



# IAOA

Insight Academy Of Australia

National Provider No : 45409 CRICOS Code : 03706G

Address: Level 10, 474 Flinders Street Melbourne VIC 3000

Phone: +61 3 91908925

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



# Student Orientation Program

# Icebreaker



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- ▶ True or False?
- ▶ Time allowed: 30 minutes
- ▶ Materials: a globe or world map
- ▶ Instructions:
- ▶ In groups of 2 or 3



- You have 5 minutes to think of 2 or 3 clues that describe the country you are from or your favourite foreign place.
- Try not to give it away with your clues ....
- One clue can be using physical motion i.e. swimming, walking, etc.
- Each person will then state their name and their three clues and the rest of the group will try and guess where in the world they are describing.
- Once the group has guessed the place the group can ask True/False questions about it to find out more!



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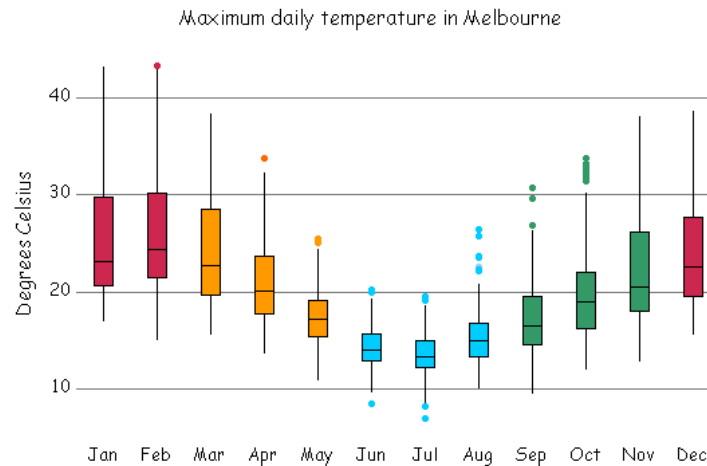
# Living in Melbourne



Melbourne has been awarded the top spot as most liveable city in the world a number of times ... we hope you agree!

# Weather In Melbourne

Season	Average maximum	Average minimum
Summer (December–February): warm to hot	25°C (77°F)	14°C (57°F)
Autumn (March–May): mild	20°C (68°F)	11°C (52°F)
Winter (June–August): cool to brisk	14°C (57°F)	7°C (45°F)
Spring (September–November): cool to mild	20°C (68°F)	10°C (50°F)

