov.au/hospitals-and-centres/ gold-coast-university-hospital	

# Studying at Axis Institute

## Orientation

Orientation is a welcome and an informative program for new students commencing their studies at Axis Institute. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment.

Orientation is compulsory for new students and is split into two components of online and on campus. At the end of the orientation, students will be required to complete an online survey. Axis Institute assures students that all feedback provided is treated confidentially.

The orientation program typically includes:

- A presentation that addresses the needs of international students and introduces a student life at the Institute and courses of study
- Information that addresses the requirements of the National Code Standard 6.1 and the relevant standards
- Clear and simple explanation of the most relevant policies and procedures, in particular the Course Progression Policy and Procedure with emphasis on student visa implications, Complaints and Appeals Policy and Procedure
- Academic processes and assessment guidelines
- Support services available to students, including English language and learning support
- Introduction to various Institute staff and their roles
- Student identification (ID) photograph session
- Campus tour and OHS information
- Critical incident overview including emergency and health services
- Information on their employment rights and conditions as working international students

## Unique Student Identifier (USI)

International students studying in Australia you require a unique student identifier (USI). International students cannot apply for a USI whilst they are still overseas. International students will only be able to apply for a USI once you have entered Australia using your non-Australian passport and Australian visa.

A USI is required for students undertaking nationally recognised training (qualifications, accredited courses, skill sets and units of competency) unless exempt. If you don't have a USI you will not receive your qualification or statement of attainment.

## Overseas Health Insurance

It's a requirement the student visa to have health care while studying in Australia, so students will be covered in the case of an accident. Overseas Student Health Cover (OSHC) provides students with medical care and hospital cover and is available for up to five years for monthly payments from a number of different providers.

OSHC is offered by certain insurers under a Deed of Agreement with the Department of Health to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurers website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (Peoplecare Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

You can find further information about OSHC by going to the following web site: <http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurersofferoshc>

## Student ID Cards

Students will be issued with a student ID card at the campus. Student ID cards are issued per course, and expires at the end of the course finish date. Please go to the reception at the campus to obtain an ID card and also when due for renewal.

## Holidays and Sick Leave

Please refer to the academic calendar for your semester breaks. Students are not permitted to have additional leave unless it is for compassionate/compelling reasons and PRE-APPROVED by Axis Institute. The request must be submitted 2 weeks prior to the leave start day, otherwise it may not be granted.

A student absent from class due to medical reasons must provide a copy of a medical certificate to Axis Institute from a registered medical practitioner. The student must keep the original medical certificate(s) to provide to Department of Home Affairs if required. Axis Institute must be informed of extended periods of sick leave to reduce the likelihood that absences will be notified to Department of Home Affairs.

International Students will be granted additional leave for compassionate or compelling reasons only (i.e. serious illness or urgent family matters involving the immediate family). Supporting documents attached to a completed Leave Application Form must be submitted to Student Services. Three working days must be allowed for processing and if the application is NOT approved, you will be marked absent if you take leave. Refer to Axis Institute's Policy on Deferring Suspending or Cancelling Student's Enrolment Policy and Procedure as well as your Student Visa Obligations.

## Class Schedule, Mode of Study and Assessment

The classes may be scheduled on-campus on any days of the week between Monday to Friday over a maximum of five days a week. The lectures may be scheduled any time between 8.30am and 5.00pm. Session timetables will be provided to students at orientation. Timetables may change without notice. Holiday breaks and intake dates are six week per term with breaks in-between. Please refer to the website to view the academic calendar: <https://axisinstitute.edu.au>

On campus students may experience a combination of lecturers, group discussions, case studies, class excursions, research projects, practical demonstrations and if applicable, vocational placement. Please refer to the student handbook and course information for more details on the mode of study, and methods of assessment.



# Indicative Course Related Fees

## Additional Administrative Fees

On addition to the enrolment and tuition fees, the following administrative fees and charges apply:

Description	Form type/Contact office	Amount \$AUD
Enrolment Fee (Non-refundable)	Enrolment Application form/Online	\$250
Interim transcript	Student Services Team	1st copy free, thereafter \$50
Student ID card	Student Services Team	1st copy free, thereafter \$20
Change of commencement date/deferral of the course	Enrolment Variation form	\$250 or; Free to the applicants due to delayed visa processing, and caused by serious medical illness
Change of course	Enrolment Variation form	\$250
RPL application and information collection	RPL/Credit transfer application form	\$250 administration fee
Credit transfer	RPL/Credit transfer application form	\$250 administration fee
Early Termination request	Enrolment Variation form	No additional fees
Qualification and final transcript	Student Services Team	1st copy free, thereafter: \$50
Statement of attainment	Student Services Team	1st Copy free. Thereafter: \$50
Express service for certificates	Student Services Team	\$20 for the next day, \$50 same day Extra \$20 for the express post
Refund Attraction Fee	Tuition fee refund application	\$250
Late Assessment Fee (Theory) due to non-submission on due date (with no evidence of medical or other compelling reasons)	Student Services Team	\$150 per unit
Re-sit Practical Assessment due to missed Practical Assessment (with no evidence of medical or other compelling reasons)	Student Services Team	\$150 per day
Appeal of assessment / re-assessment	Complaints and Appeals Form/ Reception	No charges
Printing and photocopy	Student Services Team	Free for 300 pages per course. Thereafter: \$20
Leave request	Enrolment Variation form	No fee
Late payment of fees	Accounts Department	\$50 per week
Replacement of textbook and/or learning materials	Written application	As applicable
Accommodation Placement Fee	Admissions Team	\$250
Airport Pickup fee	Admissions Team	\$250

Note: All administrative charges are subject to change and reviewed annually.

Material fees will vary according to the course being undertaken and covers the cost of materials and other incidentals



# Legislation, Regulations and Codes

In Australia, only Registered Training Organisations (RTOs) can issue nationally recognised qualifications. Our RTO provider code is 31736. Axis Institute also provides training to overseas students and is registered with the Commonwealth Register of Institutions and Courses for Overseas Students. Our CRICOS Code is 03010G.

As an RTO and a provider of training to overseas students, Axis Institute is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. Students need to be aware that all actions required under the applicable legislation, regulations and codes are not subject to the discretion of the Institute and are required by law. You can find our more information about the legislation and Regulations that underpin Axis Institute practices at the following websites:

**Education Services for Overseas Students Act (ESOS Act) 2000**

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

The Tuition Protection Service (TPS)

<https://tps.gov.au/StaticContent/Get/StudentInformation> and <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>.

The Australian Skills Quality Authority (ASQA)

<https://www.asqa.gov.au/>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

<https://www.studyinaustralia.gov.au/>

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/Details/C2011A00012>

The Australian Government is committed to ensuring international students have an excellent education experience in Australia. Please view the fact sheet below containing important information about their rights and responsibilities while studying in Australia

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

**FOR MORE INFORMATION VISIT:**

[www.axisinstitute.edu.au](http://www.axisinstitute.edu.au)

Alternatively, you can call on **+61 7 2102 3553** or email **info@axisinstitute.edu.au**