



**NEW ERA
INSTITUTE**

INTERNATIONAL STUDENT HANDBOOK

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RTO 41543 | CRICOS 03509B

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Introduction

New Era Institute Pty Ltd is a Registered Training Organisation (RTO), RTO no. 41543, CRICOS code 03509B which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects New Era Institute to regular external audit to verify adherence to these standards.

New Era Institute (NEI) is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation.

The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations. New Era Institute is aiming to provide a fresh approach to delivering the skills and knowledge required for a variety of courses for international students who are seeking to enhance their work skills and career prospects.

More information can be found at www.newerainstitute.edu.au and <https://training.gov.au/Organisation/Details/41543/summary>

This Handbook

This handbook is designed to provide you with information about the services provided by New Era Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by New Era Institute. Courses information and brochures can be found at www.newerainstitute.edu.au

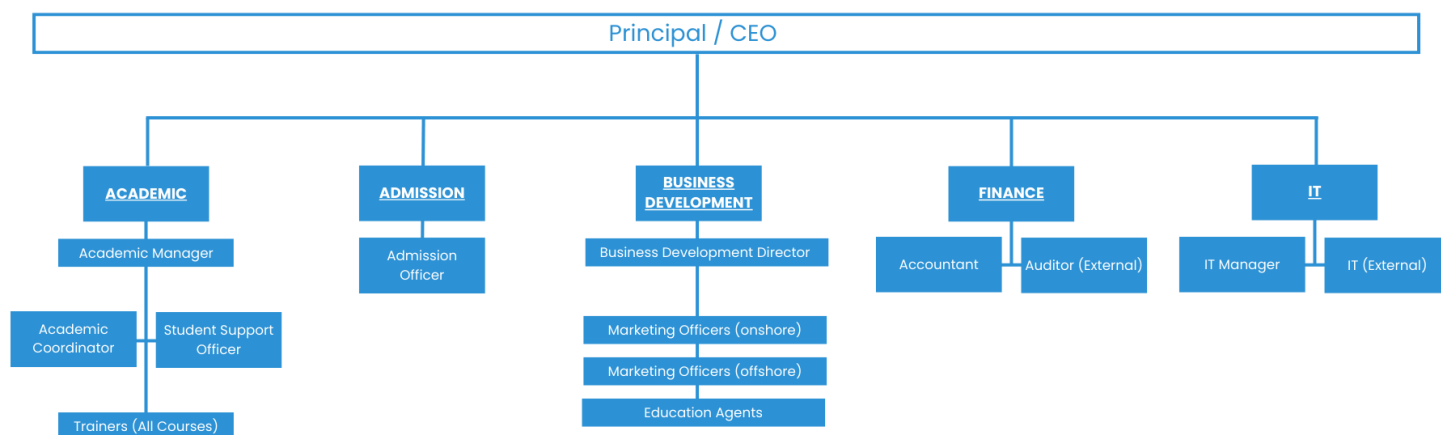
Our Mission

New Era Institute's mission is to provide sustainable individualised vocational skills and training services solutions for long term career benefits of organisations and individuals who aspire to sustain meaningful existence, both socially and economically within the wider community.

Organisational Arrangements

ORGANISATION CHART

New Era Institute



New Era Institute Services and Facilities

Reception

Reception is the first port of call for all students' inquiries.

At reception students can:

- *Request information*
- Pay tuition fees
- Submit forms or electronically
- Book an appointment for Learning Support
- Request information about enrolment & course progression
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect student card

Student Engagement Area

New Era Institute student engagement area includes:

- Computers
- Free Wireless Internet Access
- Notice boards

Student Counselling

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters

Students can make an appointment at the reception to meet with the Student Support Officer who will provide them with support and/or referral if required.

Life in Australia – Helping you transition!

Cost of Living

Students should ensure they have sufficient funds to cover living expenses in addition to tuition fees and health insurance while studying in Australia. If you plan to bring family members, such as a spouse or children, additional living costs will apply. The estimated cost of living may vary depending on your lifestyle, location, and accommodation choices. For up-to-date information and guidance, please refer to the official Study Australia website: www.studyaustralia.gov.au.

On a student visa students are permitted to work up to 48 hours per fortnight during study periods to supplement their income. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application process:

- Go to www.ato.gov.au and apply online
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished



The website is the best way to obtain a Tax File Number (TFN). You must be in Australia to do this. If you wish to speak a person you are advised to visit the Australian Taxation Office (ATO). The central City branch is at Shop 1, 32 Martin Place, Sydney.

Alternate branches can be found at www.ato.gov.au/About-ATO/

As an international student, you cannot work until you have started your course in Australia. Once you have started, you can work up to 40 hours in a fortnight when your course is in session. To find more information about your Student Visa conditions, you can visit the Home Affairs website: <https://immi.homeaffairs.gov.au/>

Once you start your course, you can check carefully the websites bellow and choose the position that fits you and apply.

- www.seek.com.au
- www.careerone.com.au
- www.jobsearch.gov.au
- www.jobnet.com.au
- www.gumtree.com.au

To understand your rights and responsibilities at work contact the Fair Work Ombudsman.

- Phone: **13 13 94**
- Website: <https://www.fairwork.gov.au/>

They also have translation services and language assistance on: **13 14 50**

Note: International students will need a passport number and Australian address.

Police: Police help line 131 444 (non – emergency line) – **For Emergency:** Call 000 (Triple zero)
www.police.nsw.gov.au

Post Office: Australia Post provides reliable and affordable postal, retail, financial and travel services.
<https://auspost.com.au/>

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- New Era Institute Certificate of Enrolment (request this at the reception)
- Passport
- Driver's license

Each bank will have other forms of identification – check with the bank
Check with your bank for the process of transferring funds to or from overseas.

ATM machines are located in banks and shopping centres.

Australian Post office offers ATM service as well Woolworth (supermarket).

Doctors

In Australia, sickness is usually dealt with a general practitioner in a local medical centre. Some medical centres accept appointments other allow you to wait in a queue (walk in patient).

You need to request a doctor's certificate to account for any absences caused by sickness or injury. On the first day of absence, please inform reception and upon return provide reception with a copy of the medical certificate and retain the original.

Dentists

There are plenty of local dentists in each area of Sydney where you need emergency treatment.

Hospitals/Emergency Treatment

A list of public hospitals can be found at <https://healthengine.com.au/find/public-hospital/Sydney/>

Students can go directly to a hospital if the situation is urgent. However, there may be long waiting periods. The following link will guide you on the waiting period in the hospitals:

<http://www.emergencywait.health.nsw.gov.au/hospitals/rtd/details.asp>

NSW Health contact numbers:

- Alcohol and Drug Information Service Sydney 02 9391 9000 or 1800 011 511.
- <http://www.health.nsw.gov.au/mentalhealth/pages/default.aspx>
- NSW Poisons Information Centre 13 11 26.
- [Public Health Units](#)

Other useful numbers:

- [DoCS Helpline](#) - 132 111
- [Domestic Violence and Sexual Assault Helpline](#) - 1800 200 526
- [healthdirect Australia](#) - 1800 022 222
- [Kids Helpline](#) - 1800 55 1800
- [NSW Rape Crisis Centre](#) - 02 9819 7357 or 24/7 Counselling 1800 424 017
- [Surgery Access Line](#) - 1800 053 456
- [Victims Support Line](#) - 1800 633 063
- Youthline - 02 9633 3666

Students may refer to these below services:

- Lifeline: 13 11 14 - <https://www.lifeline.org.au/>

They have Free Translating and Interpreting Service (TIS)

- Beyond Blue: 1300 22 4636 - <https://www.beyondblue.org.au/>

Salvation Army Family Welfare Centres: 13 72 58 - <http://salvos.org.au/about-us/our-story/our-australian-work/>

Catholic Care, Family Support Service: 13 18 19 - <https://www.catholiccare.org/family-and-individual-services/parenting-and-support/family-support/>

Transport

Bus Train Ferry Information Line

PH: 131 500 - <https://transportnsw.info/>



An **OPAL Card** is for use on buses, trains and ferries. It's free to get, you just have to top up the credit for travelling. You can get an Opal card from a rail station or order online: <https://www.opal.com.au> Opal cards are available at the International Airport and newsagencies.

Customers who don't have an Opal card can purchase an Opal single trip ticket through top up machines for travel at most train stations, ferry wharves or light rail stops.

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful during their studies at New Era Institute:

Emergency - Police / Ambulance /Fire	000
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

Free Legal Services

International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities at Redfern Legal Centre. The student can also be advised on how these problems affect student visas.

- Redfern Legal Centre is found at www.rlc.org.au
- This service can also be accessed via the following phone number: 02 9698 7277.
- Using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.

Legal Aid NSW

Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW. We deliver legal services in most areas of criminal, family and civil law. www.legalaid.nsw.gov.au - Phone: 1300 888 529

The Anti-Discrimination Board of NSW

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

More information can be found at www.antidiscrimination.justice.nsw.gov.au Phone 1800 670 812

Disability Advocacy NSW (DA)

DA believes that people with a disability have the same rights (and responsibilities) as people who do not have a disability. DA's core purpose is to ensure that people with a disability realise these rights in practice by advocating with and for them.

DA's helps people of all ages with any type of disability or mental illness get fair treatment in the Hunter, New England, Mid North Coast, Central West, Central Coast and Hawkesbury-Nepean regions of NSW, AUSTRALIA. More information can be found at <https://da.org.au/> - Phone: 1300 365 085

Foreign Embassies and Consulates in Australia

Foreign Embassies and Consulates in Australia can be found at www.embassypages.com/australia

What to do in Sydney?