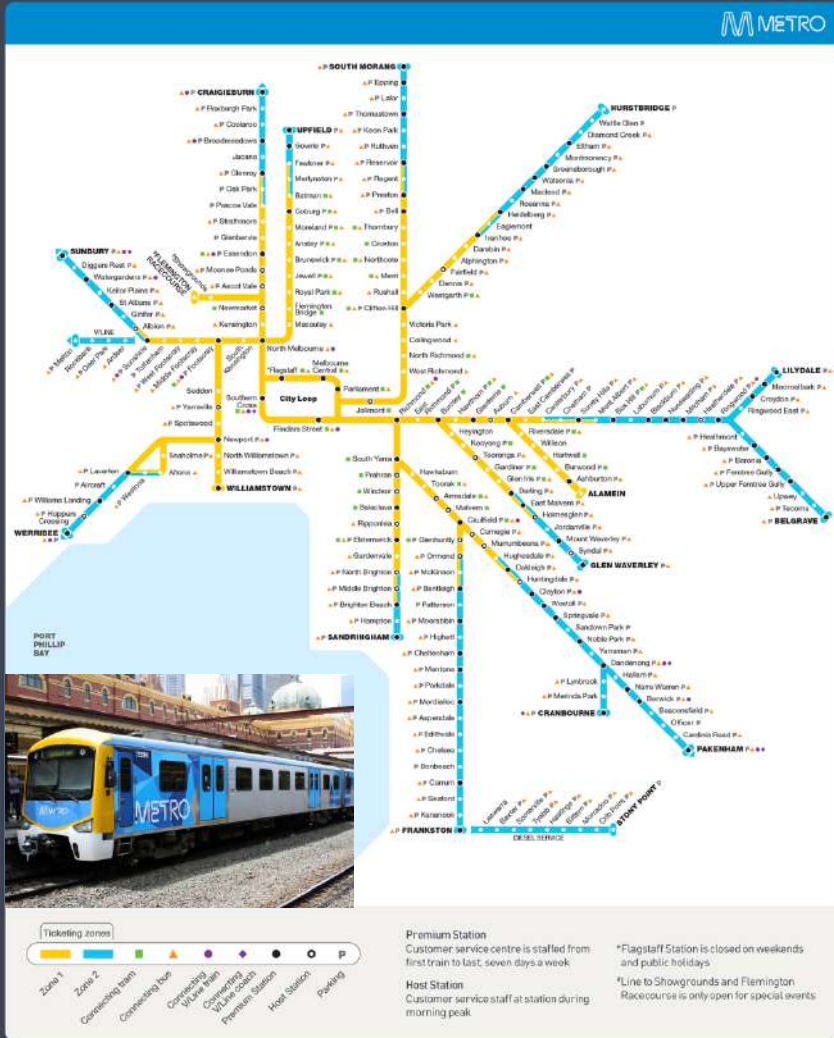


For more information about weather and climate in Melbourne follow the link below:  
<https://www.melbourne.vic.gov.au/AboutMelbourne/MelbourneProfile/Pages/Melbourneweatherandclimate.aspx>





# Melbourne train network



For more information or to offer feedback visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (9am - midnight)

PTV 15/15, Authorised by Public Transport Victoria, 750 Collins Street, Melbourne



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# Public Transport

Website:  
[https://www.google.com.au/search?hl=en&site=imghp&tbm=isch&source=hp&biw=1920&bih=1075&q=city+of+melbourne&eq=city+of+melbourne&gs\\_l=img.3..0l10.2221.5158.0.6328.17.12.0.5.5.0.3.19.2116.0j2j6j1.9.0...0...1ac.1.64.img..5.12.1612.yXG\\_iffV8o#hl=en&tbm=isch&q=melbourne+train+network&imgrc=\\_](https://www.google.com.au/search?hl=en&site=imghp&tbm=isch&source=hp&biw=1920&bih=1075&q=city+of+melbourne&eq=city+of+melbourne&gs_l=img.3..0l10.2221.5158.0.6328.17.12.0.5.5.0.3.19.2116.0j2j6j1.9.0...0...1ac.1.64.img..5.12.1612.yXG_iffV8o#hl=en&tbm=isch&q=melbourne+train+network&imgrc=_) Date accessed: 16/10/2015

# Public Transport



Public Transport Card



Tap on  
Tap off

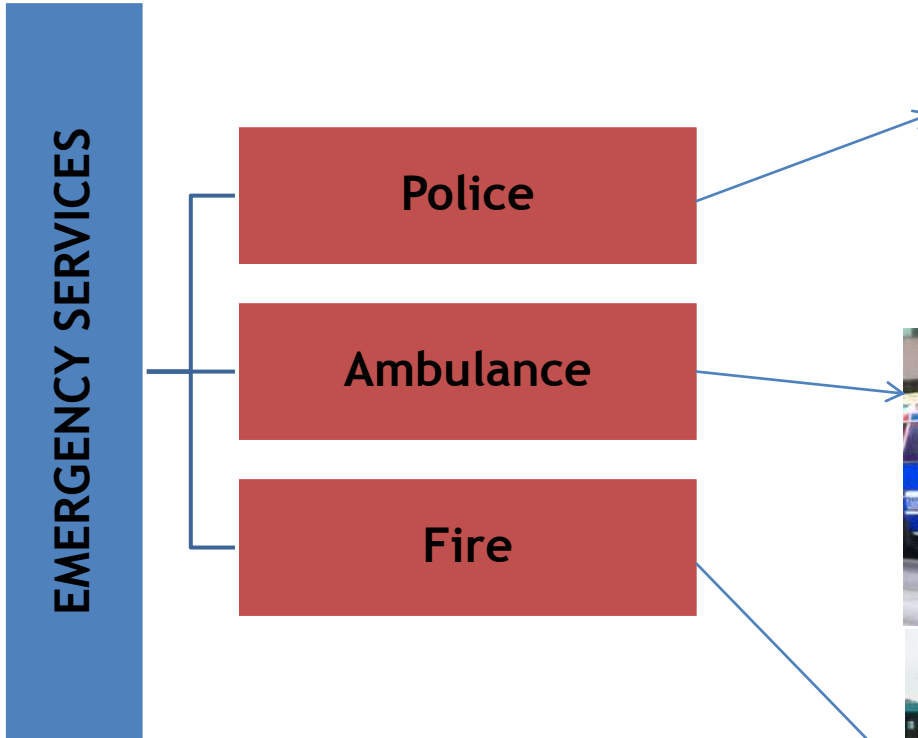
Recharge my card



Website:  
[https://www.google.com.au/search?hl=en&site=imghp&tbm=isch&source=hp&biw=1920&bih=1075&q=city+of+melbourne&oq=city+of+melbourne&gs\\_l=img..0110.2221.5158.0.6328.17.12.0.5.5.0.319.2116.0j2j6j1.9.0...1ac.1.64.img..5.12.1612.yXG\\_fffV8o#hl=en&tbm=isch&q=myki&imgrc=\\_](https://www.google.com.au/search?hl=en&site=imghp&tbm=isch&source=hp&biw=1920&bih=1075&q=city+of+melbourne&oq=city+of+melbourne&gs_l=img..0110.2221.5158.0.6328.17.12.0.5.5.0.319.2116.0j2j6j1.9.0...1ac.1.64.img..5.12.1612.yXG_fffV8o#hl=en&tbm=isch&q=myki&imgrc=_)  
Date accessed: 16/10/2015



# EMERGENCY SERVICES



**FOR ANY EMERGENCY SITUATION  
DIAL '000'**





# EMERGENCY SERVICES

## ▶ Emergency Telephone Numbers

- Emergency Services - Police, Fire and Ambulance **Phone 000**
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24 hour crisis counselling line) Phone 131 114
- Victorian Poisons Information Centre (24 hrs) Phone 13 11 26
- Nurse on Call (24 hrs – free health advice anywhere in Victoria) Phone 1300 60 60 24

## ▶ When at class or entering/exiting training rooms

- Victoria Police (closest station) Phone (03) 9247 6666



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# EMERGENCY SERVICES

- ▶ **Who would you call if....**
- a) You need an ambulance?
- b) You have had your wallet stolen?
- c) Your arm swells up to double it's size?
- d) You were worried about a depressed classmate?
- e) You are not sure if you are sick

Write down your answers

Refer to your student handbook if you need help.



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# EMERGENCY SERVICES

- ▶ Suggested answers
  - a) 000 (Emergency)
  - b) Police Station nearby (03) 9247 6666
  - c) Victorian Poisons Information Centre (24 hrs) 13 11 26
  - d) Lifeline (Crises Helpline 24 hrs) 13 11 14
  - e) Health direct Australia Phone: 1800 022 222



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# EMERGENCY SERVICES

## Local Hospital Locations

Both of these hospitals provide 24 hr emergency services

300 Grattan Street Parkville  
3050  
Phone: + 61 3 9342 7000  
thermh.org.au



St Vincent's Hospital  
41 Victoria Parade, Fitzroy  
Phone: +61 3 9231 2211  
<https://svhm.org.au/home>







# Health insurance

## Overseas Student Health Cover

- ▶ OSHC provides a safety net for international students. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines).

Your cover may vary depending on your choice of provider but must include as a minimum:

- benefit amount listed in the Medicare Benefits Schedule (MBS) fee for out-of-hospital medical services (for example, a general practitioner)
- 100 per cent of the MBS fee for in-patient medical services (for example, surgery)
- public hospital shared ward accommodation
- private hospital shared ward accommodation (only for hospitals that have contractual arrangements with the overseas student's health insurer)
- day surgery accommodation
- some prosthetic devices
- pharmaceutical benefits up to \$50 per pharmaceutical item to a maximum of \$300 a year for a single membership (\$600 for a family membership). Overseas students may face significant out of pocket costs if they do not have appropriate coverage for treatment with pharmaceuticals, particularly oncology (cancer) treatment.
- ambulance services.