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

Daily Newspapers:

Sydney Morning Herald: Metro guide every Friday
www.smh.com.au

The Daily Telegraph: "7 Days" every Thursday
www.dailytelegraph.com.au



Free publications:

- Beat Magazine - Music, concerts etc.
- Sydney: The Official Guide – Tourist information booklet

*Can be found outside newsagents, in music/video stores
& tourist information centres*



Websites:

- www.onlysydney.com.au/
- www.cityofsydney.nsw.gov.au/whats_on.asp
- <http://www.au.timeout.com/>

Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

- Phone: 9266 4800
- Website: www.ticketek.com.au

Cinema:

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

- Hoyts: www.hoyts.com.au
- Event cinemas: www.eventcinemas.com.au



Sightseeing:

The following is a list of some of the most popular sightseeing destinations in Sydney:

- Sydney Opera House: <https://www.sydneyoperahouse.com/>
- The Rocks: <https://www.therocks.com/>

- Darling Harbour : www.darlingharbour.com
- Chinatown: <http://sydney-chinatown.info/>
- Art Gallery of NSW: www.artgallery.nsw.gov.au
- Queen Victoria Building: www.qvb.com.au
- Bondi Beach: www.bondibeach.com
- Taronga Zoo: <http://taronga.org.au/>
- Luna Park: <http://www.lunaparksydney.com>
- Wet'n Wild: <https://wetnwildsydney.com.au>
- Featherdale Park: <http://www.featherdale.com.au>
- Madam Tussauds: <https://www.madametussauds.com.au>
- Sea Life Sydney Aquarium: <https://www.sydneyaquarium.com.au>
- Blue Mountains: <http://www.bluemts.com.au>
- All Beaches: www.sydney.com/things-to-do/beach-lifestyle



Swimming Pools:

- Prince Alfred Park pool (Near Central Station): <https://www.princealfred.org>
- Cook and Phillip Park Aquatic and Fitness Centre : <http://www.cookandphillip.org.au>
- Ian Thorpe Aquatic and Fitness Centre: <http://www.itac.org.au>
- Sydney Olympic Park – Aquatic Centre: <http://www.aquaticcentre.com.au/>

Homestay

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students are expected to follow a few simple considerations:

- Arrive home before the usual dinner time of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes
- Keep your bedroom clean
- Ask host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes
- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night



- Lock the doors when you leave and return home
- Avoid noise at all time (loud music and shutting doors)

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Homestay Advice

A part of your enrolment form, New Era Institute will contact a homestay provider who will in turn contact you to provide initial accommodation. If a student chooses to terminate their Homestay, 2 weeks' notice is generally required or 2 weeks cancellation fee is charged (the homestay may have a longer notice period – check before agreeing).

Homestay provider may have additional fees if you change your homestay. All homestay related matters should be referred to the provider.

Alternative Accommodation

New Era Institute has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation. A list of alternative accommodation providers can be found on www.newerainstitute.edu.au

School Aged Dependents

If you are bringing school aged children with you when you study in Australia, you will need to arrange for them to attend school. School's fees apply to most dependants of temporary residents in New South Wales.

School attendance is compulsory for all children in Australia aged between six and 17 years of age, with most children commencing school at five years of age. In Australia, there are two main types of schools: government or state (which are public schools) and private or independent schools.

It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia. Students will need to provisionally enrol their children in a school before leaving their home country and will normally have to pay school fees 12 months in advance.

More information:

List of public schools: <https://education.nsw.gov.au/school-finder>

List of NSW independent schools: <http://www.aisnsw.edu.au/Pages/default.aspx>

Public Transport

Map for New Era Institute Campus Location:

Windsor Campus:

Institute Location: 13 and 14, 100 George Street Windsor NSW 2756 Australia



Map for New Era Institute Campus Location:

Google map: <https://tinyurl.com/59kc7dr2>

How to get to New Era Institute:

By Train

Catch train from any other suburb to Windsor Station

How to get there: <http://www.transportsw.info/> or call to find out: 131 500

Other options – visit this link

<https://www.rome2rio.com/map/Sydney-Airport-SYD/100-George-St-Windsor-NSW-2756-Australia>

You can catch these bus numbers to **Windsor**: **672** and **675**

See all Bus Stop signs OR as shown in this map.

How to get there: <http://www.transportsw.info/> or call to find out: 131 500

By Taxi or Uber

Riding with taxi or Uber to [100 George Street, Windsor NSW 2756](#) on your own expenses

For taxi

- Silver Service – <https://www.silverservice.com.au/> or call to book: 13 31 00
- Richmond Windsor Taxis - <http://www.richmondwindsortaxis.com.au/>
or call to book: 0406 441 445

For Uber - <https://www.uber.com/en-AU/?exp=hp-c>

How to get there: <https://transportsw.info/> or call to find out: 131 500

Course entry requirements, Visa Conditions and Overseas Student Health Cover

- All international students enrolling into a course being offered by New Era Institute must:
- Attained the age of 18 years or over
- Demonstrate good command of written and spoken English
- Verified evidence of IELTS Level 5.5 or equivalent
- Have completed an equivalent secondary schooling level of a Higher School Certificate or can demonstrate suitable work or life experience
- Meet the Student Visa requirements (Subclass 500):
- Be of good character
- Are of sound health
- Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for themselves and members of their family unit accompanying them to Australia
- Have no outstanding debts to the Commonwealth of Australia

- Demonstrate the capacity to meet basic living costs requirements set by the Australian Government

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Completing the course within the duration specified in Confirmation of Enrolment (CoE)
- Maintaining satisfactory course progress
- Remaining with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notifying New Era Institute of your Australian address and any subsequent changes of address and contact details within 7 days
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia.

Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders and is a condition of your student visa that you maintain current OSHC for the duration of your study.

How to Enrol

Our approach to enrolment is to provide a pathway for international students to make informed decisions about their training and assessment that is the right fit for their career goal/s. In doing this, New Era Institute has legislative responsibilities that govern the process for the enrolment of students from overseas.

Step 1 (Enquiry about the enrolment process and course offered)

You can make an enquiry via one of our representative agents, website www.newerainstitute.edu.au email admissions@newerainstitute.edu.au or phone +61 2 89 646 457. You will be provided with accurate and ethical marketing and pre-enrolment information that enables you to make confident and suitable decisions about offered courses.

Step 2 (Submission of enrolment form)

Method 1: You can complete the Enrolment Form found online at www.newerainstitute.edu.au

Method 2: You can request the enrolment form by mail or email - complete and submit the Enrolment Form:

By Mail:

- Student Services
- New Era Institute
- 13 & 14, 100 George Street Windsor, NSW 2756 Australia

By Email: admissions@newerainstitute.edu.au

Note: Following persons are eligible to certify copies of documents supporting an enrolment:
An authorised officer from the institution that originally issued the documents (such as Registrar or Principal);

- An Australian overseas diplomatic mission or any Australian Education Centre;
- A licensed translator recognised by law in the student's country;
- or an authorised NEI representative.

Method 3: You can contact our representative agent who can assist you to complete the enrolment form and collect the appropriate evidence.

The agent is required to forward the enrolment form and evidence as per Method 2.

Step 3 (Assessing the enrolment form and the evidence to proceed)

Your enrolment form and all the documents required will be checked and assessed against the entry requirements.

If the enrolment documentation meets the requirements, a New Era Institute representative (Student Services or the agents) will contact you to capture important information about your enrolment.

- a. If the assessment outcomes are beneficial for your future studies, Student Services will forward to the student by email a letter of offer and International Student Acceptance Agreement. By signing the letter of offer & International Student acceptance agreement, students who pay by instalments agree to honour the New Era Institute instalment schedule. (Step 4 below)
- b. If the assessment outcomes are not advantageous to the student by enrolling at New Era Institute, the student will be advised by student services of other options e.g. enrolling in ELICOS College or alternative study options.

Step 4 (Student Acceptance)

On acceptance of letter of offer, you must sign all pages of this International Student Acceptance Agreement and make the payment of the required fees stated in your letter of offer.

The enrolment fee is non-refundable. The Acceptance Agreement together with confirmation of the payment must be returned to New Era Institute via email admissions@newerainstitute.edu.au, as mentioned on your letter of offer for you to be accepted by New Era Institute.

The signed letter of offer and International Student Acceptance Agreement must be received before your offer expires.

How to pay your required fees stated in your letter of offer:

- Payment may be made online www.newerainstitute.edu.au, by bank cheque, Electronic Fund Transfer (EFT), direct bank deposit or credit card (*Please note that a surcharge may apply for payments made by card*). You may check with accounts@newerainstitute.edu.au before making

a payment.

- Payment may be made by bank cheque and Draft payable to “*New Era Institute*”.
- New Era Institute does not accept American Express.
- Personal cheques are not accepted.
- Provide student full name and invoice number as reference for all forms of: Electronic Fund Transfer (EFT), direct bank deposit and credit card.

Step 5 (Confirmation of Enrolment)

Once all required documentation and payment has been received and accepted, Student Services will email or post to you (when an email address is not provided) the following documentation:

- a Confirmation of Enrolment form (eCoE)
- confirmation of course commencement details including orientation date and a welcome letter
- a tax invoice for the payment of tuition fees and other charges stated on the letter of offer
- Overseas Student Health Cover (OSHC) Letter (if you request to be issued OSHC by New Era Institute)

If you request the following forms and if so, they will be included with the documentation above:

- Accommodation & airport transfer application form
- Credit Transfer application form

The requested documents will be sent to you by email.

Step 6 (Visa/Travel/Accommodation)

When you receive your eCoE, you must apply for the Student Visa (Sub-class 500) online. You can apply when you are in or outside Australia. After you have gathered and scanned the documents that support your application, create an account and apply for your student visa with the Department of Home Affairs online application system – ImmiAccount.

If you do not provide the documents requested, your visa application could be refused.

If you are not successful in securing a visa, you must notify Student Services in writing as soon as possible to access a full refund of previously paid tuition fees as stated on the letter of offer. You will not be refunded the enrolment fee and administration processing fee. More information about Fees and Refunds can be found in the Fees and Refunds policy and others charges available on www.newerainstitute.edu.au

You are also required to arrange your travel and temporary accommodation (unless you request homestay arrangement by New Era Institute) for your initial period in Australia (until permanent accommodation can be established). Once these arrangements have been finalised, you are requested to notify student Services by email of the following:

- Confirmation of Student Visa (*Sub - class 500*)
- Confirmation of travel booking and the planned arrival time, carrier and airport.

- Confirmation of temporary accommodation including address and phone number.

Prior to Orientation, you will receive a welcome letter by email outlining visa/travel/ accommodation and arrival information that needs to be considered.

Student Services will liaise with you if you need further assistance. In the welcome letter, if you are arriving from overseas you are requested to contact Student Services during business hours (by email or phone) to confirm arrival and contact details in Australia.

An emergency phone number ([+61 405 843 684](tel:+61405843684)) is available if you are not met by family or a homestay representative and need assistance from Student Services.

Step 7 (Orientation and Course Commencement)

You are notified of the course commencement details and orientation day by an email sent to your email address.

More Information on Your Fees and Charges

Guarantee:

- After the applicant is offered a place in a course and signs Letter of Offer & International Student Acceptance Agreement, a binding contract is made between the student and New Era Institute. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.
- All your fees and charges collected are paid directly into the New Era Institute designated account. The tuition fees paid by students are guaranteed under The Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government.
- Tuition fees must only be paid to New Era Institute. New Era Institute will not be responsible for any fees paid to an agent or third party. Tuition fees only cover the charges for tuition. Tuition fees DO NOT cover the charges for accommodation placement, airport pickup, transport to and from the institute, transport to and from the work placement, living expenses, textbooks, stationery, and equipment. Individual payment plans can be organised upon request on an individual student basis.

Tuition Fees and other charges:

- Once a student has been accepted in a course, the tuition fees and charges are guaranteed to remain for the course duration as stated on the chosen course in the International Student Acceptance agreement.
- The balance of the tuition fees is scheduled to be paid as per the payment schedule. The tuition fee must be paid by the due date. More information about Fees and Other Charges can be found on New Era Institute Website www.newerainstitute.edu.au
- An invoice for each instalment will be issued to the student and must be paid on its due date as stated on the invoice and the letter of offer (unless prior arrangements have been made and confirmed in writing).

- The invoice will state clearly the additional fee details. Additional fees (other charges) will be discussed with the student before proceeding.
- A late fee of 10% will be occurred for all payments received after the due date stated on the invoice.
- Transportation cost (to and from the institute) is carried by the student.
- A Work Placement Fee (optional) applies per course (as stated on fees and Charges) and is to be paid prior to the commencement of the Work Placement when New Era Institute organises the work placement on behalf of a student.
- Transportation cost (to and from the work place during the work placement) is covered by the student.
- If the replacement of learning resources (e.g textbooks and student workbooks) are increased by the supplier, the applicable cost will be borne by the student.
- If a course length is extended by the student and approved by New Era Institute, then any additional tuition fees incurred will be required to be paid by invoice for the extended component of the course. A course variation will be completed; this may affect the student visa.
- Cancelled and reported students to the Department of Home Affairs (DHA) with overdue fees are tracked by a debt recovery agency. This may lead to a legal action taken against a student and may affect the credit report and visa status. Debts will be referred to a debt collection agency where fees are more than 42 days past due. A processing fee and Debt collector recovery fees apply.
- Students who are facing financial difficulties are advised to discuss payment options with the accounts department at the earliest opportunity.
- Penalty fees will be occurred for late submission and resubmission of assessments. More information about Fees and Charges and policies can be found on New Era Institute website www.newerainstitute.edu.au

Fees and Charges being paid in advance

New Era Institute acknowledges that it has a responsibility to protect the tuition fees paid by students in advance of their training and assessment services being delivered.

New Era Institute charges no more than 50% of the total tuition fees in advance. The balance of the total course fee is paid by instalments during the course duration.

If the student chooses to pay more than 50% in advance on the enrolment form, then New Era Institute will issue the letter of offer for a course initial fee more than 50% in advance.

Please refer to fees and charges which can be found on www.newerainstitute.edu.au

Welcome and Orientation

Prior to Orientation, you will receive an email with the necessary information that you need to consider. Student Services will liaise with you if you need further assistance.

The Orientation is the essential first step for New Era Institute students to ensure they clearly understand their visa conditions for studying in Australia, what is required for a successful educational experience, including meeting course progress requirements.

During orientation, the following will be covered but not limited to:

- An opportunity to complete required New Era Institute forms
- Welcome session including meeting key New Era Institute staff
- Overview of life in Australia
- Academic and general administrative matters
- Confirming or obtaining your Unique Student Identifier (USI)
- Student support services
- Student's rights and responsibilities
- Work placement requirements (where applicable)
- New Era Institute policies & requirements for course progress
- Fees and Charges
- Student visa conditions overview
- Maintaining current contact information
- New Era Institute student card issuance
- Accommodation details (if applicable)
- Contact details
- Next of kin details
- Overseas Student Health Cover (OSHC)

An opportunity will be given to Students to ask questions and have any concerns addressed at the conclusion of Orientation.

The Unique Student Identifier

If you're studying a nationally recognised qualification in Australia from 1 January 2015 (Under the Student Identifiers Act 2014), you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your passport or driver's licence number. Our enrolment process will clarify what you need to do.

Fact sheets –available to download [Student Information for the USI](#)

Working with Children Check (WWCC)

Early Childhood Education and Care students working in an early childhood service in NSW must have a current Working with Children Check from the NSW Office of the Children's Guardian:

<https://wwccheck.ccyp.nsw.gov.au/Applicants/Application>

Students will be guided during the orientation and by their trainer and assessor in class when they commence their course on how to apply.

Accessing Student Forms

Students may request any New Era Institute forms and other information at the reception and available on the website www.newerainstitute.edu.au

The forms must be completed electronically and/or as a hard version and returned with supporting documentation to Student Services.

Holidays whilst studying at New Era Institute

New Era Institute has timetabled in approved holiday periods for students undertaking vocational courses so students are not permitted to have additional holidays. New Era Institute closes on all official Federal and NSW Public Holidays.

Leave Application Procedure

Where students require special leave, Leave Request Forms are available at the reception and on the website www.newerainstitute.edu.au. The forms must be completed electronically and/or as a hard version and returned with supporting documentation to Student Services at reception or by email to *Student Services*. Depending upon the degree of urgency the leave request will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 working days

Students must submit the leave request form and the supporting documents at least 2 weeks before traveling (only in case of emergency, the 2 weeks are waived).

Student Leave request fee applies – Refer to other fees available on the New Era Institute website www.newerainstitute.edu.au

In cases where a leave request has not been approved and the student takes leave without approval, the process for monitoring course progress will be initiated as per the Monitoring Course Progress Policy.

More information on the Monitoring Course Progress Policy can be found on the New Era Institute website www.newerainstitute.edu.au

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime,
 - which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or suspension of study for special leave is one study period (one term/10 weeks).

A student's enrolment may not be deferred or suspended more than one (1) Term without the circumstances being re-assessed under the CRICOS Standard 13. The student will be notified in advance of the reasons and the timeframe of the suspension. Student must notify Student Services at New Era Institute if a critical incident requires a further suspension.

More information on Student Deferment, Suspension and Cancellation can be found on the New Era Institute website www.newerainstitute.edu.au

Sick leave

Students who are absent due to medical reasons **MUST** provide a medical certificate (in English) from a registered doctor. Where illness is for an extended period of time the student must notify Student Services at New Era Institute as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, New Era Institute records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the system.

Students must keep the original medical certificate(s). New Era Institute may have to report your sickness to the Department of Education if requested.

Change of Address or Contact Details

Students must notify New Era Institute of changes to their contact details within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where New Era Institute issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to Institute communication and you will be reported to the Department of Education.

New Era Institute will circulate emails to students to verify their contact details each 6 months.

Student Card

In order to obtain a student card, students must go to reception and provide 2 passport size photos for student identification purposes or email their electronic photo to student services. The Student Card will be ready within 5 working days. Students must carry the New Era Institute student card at all times when attending classes.

The New Era Institute student card can be used as a concession card at museums, theatres, cinemas and transportation. If a student loses their student card and requires a replacement, a fee will be charged as per published fees and charges on www.newerainstitute.edu.au

Legislative Requirements

New Era Institute follows all relevant Commonwealth and State laws covering Work, Health and Safety (WH&S), workplace harassment, victimization and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WH&S Act, Equal Employment Opportunity (EEO), Access & Equity and anti-Discrimination and Harassment Acts and New Era Institute Code of Practice.

During your day-to-day activities and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour. Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and <https://www.legislation.gov.au/>

ESOS Act

The Education Services for Overseas Students (ESOS) Act 2000 is an Australian Government Act that controls the delivery of international education in Australia. The ESOS Act was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

A full copy of the ESOS Framework is available at <https://internationaleducation.gov.au>

New Era Institute Campus

Campus Guidelines

New Era Institute students are expected to:

- Behave and speak to everyone at New Era Institute in a polite and friendly manner
- Respect all nationalities, religions, genders
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published grievance and appeals processes to solve problems
- Contribute to the positive learning environment
- Treat New Era Institute equipment and facilities with respect
- Maintain hygiene
- Contribute to the safe learning environment
- Remain on campus under the influence of drugs or mind-altering substances
- Access New Era Institute grievance and appeals process with a positive attitude
- Social distancing and COVID-19 instructions

NOTE: Smoking is not allowed in the building which hosts the campus. In Australia, smoking is prohibited in the workplace, inside buildings, shopping centres, restaurants and offices. Smoking is also prohibited at bus stops, inside railway stations and other public spaces. More information can be found on www.health.nsw.gov.au/tobacco/Pages/smoke-free-laws.aspx

New Era Institute will contact relevant government authorities if a student brings any of the following to the New Era Institute campus:

- Drugs
- Alcohol
- Weapons
- Pornography

Students who bring any of the above to New Era Institute campus will be reported to authorities, may be terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa may be cancelled by the Department of Home Affairs.

Classroom Guidelines

During theory and practical classes students will:

- Put mobile phones on silent mode and refrain from taking calls
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult

- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to teach and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit their assessments on time

Change of session

Students will not be permitted to change their session when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory course progress is the first priority.

Student Feedback

Students will be asked to complete surveys e.g. at the end of the course, agent feedback and when it is required.

Students are requested to answer the survey questions honestly to assist New Era Institute to undertake continuous improvement of training, assessment, facilities, and services. It is a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

Students Rights and Responsibilities

New Era Institute staff and students participate equally in ensuring that New Era Institute provides a safe learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation
- Student Handbook
- Policies & Procedures (www.newerainstitute.edu.au)
- Direct written communication
- Special notices
- Posters
- Flyers

Student Support

New Era Institute students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study. New Era Institute Students are offered Learning Support sessions when needed and requested. Appointments can be arranged as individuals and small groups with Student Services.

Monitoring Course Progress

Completion within expected duration

New Era Institute monitors overseas student progress to ensure that they complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).

The duration of the course is specified on the CRICOS register <https://cricos.education.gov.au/>

Monitoring Course Progress

New Era Institute monitors the course progress of overseas students on a regular basis by Trainers and Student Services (Student Support and Academic team). This is to identify students who are at risk of unsatisfactorily Course progress. The intervention is to be implemented at this stage by sending intervention letters, arranging meetings and activating the intervention strategy.

The Intervention starts when a student is assessed as Not Yet Competent a third time in any one unit of competency. An email will be sent to the student requesting him/her to act by attending a meeting to discuss other options to achieve satisfactory course progress. See Intervention Strategy.

New Era Institute records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as a Term (10 weeks of study).

Satisfactory course progress is continuously achieved when a student successfully completes all the assessment requirements for each unit within the timeframes specified in the assessment's due dates on the academic timetables.

Satisfactory Course Progress: This refers to the student fulfilling all course requirements by their scheduled course end date, as specified in the Student's Confirmation of Enrolment (CoE)

Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit. The overall result is deemed Competent.

At risk of not progressing: When a student has achieved a not satisfactory result (Not Yet Satisfactory NYS) for all assessment tasks for a unit after 3 attempts in a study period.

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) results in one or more of the enrolled units in a Term.

Intervention Strategy:

The intention is to avoid a student becoming at risk and not meeting satisfactory course progress. The intervention is described below to support the student to meet satisfactory course progress. All records of intervention strategies will be recorded on the system.

For overseas students who are identified at risk of not meeting course progress requirements, will be offered an individual intervention plan. This will be developed to include:

- providing extra time to complete tasks;
- providing access to additional learning materials and resources;
- providing English Language Support;
- attending extra sessions;

- attending counselling and mentoring;
- receiving assistance with personal issues which are influencing progress;
- referral to external organisations where New Era Institute is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; and
- A combination of the above

All students identified as '**AT RISK**' will be required to meet with Student Support Officer/academic coordinator to complete a Support/Intervention Form, outlining their current academic situation with the intention of designing an individual study Plan.

New Era Institute has a step-by-step guide (Monitoring course progress process) for course progress and intervention and reporting that it is made available to staff and student.

a) After the intervention meeting, the individual study plan is developed and emailed to the student outlining the required assessments to be submitted and due dates and any additional requirements in consultation with the student.

b) If the student does not agree with the Intervention plan or process, s/he shall have 20 days to access the New Era Institute Complaints and appeals process.

Individual Learning Plan may include any of the following:

- Attending a 'catch up' session with their trainer and assessor;
- Offering additional sessions of one-to-one support;
- Receiving individual case management;
- Receiving a reduction in course load; and
- A combination of the above

Recording Course Progress

Trainers record student academic results for each assessment in the Assessment coversheet and provide feedback to students within 14 working days of the submitted assessment.

On conclusion of the final assessment for each unit, the trainer (within 14 working days) will record all students' academic results for a unit into the Result Tracking Sheet in collaboration with the Student Services Department.

The Student Services will ensure that the Results Sheet is entered into the Student Management System within 10 working days of the classes final assessment task.

Reporting a student for not meeting satisfactory course progress

Where a student is assessed as having not met satisfactory course progress for a study period (as stated above) even after implementation of the support/intervention strategy and before reporting the “non-course progress” to the Department of Home Affairs through PRISMS, New Era Institute will notify the student in writing by email of the intention to report for non-course progress and advise the student of having 20 working days to access New Era Institute appeals process prior to being reported.

New Era Institute will attempt to inform the student verbally of the written notice to report. During any such period, the student’s enrolment is kept current.

In the written notice, the student will be advised that “you have 20 working days being from (date of the written notice sent) in which you may access the New Era Institute complaints and appeals process”.

A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

New Era Institute will report a student not achieving satisfactory course progress to the Department of Home Affairs through PRISMS.

Reporting Unsatisfactory Course Progress procedure

The Student Services department send emails notifying the students of being placed on Intervention. If no action/response from students, they will be sent an intention to report (ITR) for non-course progress.

Intention to report is sent to:

- students who have been assessed as achieving Unsatisfactory Course Progress in specified term and who have had an intervention strategy activated; OR
- Students who have not met course requirements by their Scheduled date; OR
- Students whose course duration cannot be extended, have failed units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date.

An e-mail is sent to the student via the student Management System advising them of NEI’s intention to report them for Unsatisfactory Course Progress and Not Meeting Course Requirements to the Department of Home Affairs through PRISMS.

The content of the Intention to Report (ITR) E-mail includes information about:

- Student obligations towards the Institute;
- The reason for the Intention to Report (ITR) being issued;
- Reminder to students of their obligations as per their visa conditions;
- Refer them for about help and support, further information or clarification;
- Their rights to appeal.

Extension to a course duration on CoE (Variation of CoE):

New Era Institute grants extensions to the course duration specified on the CoE for the following cases:

1. A student is complying with an intervention strategy implemented for overseas students identified at risk of not making satisfactory course progress, or
2. An approved deferral or suspension of studies has been granted in accordance with the Institute's *Deferral, Suspension and Cancellation Policy and Procedure*.
3. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - death of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime.

Evidence is required.

The Variation of COE is reported via PRISMS and recorded on the student's file.

New Era Institute will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Course Delivery and Assessment

Students are required to attend 20 hours per week during the period of study (term). New Era Institute courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

- Early Childhood Education and Care/ Commercial Cooker/Hospitality/Trades students are required to undertake formal and planned work placement in host organisations.
- Students are provided with learning resources as stated on the Letter of offer is to be paid when the course starts.
- Learning resources fee consists of: (This may vary based on the type of the course):
(Unlimited student support sessions, access to wifi, first aid workshop & issuance of its statement of Attainment (SOA), e-learning materials/access to Moodle, handouts, excursions materials, consumable materials, work placement materials and workshop preparation, Work Placement insurance, USB and textbook) and charged as stated on the letter of offer. Printing Service, Work placement uniforms and some kits are not included in this fee. Students are required to read the course information prior to enrol which can be found at www.newerainstitute.edu.au
Students will be given an academic timetable/training plan during Orientation.

New Era Institute has a Course Progress Policy can be found at www.newerainstitute.edu.au

Trainers and assessors

Our Trainer and Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up-to-date by participating in professional development activities, therefore giving our students the best practical industry experience.

At New Era Institute, we deliver a nationally accredited qualification via campus-based training. When you study with New Era Institute, your Trainer and Assessor will be there to assist you throughout your course.

Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) methods/tools is guided by the requirements of the Unit of Competency.

Assessment methods/tools may include but not limited to:

- Direct observation checklist of workplace tasks being performed;
- Structured activities (simulation activities) that will lead to the demonstration of workplace tasks;
- Questioning of required knowledge (verbal and/or written);
- Development of a portfolio of evidence which may include samples of work, statements by supervisors;
- Reports and planning documents;
- Role Plays, Presentations, Team Meetings, Interviews, Workplace Inspections for WH&S
- Workplace feedback (a third party report);
- Workplace templates and
- Journal/log book

Trainers and assessors will also give students a thorough briefing concerning the assessment methods/tools for each assessment. The student instruction document for each unit also clarifies the methods/tools for each assessment to aid your understanding of what is required to reach competence.

Assessment submission

All students are required to submit their assessments electronically via LMS (Moodle) using the Turnitin function by the due date. The due date is specified on the academic timetable.

Trainers and Assessors will assess students' assessments tasks and provide feedback along with the assessment result.

Students are required to write on all assessments their full name, student ID, Unit/assessment activity and class by completing the assessment coversheet.

Late submission

If a student is unable to submit in an assessment, it will be accepted if a valid reason has been explained supported by evidence to be emailed e.g. sickness supported by a medical certificate.

If a student's submission is late and they have not completed an "Assessment Extension Request Form", he/she will receive an email to submit assessment on a specific date and an additional charge may apply. Refer to Fees and Charges on <https://newerainstitute.edu.au/fees-and-other-charges/>

Failure to do this will result in a grade of “Not Yet Satisfactory”. The student will then have two opportunities to obtain competency in that assessment – Refer to Student Assessment, Reassessment and Repeating Units of Competencies Guidelines. Refer to Fees and Charges on <https://newerainstitute.edu.au/fees-and-other-charges/>

Assessment Extension

Students Assessment details including due dates are specified on the academic timetables. Students are supplied with these details on or before the course start date. Hard copies can be provided to students during their orientation upon request.

Consequently, extensions will only be granted in exceptional circumstances which are judged to be unforeseen and beyond the student's control. An application for an 'Assessment Extension' MUST be submitted before the assessment is due (if possible), unless unforeseen circumstances prevent the student from applying within this period.

All assessment extension requests must be supported with enough evidence. Students should note that submitting a request for an extension does not automatically be granted. New Era Institute reserves the right to refuse an extension if the criteria for an extension are not met.

The Assessment Extension Request Form is available on the website and can be collected in a hard copy format from the reception or can be requested by emailing the student support officer/academic coordinator.

The academic coordinator will only grant an extension on medical, compassionate or other serious grounds. If a student is unwell on the day that an assessment is due, you are required to contact reception and provide an Assessment Extension Request Form. *Students will be required to provide a medical certificate as soon as possible.* [Extensions of up to two weeks may be granted.](#) Charges and terms & conditions apply.

Should students not meet these requirements, they will be required to attend a meeting with their trainer and assessor as part of Intervention Strategy plan.

Re-assessment

Students who have made a satisfactory attempt to complete and submit their assessment on due date but are deemed Not Yet Competent and/or Not Satisfactory will be given an opportunity to submit a reassessment within the given time frame at no additional cost.

Students will be entitled for 2 attempts to rectify the assessment gaps. New Era Institute will give you specific time frame for your resubmission and advise what you must include in your resubmission.

Any reassessment that are not completed within the reassessment timeframe will be charged the reassessment fee. Refer to Fees and Charges on <https://newerainstitute.edu.au/fees-and-other-charges/>

If a student is unable to demonstrate competency via reassessment or does not reassess within the given time frame, they must repeat the unit (subject). Refer to Fees and Charges on <https://newerainstitute.edu.au/fees-and-other-charges/>

No Submission

Students who do not submit assessment during the term will put themselves at risk of not meeting course progression. The College will notify the students who do not submit the assessment and apply intervention strategy plan. Refer to Fees and Charges on <https://newerainstitute.edu.au/fees-and-other-charges/>

Plagiarism (copying), Collusion and Assessment Misconduct

- In the event of a student being found to be dishonest in assessment including:
- Deliberate copying the work of other students with or without their consent
- Deceitful conduct by submitting the work of another student as their own
- Using or attempting to use model answers from assessor guide
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own, copy the content from books, internet sources without proper references)
- Submitting an assessment that has been purchased from an assessment-writing company

For the first breach of plagiarism, collusion and assessment misconduct as specified above, student will be warned and required to redo the assessment. Penalties apply.

If student is found second breach of plagiarism, collusion and assessment misconduct as specified above, student will be charged for re-assessment. Penalties apply.

Severe assessment plagiarism, collusion and assessment misconduct will result in suspension and/or cancellation of Confirmation of Enrolment (CoE). Student will not be entitled for tuition fee refund.

Student Assessment, Reassessment, Extension and Repeating Units of Competencies Guidelines

Student Assessment

Students are advised of all assessment tasks, including the due date and Submission point following the academic timetables.

It is the students' responsibility to ensure that they maintain her course progress and class attendance and undertake their practical sessions as per the course structure.

It is the students' responsibility to submit assessments on Moodle, on or before due date.

Where a student does not attend/submit an assessment, the student may re-sit/re-submit the assessment, provided the student meets the Institute's Compassionate and Compelling Circumstances policy, subject to assessor availability (Charges apply).

Where a student submits an incomplete assessment task or does not submit an assessment task or the assessment task is identified with plagiarism or does not participate in the practical session of the assessment task on the scheduled date and no compassionate or compelling circumstances apply in line with the Institute's Compassionate and Compelling Circumstances policy, the student will be deemed

Not Yet Competent and will be required to pay for the relevant reassessment fee (Fees apply - refer to non-tuition fee/Other charges on <https://newerainstitute.edu.au/fees-and-other-charges/>).

Student Re-Assessment Guidelines

Students deemed as Not Yet Satisfactory in an Assessment Task are permitted 2 attempts within the term before being deemed Not Yet Competent

Where a student is found plagiarising, the student will be deemed as Not Yet Competent

Where students are deemed as Not Yet Competent, they will be required to undertake a Reassessment which is organised by the Student Services Department as soon as practicable. (Fees apply - refer to non-tuition fee/Other charges on <https://newerainstitute.edu.au/fees-and-other-charges/>).

Student Reassessment Procedure

Students are informed to sit for re-assessment. This is organised by the Academic Coordinator. Students must pay the relevant re-assessment fee.

Students will be provided with the results of the re-assessment within 10 working days (2 weeks) of the re-assessment taking place.

Repeating Units of Competency Guidelines

If a student is deemed Not Yet Competent after re-assessment, the student will be required to repeat the entire unit of competency, subject to timetable availability (Fees apply - refer to non-tuition fee/Other charges on <https://newerainstitute.edu.au/fees-and-other-charges/>).

Students who are in their last term of their course must make contact with the Academic Team to establish an individual learning plan (Study Plan), to ensure completion before the expected duration of the student's CoE. (Fees apply - refer to non-tuition fee/Other charges on <https://newerainstitute.edu.au/fees-and-other-charges/>)

Individual Learning Plan (Study Plan)

Students with outstanding assessments that are marked Not Yet Competent (NYC) in their last term of their course are advised to contact the Academic Coordinator to establish an Individual Learning Plan.

Individual Learning Plans are in place to ensure students complete within the specified duration of their CoE.

Learning Support

As part of the additional student support services, New Era Institute is committed to provide additional classes for students who are required additional training and LLN support.

The learning support classes are provided free of charge and offered upon request and during term breaks when needed.

Students may be required to attend these classes as a result of an intervention strategy being activated.

Definitions:

Not Yet Satisfactory (NYS):

- Where a student submits an assessment task which has been marked and not met all the competency requirements of the assessment as per the marking guide.

Not Yet Competent (NYC):

- Where a student submits an incomplete assessment task or does not submit an assessment task or does not perform the practical of the assessment task on the scheduled date and no compassionate or compelling circumstances exist, in line with the Institute's Compassionate and Compelling Circumstances policy.
- Where a student is unable to meet competency after being deemed Not Yet Satisfactory after three attempts (including the first submission).
- Where a student's assessment is identified with plagiarism. In line with the Institute's Plagiarism Policy.

Re-submission/Re-attempt:

- **Re-submission:**

A student is required to re-submit an assessment task after submission resulting identified as Not Yet Satisfactory. A student who has not met the requirements of an assessment task is permitted two attempts after the first submission.

- **Re-assessment:**

A student is required to sit for re-assessment when his assessment task is deemed not yet satisfactory on three attempts or if a student submits an incomplete assessment task or does not submit an assessment task or does not Perform the practical of the assessment task on the scheduled date and no compassionate or compelling circumstances exist, in line with the Institute's Compassionate and Compelling Circumstances policy

A student is required to sit for re-assessment (repeat the assessment task) if he/she is found to have cheated/plagiarised.

Course Credit Transfer (CT)

Students may apply for CT either before commencement or as soon as studies commence. For international students an approved CT will mean early completion of qualification and the reduced duration will be reported on PRISMS.

Credit Transfer

Students who have completed a Nationally Recognised qualification/unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by New Era Institute Staff to verify the Credit Transfer (CT).

Procedure

All students are made aware of the ability to apply for course credit via a 'Credit Transfer application throughout the enrolment and orientation. This is supported with information provided below.

To apply for CT the student must complete a 'Credit Transfer Application Form'. This form can be requested by emailing Student Services.

All applications are to be submitted to Student Services. Fees apply (refer to fees and charges on the New Era Institute website www.newerainstitute.edu.au)

Reduction of Student Study Time

Where a student applied for and was granted credit through Credit Transfer (CT) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, New Era Institute will notify this early course completion to Department of Education and Training (DET) via PRISMS. New Era Institute reports early course completion on PRISMS. More information on the Completion within Expected Duration Policy can be found on the New Era Institute website www.newerainstitute.edu.au

Behaviour Misconduct

New Era Institute seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about New Era Institute standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach New Era Institute Policies and Procedures. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on institute operations;
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of New Era Institute;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person's participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of New Era Institute;
- Acting in a way that causes students or staff or other persons within New Era Institute to fear for their personal safety;
- Acting in a way that causes damage to institute property;
- Wilfully obstructing or disrupting any official institute meeting, ceremony, activity, class or examination/assessment;

- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with any institute property, or the property within New Era Institute of any person, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;
- Trespassing or knowingly entering any place within the premises of New Era Institute that is out of bounds to students;
- Making a false representation as to a matter affecting student status;
- Possession of dangerous articles or banned substances;
- Abusive Behaviour to other students, staff and visitors to the campus or at the workplace.

Plagiarism is a special form of student misbehaviour and is dealt with in the section below.

A student must at all times maintain a high standard of behaviour while engaged in New Era Institute activities either within the premises or at another location.

Staff responsibilities

It is the New Era Institute staff's responsibility to:

- Inform all students of expectations related to behaviour;
- Explain to students what constitutes behaviour misconduct;
- Model exemplary behaviour as a benchmark for students and other staff;
- Supervise student behaviour and the behaviour of other staff;
- Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the student's continued participation in New Era Institute activities (training sessions, assessment, study sessions, workshop sessions, field activities);
- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.

If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and/or staff, or damage property at the institute, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary, the Police are to be contacted and requested to respond to control the situation.

Student responsibilities

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of New Era Institute;
- Identify themselves truthfully;
- Behave in a way that supports the safety and health of any other person;
- Maintain the peace and good order of New Era Institute;
- Treat New Era Institute property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official New Era Institute meeting, ceremony, activity, class or examination/assessment
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at New Era Institute;
- Not trespass or knowingly entering any place within the premises of New Era Institute that is out of bounds to students;
- Give truthful information relating to student status;
- Communicate in a way that demonstrates respect for others and is free from verbal abuse
- Follow the terms and conditions of the visa. Any breach of these terms & conditions may result in the termination of the student's enrolment.

Dealing with behaviour misconduct

The Chief Executive Officer may, in respect of any behaviour misconduct by a student:

- Immediately suspended the student from New Era Institute for a period not exceeding fourteen (14) days as may be determined.
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

Impose one or more of the following behavioural management strategies:

- Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
- Suspend the student from using all or some of New Era Institute's facilities and/or services for a designated period of time;
- Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;

- Cancel the student's enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student with a suitable warning in writing (20 days), the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision. A student's enrolment will be kept current during the 20 day warning period.

Plagiarism

New Era Institute is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity. Students are expected to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information and ideas must be provided in alphabetical order by author's surname (including author's full name, name of document, book, internet and year and place of publishing) or may be included in brackets in the text.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

Academic integrity

One of the core functions of New Era Institute is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

New Era Institute acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assessment tasks and project work submitted for assessment must

consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment;
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assessment.

[How to reference](#)

At New Era Institute, students are to be encouraged to apply the **Harvard Referencing System** in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, eg:

- To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, eg:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students' work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research for your assessment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- place of publication
- the publisher

Example:

Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the "Bunyip" is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

Cheating is defined as "a form of deceit with a view to gaining an advantage for the cheat." At New Era Institute, cheating can take many forms in assessments. New Era Institute trainers are expected to

explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Staff responsibilities

New Era Institute staff are expected to:

- Inform all students of expectations related to assessment;
- Inform all students of referencing techniques and provide clear examples of what is acceptable;
- Explain to students what constitutes plagiarism;
- Set realistic assessment activities and vary assessments and questions;
- Assist students to understand and apply correct referencing techniques;
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivate a climate of mutual respect for original work.

Student responsibilities

Students are expected to:

- Submit only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoid lending original work to others for any reason;
- Be clear about assessment conditions and seek clarification if in doubt;
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discourage others from plagiarising by observing the practices above.

Dealing with plagiarism

In the case of suspected plagiarism, the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The Chief Executive Officer and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the senior trainer to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism;

- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences);

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student will be required to resubmit the assessment to complete. The plagiarised assessment will be marked as Not Yet Competent and the breach of academic norms will be recorded in the student file. The student is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be withdrawn from the program they are enrolled and issued with a refund of their tuition fees less all expenses incurred by New Era Institute up to the point of their withdrawal.

Penalty fees apply in case of plagiarism.

Students who assist others to have access to their assessment material will be deemed as equally guilty of plagiarism.

More information on the Behaviour Misconduct Policy can be found on the New Era Institute website www.newerainstitute.edu.au

Deferral, Suspension and Cancellation

Student enrolment can be deferred, suspended or cancelled in limited circumstances by New Era Institute or by the student. When deferral, suspension or cancellation of enrolment is initiated by New Era Institute, the student has the right to appeal the decision. International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Deferring a Course

Under the requirements of the ESOS Act (2000) and National Code of Practice 2018, international students enrolled at New Era Institute are not permitted to defer commencement of their studies, or suspend their studies, except:

- Compassionate or compelling circumstances agreed with New Era Institute e.g. (on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend the course)
- A delay in obtaining a visa

Students must submit course deferment and suspension application form with documents supporting their claim for deferment of their course e.g. flight tickets and/or medical certificates to Student Services. The Chief Executive Officer will make the determination. The length of time should not exceed 2 Terms. A new eCoE will be issued once a new commencement is processed.

Student Services will notify the Department of Education via PRISMS as required on the section 19 of ESOS Act.

All circumstances will be assessed individually and must be supported with documentary evidence.

Suspending a Course

New Era Institute may suspend a student's enrolment in the following circumstances:

- Student behavioural misconduct as defined in the Behaviour Misconduct Policy;
- In compassionate and/or compelling circumstances as determined by the Chief Executive Officer.

A student may appeal a suspension decision through New Era Institute's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the process.

If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given 20 working days to access New Era Institute's internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed New Era Institute will notify the Department of Education via PRISMS.

Student initiated suspension

Once the course has commenced students may only request a suspension of their participation in compelling or compassionate circumstances. Students must submit course deferment and suspension application form with documents supporting their claim for suspension of their course e.g. flight tickets and/or medical certificates. (Where is a request of major political or natural disaster in home country, a flight ticket as evidence is acceptable evidence).

The submission of all documents will be made either at Reception or by email to the admission department. If the student is unable to travel to the campus. Where the documents are incomplete, Student Services will advise the student immediately for the missing evidence to support their request.

The granting of the suspension is at the decision made by the Chief Executive Officer of New Era Institute. Suspensions do not entitle a student to a refund.

Where the evidence is compelling with all the required documents attached, the student will be advised in writing within 24 hours including suspensions do not entitle a student to a refund and a suspension may affect the student visa.

Where the submission requires further evidence, the length of suspension will be made after discussion between the student and the Chief Executive officer.

The student will be advised in writing of the decision within 5 working days after submission of documents of original request including suspensions do not entitle a student to a refund and a suspension may affect the student visa.

Student Services will notify the Department of Education via PRISMS as required on the section 19 of ESOS Act.

Student Initiated Change of course

A student who wishes to change course after the course has commenced must submit a change of course form which can be requested by emailing the admission department.

The student will be advised in writing of the decision within 5 working days after submitting the original request. The student needs to be advised by Student Services that a change may affect the student's visa and course fees and charges.

Cancellation

A student who wishes to cancel their enrolment after the course has commenced, must give notice in writing using a course cancellation form which can be requested by emailing the admission department.

The student must state the reason/s and attach the evidence to the written course cancellation form.

The submission of all documents will be made either at Reception or by email to the admission department. If the student is unable to travel to the campus. Where the documents are incomplete, Student Services will advise the student immediately for the missing evidence to support their request. The student is also to be advised other options such as deferral or suspension of the enrolment by Student Services. If the student still wishes to proceed after discussion with Student Services.

The student will attend an interview with the CEO in a timely manner recognising that a student may have to deal with a critical incident in the home country. Evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

A refund/cancellation processing fee applies. Please refer to Fees and Charges available on New Era Institute website www.newerainstitute.edu.au

Once a student's enrolment is cancelled, deferred or temporarily suspended New Era Institute will notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.

Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed New Era Institute will notify the Department of Education via PRISMS.

Cancelled/reported students to the Department of Home Affairs (DHA) with overdue tuition fees and other charges are tracked and collected by a debt recovery agency. This may lead to take a legal action against a student. A processing fee and debt recovery charges apply. More information can be found in the Fees and Refunds Policy available on www.newerainstitute.edu.au

Refund and Cancellation – Student Default

Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- 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.

Please note that a student does not default for failing to start a course on the agreed starting day if he/she does not start the course because the provider defaults in relation to the course at the location.

NOTE: In cases where visa refusal was a result of fraudulent, forged document(s) or misleading information, all fees paid will be forfeited and no refund will be considered under any circumstances.

Provider default

- NEI has arrangements in place through the Tuition Protection Scheme (TPS) should the institute defaults the course due to the following events:
 - a. The institute ceases its operations
 - b. The course enrolled in does not begin on the agreed commencement date
 - c. The course enrolled in ceases to be provided at any time after it commences but before it is completed.
- In the unlikely event that NEI is unable to deliver the course based on the any of the above event, the student will be offered a full refund of all the course money you have paid to date. The refund will be processed within 4 weeks of the day on which the default occurred.
- Alternatively, the student may be offered enrolment in an alternative course by NEI at no extra cost.
- The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course with another registered provider. If he/she chooses a placement in another course, NEI will ask the student to sign a document to indicate the acceptance of the placement. If NEI is unable to provide a refund or place the student in an alternative course, Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost.
- Students can choose to have a full refund or choose to pay more and continue with an alternative provider. The student will be advised of the default situation in advance, and will have a letter explaining how all the refunds are calculated. Such situations are covered by the provision of the Commonwealth Government ESOS Act 2000 and the ESOS Regulations 2001.
- For further information, please read the student information contained in TPS website <https://tps.gov.au/StaticContent/Get/StudentInformation>

Pre-paid tuition fees

International Students

NEI limits the collection of pre-paid fees in accordance with the ESOS Act. NEI only collects up to 50% of the total tuition fees for any of its courses before a student commences the course. After the student commences, NEI will require the student to pay the balance of tuition fees by instalments on its due dates as stated on the issued letter of offer.

Protection of fees paid in advance

New Era Institute (NEI) protects the fees that are paid in advance by both domestic and international students.

Domestic Fee protection is ensured through:

- NEI does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

For international student fee protection is also ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- NEI does not require international students to pay more than 50% of course fees prior to course commencement. The remaining 50% will be collected no earlier than 2 weeks prior to the commencement of the second study period.
- NEI pays annual contributions to the Tuition Protection Scheme (TPS) provided by the Australian Government.

Fees

An enrolment fee applies before enrolment for all courses. This fee is non-refundable.

All students at NEI make fee payments in advance as stated in their issued letter of offer.

Students also have the option to pay more than 50% of their tuition fees before they start their course.

At the time of enrolment, students are required to pay the following fees:

Enrolment fee, Materials fee and the first term of tuition fee. From this point students will receive written notice of their next fee due two weeks before the due date.

Fees are expected to be paid on or before the due date.

If the tuition fee is not paid on time, then a late payment fee may apply.

Should fees remain overdue after the payment date as specified in the final payment reminder letter, NEI will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

The payment of all fees and charges is receipted and dated at the time of payment through the Student Management System/ accounting system and secured for two years after the student ceases to be a student and is kept for up to five years as required by taxation legislation.

Students can log in to their student portal and see the details of payments made and amounts owing for their course.

Other charges: visit www.newerainstitute.edu.au to know more about fees and other charges.

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Debts will be referred to a debt collection agency where fees are more than 42 days past due. A processing fee and Debt collector recovery fees apply.

New Era Institute reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Late payment fees of 10% apply. Also, it made available to students on their invoices. International students who do not pay their fees will be reported to DET via PRISMS under student default.

1. If tuition fees are not paid by the due date, a late fee of 10% per instalment will occur and this may lead to be reported for not paying the tuition fee to the Department of Home Affairs (DHA).

If a fee remains unpaid for the next **30** days from the due date, an additional 10% is charged every **month**. Students will be placed on the Intention to report of non-payment of fee (ITR) if the invoice remains unpaid after 2 **weeks** of the due date.

2. Reschedule of payment plan: a charge of \$150 is required to be paid upfront when requesting to reschedule the payment of the instalments stated on the letter of offer.
3. Students may request a payment extension by submitting the payment extension form. Fees apply.

Refund Policy

Once a student has accepted an offer of a course with NEI, the student's obligation to follow the Fees and Refunds policy and eligibility for a refund of fees paid to NEI are determined by whether it is a:

- Student default, or
- Provider default

Monitoring course progress Student default

Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- 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.

Note: a student does not default for failing to start a course on the agreed-upon starting day if they could not start the course because the provider defaults in relation to the course at the location.

Provider default

A provider default occurs when a provider either closes, fails to start, or stops providing a course to a student or intending student. Under Section 46A of the ESOS Act 2020, 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 agreed-upon location on the agreed-upon starting day and the student has not withdrawn; or
- the course ceases to be provided to the student at the location at any time after it starts but before it is completed, and the student has not withdrawn.

This means NEI, as a training provider, would default if:

- it ceases its operations, or
- it could not commence the course on the agreed date and location; or
- the course had to be cancelled after it began but before it was completed because of unavoidable circumstances.

When we default, we will send a written letter to all affected overseas students within three (3) business days of the occurrence of the default explaining that the default has occurred and the reason(s) why the default has occurred.

We will also provide the students with the possible options, which may include:

- enrolling the student in an alternative course within 14 days from the day of default, or
- giving the student a refund of their pre-paid course fee within 14 days from the day of default.

If the student chooses to enrol in an alternative course, the pre-paid course fee will be transferred towards the partial payment of that course.

However, if the student chooses to receive a refund of the course fee, the refund rules described in this policy would apply. They will also be fully advised about how the refund money they are going to get will be calculated.

NEI also has arrangements in place to protect overseas students pre-paid course fees through its participation in and contribution to the Tuition Protection Service (TPS) scheme.

If we default and cannot provide a refund or an alternative course, the TPS will place the student in a suitable alternative course at no extra cost.

As part of our student induction, overseas students would be advised to visit the TPS website at <https://tps.gov.au/StaticContent/Get/StudentInformation> to understand how their prepaid fees would be protected and/or how an alternative training would be provided in case of our defaults and we could not provide a refund or alternative training.

Course Fees and Charges

All courses will be delivered only upon the payment of the agreed fees. The course fees will consist of two charges: tuition and non-tuition fees.

Tuition fees are charges for delivering training lessons. These fees are directly related to the provision of the course we are offering and include such items as fees for lectures, tutoring, practicums, etc.

Non-tuition fees are various administrative and service fees that must be paid in addition to the tuition fee. Non-tuition fees cover other items not directly related to tuition and may be compulsory or discretionary.

After accepting the 'Letter of Offer' and signing the "Acceptance Agreement for Enrolment (International Student)", a student should make their first payment. This payment would include the enrolment fee (*This fee is non-refundable), the first instalment of the tuition fee (also known as Initial Tuition fee), and the resource fee (such as Material and Consumable Learning Resources fee) if they haven't requested additional services. If they have requested other services, the first payment would also include fees for those services.

Students' enrolment will not be processed without the first payment. This means a Confirmation of Enrolment (COE) would not be issued to secure a place for the student without receiving the first payment.

All payments should be made by the student after receiving a letter of offer (LOO). Students should confirm all payments made by them by providing a Payment Confirmation Advice.

All payments must be made into the nominated NEI account as identified on the Letter of Offer and through one of the approved payment methods. Payment **must not** be made to the education agent or any third party.

NEI will collect advance fees only as per the ESOS Act 2020. This means it will collect only up to fifty percent (50%) of the total tuition fee of a course before a student begins the course. Where overseas students want, they will also be provided the option to pay more than 50% of their tuition fees before they start their course.

After the student commences the course, NEI will require the student to pay the balance of tuition fees in instalments on or before the due date as stated on their Letter of Offer.

NEI would notify students that it will not be liable for any fees paid to an agent or a third party.

Payment of all fees and charges is receipted and dated at the time of payment through the Student Management System/accounting system and secured for two years after the student ceases to be a student and is kept for up to five years as required by taxation legislation. Students may contact NEI accounts Department and request details of the payments they have made and the amounts still owing for their course.

Late payments

If tuition fees are not paid by the due date of an instalment, a late fee of an additional ten percent (10%) on the instalment amount will be charged.

If tuition fees remain unpaid after two (2) weeks of the due date, the students may be advised in writing of our intention to report to the Department of Home Affairs (DHA) for the cancellation of their visa on the grounds of non-payment of fees.

In the case of long-standing non-payment of course fees (if the payments are not made for 42 days from the due date and even after subsequent follow-ups), NEI may collect the outstanding balance through debt collection agencies. In such a situation, an additional 'Default Administration Fee' that includes debt processing and debt recovery fees would be charged.

NEI reserves the right to suspend access to a course for a student if they fail to pay any or part of the course fees as and when they fall due.

We also reserve the right to withhold the issuance of any award to a student (e.g., statement of attainment, transcript, certificate, diploma, etc.) if the student is in default in paying their course fees.

Students who experience difficulty paying their fees will be invited to call our office to make alternative arrangements during their period of difficulty.

Protection of fees paid in advance

New Era Institute (NEI) protects the fees that are paid in advance by international students.

For international student fee protection is also ensured as follows:

NEI makes sure that the course fees paid in advance are well protected. To ensure this:

- All pre-paid course fees will be held in a separate bank account from day-to-day operating accounts so that refunds could be quickly made to the overseas students when they requested and were eligible to receive the refund.
- NEI makes an annual subscription to the Tuition Protection Service (TPS) provided by the Australian Government that protects overseas students' prepaid course fees if the Institute could not refund them or provide an alternative course after it defaults.
- NEI does not require its overseas students to pay more than fifty percent (50%) of course fees prior to course commencement.

Refund policy and procedures

a. Refund Policy and Procedures when NEI Defaults

- NEI will act in accordance with the guidance of the Education Services for Overseas Students Act 2000 (the ESOS Act, 2000) while providing refunds to overseas students when it defaults.
- Where a student has not paid any tuition fees or has no remaining unspent tuition fees, they will still be given the option of refusing the placement in another course and accepting a refund. In this case, the provider's refund to the student will still be documented, but as 'nil' tuition fees refunded.
- NEI will refund any unspent tuition fees to affected overseas students in the following situations:
 - when we have defaulted and chosen not to arrange an alternative course,
 - when we have defaulted and are unable to arrange an alternative course within 14 days of the default date,
 - when an overseas student has not accepted the alternative course, we have offered and arranged within 14 days after the default date,

- For any overseas student who has paid tuition fees towards a course at a location but has not yet commenced that course, we will refund 100 percent of the tuition fees to that student within 14 days from the date of default.
- For any overseas student who has paid tuition fees and has commenced the course at the location, we will retain the spent portion of that student's fees but refund the unspent portion within 14 days from the date of default.
- The method for calculating the amount of refund owed to an overseas student because of our default will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (the ESOS Refund Specification). This means the refund of the unspent amount will be based on the following formula: $\text{Refund Amount} = \text{Weekly Tuition Fee} \times \text{Weeks in the Default Period}$.
- If we have paid any fees to an agent for assisting us in the recruitment of an overseas student, we will not deduct that fee from the refund amount to be paid to the student. This is true in the cases of both defaults, ours' and the students.

b. Refund Policy and Procedures when Overseas Students Default

- A full refund of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be made if an overseas student cancels their enrolment before twenty-eight (28) or more (29+) days of the commencement date of the course through a written cancellation notice.
- A full refund of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be made if an overseas student cannot obtain their student visa. *Note: A proof of refusal from the Australian visa office would be required.
- Fifty percent (50%) of the prepaid course fee will be refunded (except the enrolment fee and the COE issuing fee) if an overseas student cancels their enrolment on 28 days or less before the commencement of the course through a written cancellation notice.
- Twenty-five percent (25%) of the prepaid course fee (except the enrolment fee and the COE issuing fee) will be refunded if an overseas student cancels their enrolment between five (5) business days (one (1) week) and ten (10) business days (Fourteen (14) days (Two (2) weeks) before the commencement of the course. through a written notification.
- There will be no refund if an overseas student cancels their enrolment within less than five (5) business days (one (1) week) of the commencement of the course, except in extenuating or compassionate circumstances.
- There will be no refund of the prepaid course fee if an overseas student decides to withdraw from the course after its commencement unless there are verifiable extenuating or compassionate personal circumstances. The student should provide satisfactory evidence of their extenuating or compassionate circumstances to receive such a refund:
 - Bereavement in the family
 - Occurrence of a natural disaster at home
 - Illness and health issues
 - Caring obligations
 - Accidents, and
 - Others

- Where extenuating or compassionate circumstances exist, the unspent prepaid course fee (except the enrolment fee and the COE issuing fee, and course resource fees) will be refunded. The unspent course fee will be calculated as follows: $\text{Refund Amount} = \text{Weekly Tuition Fee} \times \text{Weeks in Default}$.
- c. There will be no refund of the prepaid course fees if an overseas student is suspended from the course because they didn't observe the NEI rules or codes of behaviour, meet the attendance and academic progress requirements, or comply with the terms and conditions of their student visa.
- d. There will also be no refund of the prepaid course fees if an overseas student:
 - left the course without notification,
 - didn't pursue LLN (Literacy, Language and Numeracy) support provided and can't progress because of low LLN skills,
 - provided false or misleading information,
 - failed to report previous visa refusal,
 - submitted fraudulent documents,
 - failed to pay tuition fees,
 - made a false declaration, and
 - didn't complete the 'Refund Application Form' as required

Procedures for Claiming Refunds

Specific refund procedures

a. Procedures when NEI defaults

- NEI notifies the Department of Education and Training (DET) and the Tuition Protection Service (TPS) Director about the default within three (3) business days.
- NEI notifies all implicated students in writing in plain English within three (3) business days about the default, describing the reasons for the cancellation or suspension of the course and the procedures to enrol in an alternative or comparable course or receive a refund.
- NEI offers an alternative or comparable course to all implicated students within fourteen (14) days.
- If NEI cannot offer an alternative or comparable course, it will organise another Registered Training Organisation (RTO) to do so within fourteen (14) days.
- If the implicated students accept the offer made in points above, it will notify the Department of Education and Training (DET) and the Tuition Protection Service (TPS) Director within 7 days about the offer and acceptance of the alternative or comparable course.
- Where the refund will be granted, the implicated students will be asked to complete the **Refund Application Form**. The payable refund money (Please see: Refund Policy and Procedures when NEI Defaults) will be paid into the implicated student's nominated bank account, or another bank account formally authorised by the student within two (2) weeks.

b. Procedures when students seek refund

- When a student seeks a refund, they must apply in writing by completing NEI's '**Refund Application Form**', clearly outlining the reason(s) for seeking the refund and attaching appropriate evidence.
- They must follow the following steps to officially claim a refund:
- Receive NEI's 'Refund Application Form' and carefully read it. This application can be accessed from NEI's website or received by requesting NEI's Accounts or Student Services departments via email. E-mail: accounts@newerainstitute.edu.au or admissions@newerainstitute.edu.au.

- Collect and attach all relevant supporting evidence with the request. Depending on the case, for example, they could be an application for withdrawal from the course, a letter of visa refusal, evidence of bereavement in the family, etc.
 - Submit the completed request form with supporting documents to the Accounts or Student Services department for review and processing. Note that this will attract a cost for each COE. Refer to other charges (Non – Tuition Fee Items).
 - The Accounts or Student Services department will forward the completed refund request form to the CEO with their recommendations. The recommendation could be a refusal of the request, payment of a refund with some adjustments, or payment of the claimed refund amount.
 - Where the refund request is approved with or without adjustments, the refund money will be paid into the student's nominated bank account, or another bank account authorised by the student within four weeks (or 28 days) of receiving the request. Where a refund should be granted because of visa refusal or NEI's default, the money will be paid back within two (2) weeks.
 - If the refund request is refused, the student will be notified within four weeks (or 28 days) about the refusal, including the reasons for the refusal.
 - Where the refund is paid, it will be paid in Australian dollars, and the Institute reserves the right to make refunds payable in the country of origin.
 - Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.
 - Payment of the refund would automatically lead to the cancellation of the student's enrolment.
 - All paperwork relating to a refund request or refund notice would be stored in the concerned student's file.
 - A student may complain or appeal against the outcome of their refund application or any aspect of the refund process by following the NEI's complaints and appeal procedures, which they can access from the NEI's website at <https://newerainstitute.edu.au>.
1. paid to date will be issued upon request.

Student Transfers

New Era Institute will not enrol international students transferring from their principal course (ie. the main course of study or the highest qualification indicated on the student's current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider. This requirement must be applied unless:

- The original registered provider or course in which the student is enrolled has ceased to be registered.
- The student has a valid letter of release from the original registered provider agreeing to the transfer.
- The original registered provider has had a sanction imposed on its registration.
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

New Era Institute will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- Has not commenced their principal program.
- Has a realistic and accurate understanding of what the transfer represents to their study options.
- Can no longer be provided with the training delivery and assessment services in the principal course by New Era Institute.

New Era Institute will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not met satisfactory course progress and is seeking a transfer to avoid being reported to the Department of Education via PRISMS.

Procedure for assessing onshore enrolments to transfer to New Era Institute

When Student Services receive an enrolment form from a student who is **onshore** and who has indicated that they are currently studying at another institution the following procedures will be applied.

Student Services will confirm that the student has submitted the following:

1. A copy of student's passport and visa pages
2. An appropriate letter of release (if not completed 6 months of the student's principal course of study)
3. An accurately completed enrolment form
4. A copy of transcript (Academic results) from current provider

Student Services will use PRISMS to ascertain if the student has completed 6 months of their principal course.

Where the enrolment form is accurately completed with the passport pages and release form attached, the New Era Institute enrolment process proceeds as for all offshore students i.e. Pre Enrolment interview and documentation sent to the student.

Where no release letter is provided and subject to the student meeting all the other pre-enrolment criteria (including passport and visa pages for enrolment) Student Services will provide a "conditional" offer to the student for the chosen New Era Institute Course. This offer will clearly state that an offer of a place is contingent on obtaining a letter of release from the present provider.

If the student doesn't submit the requested letter of release in response to the conditional offer, the enrolment process is halted and follow up communication will be undertaken after 10 working days to determine the next step in the enrolment process.

Transferring from New Era Institute to another provider

All students are required to complete 6 months of their principal course with New Era Institute. The only exceptions to students gaining a release letter before fully completing the six months of their principal course are as follows:

- New Era Institute has ceased to be registered or the principal course in which a student has been enrolled has ceased to be provided
- New Era Institute decides to provide a written letter of release. Students may apply for a release letter; however, release will not be automatically granted and must comply with the requirements of the National Code of Practice 2018- Standard 7 Part D and ESOS Act.
- If New Era Institute has had a sanction imposed on its registration by a relevant Federal or State Government authority that prevents New Era Institute students from continuing their principal course
- A government sponsor of a student considers the change to be in the best interest of the student and has provided written support of that change.

A student on a student visa is not permitted to change his or her primary provider of the principal course before completing first six months of study unless exceptional circumstances apply. For more information about the Transfers Policy can be found at www.newerainstitute.edu.au

If the student is requesting for course cancellation/withdrawal prior to completing six (6) months of the principal course and the Student Visa was granted under NEI's COE, the student must request for a visa cancellation from the Department of Home Affairs (DHA) and re-apply for a new student visa using the COE issued by the new education provider. Otherwise, release may not be granted.

Steps for assessing applications for transfer from New Era Institute to another provider

Students submit a student release application form which can be found on www.newerainstitute.edu.au to Student Services to transfer to another provider.

Students applying to transfer to another provider must use the following process:

The student has 2 choices:

1. Collect a Release Request Form from Student Services at reception.
2. Download a Release Request Form from www.newerainstitute.edu.au

Students must complete all sections of the Release Request Form.

In particular, the student must:

1. give the reasons and circumstances in details for the transfer to another provider with documentary evidence.
2. attach a valid letter of offer from another provider.

The Release Request Form, documentary evidence and a valid letter of offer from another provider must be returned to Student Services.

New Era Institute requires that the student provides a valid offer of enrolment from the new registered provider to support their application.

Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence. Students who pay tuition fees to another provider in the first six months of their principal course without first requesting termination from New Era Institute breach section 7.1 of the National Code of Practice (2018) Part D.

The CEO will always request an appointment with the student to discuss the transfer request. The CEO will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student. If the Chief Executive Officer decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process if they want a review of the decision.

- Assessing and replying to the student transfer request will be completed within 10 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the CEO during the interview either accepting or rejecting the transfer and termination to be proceed.

The Chief Executive Officer will make any final decision regarding the issuance or refusal of a letter of release for any student.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by New Era Institute fees and refund policy as outlined in the written agreement.

A transfer processing fee applies. Please refer to Fees and Charges available on New Era Institute website www.newerainstitute.edu.au

Note: In the very rare circumstances where New Era Institute has ceased to be registered, or sanctions have been placed on New Era Institute by the Australian government, which do not allow the student to continue with the course, no letter of release is required.

Granting a Letter of Release

New Era Institute will grant a letter of release to students to transfer to another registered provider where the grounds for transfer meet the requirements of the National Code of Practice (2018) Part D- Standard 7 and ESOS Act 2000. Evidence will be retained on the student file.

More information about International Student Transfer between Registered Providers and Complaints and Appeals policies are available on www.newerainstitute.edu.au

Complaints and Appeals

What is a complaint?

A complaint is negative feedback about services or people which has not been resolved locally. It may involve issues concerning:

- New Era Institute, its trainers, assessors or other staff;

- a third party's services provided on the New Era Institute behalf, its trainers, assessors or other staff; or
- a learner of New Era Institute.

A complaint may be received by Student Services in any form. To make a complaint, the person is recommended to complete the New Era Institute - Complaint Form. This form is available via www.newerainstitute.edu.au. The completed complaint form is to be submitted to The Chief Executive Officer either in hard copy or electronically and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but are generally made by students and/or work placement staff. Students need to be aware that work placement staff or New Era Institute are entitled to complain about the student conduct in the campus and any other activities related to your enrolment.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to New Era Institute within 20 working days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

New Era Institute is committed to providing a fair and transparent complaint handling process to enable it to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a student of the RTO

New Era Institute applies the principals of natural justice to its complaints and appeals processes.

Complaint and appeals handling

New Era Institute applies the following principles to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on www.newerainstitute.edu.au. There is no time limitation on a person who is seeking to make a complaint.
- Upon receiving the complaint, an acknowledge notification will be sent to the student by email in 3 days.

- A written record of all complaints will be kept by New Era Institute including all details of lodgement, response and resolution and to maintain a chronological journal of events during the complaint handling process.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The complaints policy must be publicly available. This means that the complaints policy and procedure are published on the New Era Institute website www.newerainstitute.edu.au.
- The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within **sixty (60) calendar days** of the complaint being initially received. Where New Era Institute Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, New Era Institute should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of New Era Institute and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **four (4) weekly intervals**.
- New Era Institute shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are handled in the strictest of confidence. No New Era Institute representative will disclose information to any person without the permission of the New Era Institute Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply.
- The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

New Era Institute will apply the following principles to its appeals handling:

- Appeals must be lodged within **twenty (20) working days** of the decision or finding being informed to the person.
- A written record of all appeals is to be kept by New Era Institute including all details of lodgement, response and resolution. The appeals register will be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process.
- An appellant is to be provided an opportunity to formally present his or her case at minimal or no cost.
- An appellant may be accompanied and/or assisted by a support person at any relevant meetings. Equally, New Era Institute may be accompanied and/or assisted by a support person at any relevant meetings.
- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the New Era Institute website.
- The handling of an appeal is to commence within **ten (10) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fifteen (15) working days** of the lodgement of the appeal.
- Appeals should be resolved to a final outcome within **twenty-eight (28) working days** of the appeal being initially received. Where New Era Institute Chief Executive Officer considers that more than 28 working days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 28 working days are required. As a benchmark, New Era Institute should attempt to resolve appeals as soon as possible for the benefit of the student.
- New Era Institute shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. New Era Institute representatives are not allowed to disclose information to any person without the permission of New Era Institute Chief Executive Officer. A decision to release information to third parties can only be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form. This form will be given to the student to complete when New Era Institute wishes to share information to a third party.

New Era Institute is required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Department of Home Affairs, the Tuition Protection Service, the Australian Skills Quality Authority. New Era Institute is not required to seek a release information form from the student when the above government agencies request information.

- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant

is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

For more information about the complaints and appeals Policies and Procedures can be found at www.newerainstitute.edu.au

Review by an independent person

New Era Institute provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To facilitate this, New Era Institute will engage a suitably qualified and experienced dispute resolution practitioner to provide this review impartially on behalf of the student.

Independent Person

The student may choose to use the services of a mediator to resolve the problem.

For independent person, New Era Institute recommends Leadr, the national association of dispute resolvers with their Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: leadr@leadr.com.au

Website: www.leadr.com.au

New Era Institute will meet the full cost to facilitate the independent review. Where the person seeking an appeal or complaint objects to this appointment and requests to engage a person or organisation they nominate to undertake the case, New Era Institute may seek the person making a complaint to contribute to the cost of engaging this person to undertake the case.

Review by external agency

Students who are not satisfied with the process applied by New Era Institute may refer their grievance to the following external agencies:

Unresolved complaints may be referred to the Australian Skills Quality Authority <https://www.asqa.gov.au/complaints> Students are advised that ASQA will require the student to have exhausted all avenues through New Era Institute internal complaints handling procedure before taking this option.

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading www.fairtrading.nsw.gov.au – This service can also be accessed via the following phone number: 13 32 20.

National Training Complaints Hotline also provides an opportunity for students to lodge their grievance with the Department of Education and Training www.education.gov.au/NTCH who will follow up and investigate their complaint. This service can also be accessed via the following phone number: 13 38 73.

Overseas Students Ombudsman www.ombudsman.gov.au/making-a-complaint/overseas-students investigates complaints about problems that intending, current or former overseas students have with training providers in Australia. This service can also be accessed via the following phone number: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Discrimination and Harassment

New Era Institute is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All New Era Institute staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Students should expect fair and friendly behaviour from New Era Institute staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed (by either staff or fellow /students) should report this information to a staff member of New Era Institute that they feel they can trust.

This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. If the harassment by staff or student is suspected to be of a criminal nature, it will be reported to police authorities immediately.

Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to New Era Institute, they are advised to contact the Australian Human Rights Commission (HREOC) www.humanrights.gov.au/complaints/make-complaint This service can also be accessed via the following phone number: 1300 656 419.

Critical Incidents

New Era Institute is committed to maintain a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at New Era Institute. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);

- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at New Era Institute; and
- Information which has the potential to negatively affect the reputation of New Era Institute in the media and/or wider community.

Staff Responsibility

In the first instance the designated officer is any member of the staff who is witness to/or receives the information which triggers the critical incident. If possible, the Chief Executive Officer is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring, the Designated Officer is to contact Emergency Services by dialling 000 immediately.
3. After emergency services have been notified, a call will be made to the real estate representative for the campus (Strathfield Partners – Strata Management phone 02 9763 2277)
4. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
5. The Chief Executive Officer or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
6. As soon as practical the Chief Executive Officer or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details such as the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written statement should accompany the report.
7. The Chief Executive Officer and Critical Incident Team/other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
8. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Chief Executive Officer as necessary.

9. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
10. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
11. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Chief Executive Officer or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin/significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Chief Executive Officer or Senior Staff member should meet with staff to debrief staff and students assist in the recovery process.

Emergency Evacuation Procedures

During the event of an emergency that requires the evacuation of any New Era Institute campus, all students should follow the instruction of their trainer and the safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed. Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

New Era Institute agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Safety warden will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Safety Warden (one of NEI staff assigned by the CEO).

Your Privacy

New Era Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014).

Here's what you need to know:

New Era Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the Enrolment Form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

New Era Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required. In some cases, New Era Institute is required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Department of Home Affairs, the Tuition Protection Service, the Australian Skills Quality Authority. In all other cases New Era Institute will seek the written permission of the student for such disclosure.

PRIVACY NOTICE

Under the Data Provision Requirements 2012, New Era Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by New Era Institute for statistical, administrative, regulatory and research purposes.

New Era Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and

- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

New Era Institute will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as parents, you need to authorise this access otherwise this access will be denied. You have the right to access information that New Era Institute is retaining that relates to you.

If you have concerns about how New Era Institute is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Important information

International Student 24 Hour Emergency Contact:

New Era Institute – RTO 41543 | CRICOS 03509B

Address: Windsor Campus: 13 and 14, 100 George Street, Windsor NSW 2756, Australia

Postal Address: 13 and 14, 100 George Street, Windsor NSW 2756, Australia

Email: info@newerainstitute.edu.au - **Web Site:** www.newerainstitute.edu.au

Telephone: +61 2 8964 6457 - **Emergency: Police, Fire, Ambulance – 000**

Emergency

Mobile: +61 405 843 684

Counselling and Welfare support

Mobile: +61 404 144 455