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# Training Facilities

Classes for Insight Academy of Australia are **Level 10, 474 Flinders Street, Melbourne VIC 3000**

## The campus has:

- High-speed Wifi
- Computer room
- Student break area
- Student kitchen and lounge
- Student library with self-access
- Central location on Flinder Street (free tram zone)
- Modern and bright classrooms equipped with computers and projectors



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# Local Amenities

## Local Medical Centers:

- ▶ Parkville Medical Centre
- ▶ Address: 1F Royal Parade Parkville, VIC, 3052 | Phone: +61 3 9342 7390
- ▶ University Melbourne Medical Centre
- ▶ Address: 138 Cardigan Street Parkville, VIC, 3052 | Phone: +61 3 8344 6904

## Local taxi companies

- ▶ 13CABS – [www.13cabs.com.au](http://www.13cabs.com.au) Phone: 132 227
- ▶ Silvertop – [www.silvertop.com.au](http://www.silvertop.com.au) Phone: 131 008



# Local Amenities

## ▶ Automatic Teller Machines (ATMs)

- Cashcard ATM – 22 Flinders Street, Melbourne, VIC, 3000
- Bank of Melbourne ATM – 470 Collins Street, Melbourne VIC 3000
- Commonwealth Bank ATM – 99 Spencer Street, Docklands VIC 3008

## ▶ Libraries

- Kathleen Syme Library and Community Centre
  - ▶ Address: 251 Faraday Street, Carlton, VIC, 3053 | Phone: 03 9658 7310 <http://www.melbourne.vic.gov.au>
- State Library of Victoria
  - ▶ Address: 328 Swanston Street, Melbourne, Vic, 3000 | Phone: 03 8664 7000 <https://www.slv.vic.gov.au/>



# Living in Melbourne



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## Australian Laws

The laws of Australia must be respected and obeyed at all times. Here is an overview of some important laws to be aware of

- **Alcohol** – people under the age of 18 are not permitted to consume alcohol in public. Some public areas are designated 'Dry Zones' which means drinking is not permitted other than in licenced establishments such as pubs or hotels. There are heavy penalties for people who drink and drive – the legal alcohol limit is 0.05.
- **Drugs** – There are several penalties for illegal drug use or dealing drugs. Avoid being in any situation where illegal drugs are involved.
- **Smoking** – It is an offence to lend, give or sell cigarettes or tobacco to anyone under 18 and it is also illegal to buy cigarettes or tobacco for anyone under the age of 18. It is illegal to smoke in enclosed public areas.
- **Nightclubs and Entertainment Venues** – You will need to provide proof of age to buy alcohol or enter a licenced venue. It is an offence to provide false identification.
- **Stealing & Vandalism** – There are severe penalties for anyone involved in stealing, shoplifting or damaging public or private property. Penalties will vary depending on the severity of the crime.
- **Harassment & Discrimination** – In Australia it is illegal to discriminate against anyone based on gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment, or age. All educational institutions and workplaces have anti-discrimination policies.





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# Critical Incidents

**Critical incident** means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Insight Academy of Australia is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.

Insight Academy of Australia ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.



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# Critical Incidents

## Immediate Response

- A designated officer and/or critical incident team will manage critical incidents to ensure an immediate response.
- Any Insight Academy of Australia staff member who either witnesses or is informed about an actual or potential incident is required to act as a **designated officer**.
- The **critical incident** team consists of:
  - **Academic Manager VET**
  - **Academic Manager ELICOS**
  - **Student Support & Administration Officers**

## Post incident procedures

- Insight Academy of Australia will ensure that appropriate post-incident support is provided as required.
- Insight Academy of Australia response to critical incidents will always be evaluated and improvements identified and implemented as required

# VISA Conditions



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If you are granted a visa you must abide by the conditions.

Failure to comply with the conditions may result in the cancellation of your visa.

Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study
- Only work if you have been given permission to do so as part of your visa grant
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days
- Complete the course within the duration specified in your Confirmation of Enrolment
- Remain with the principle education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution





# Training & Assessment Services

- ▶ Insight Academy of Australia provides quality training to its students for all Courses.

This means:

- Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations and government requirements.
- Providing suitable educational and support services sufficient to meet the numbers of students enrolled with the RTO.
- Providing training resources that are accessible to students regardless of their location or mode of delivery.
- Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced
- Identifying the support that each individual student needs prior to their commencement or enrolment with the RTO (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes



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# Training & Assessment Services

## ▶ Assessment

- The training and assessment offered by Insight Academy of Australia focuses on providing you with the skills and knowledge required to the standard of performance required in the workplace.
- Each of the components of your course is known as a 'unit of competency'. These may be grouped to form 'clusters' in some cases.
- The Course Outline includes details of all units of competency and how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.
- You must submit your assessment work with a completed and signed Assessment Cover Sheet – this form includes a declaration that the work is your own.
- Each assessment task will be given an outcome of 'Satisfactory' or 'Not Satisfactory' – you must achieve 'Satisfactory' for all tasks to achieve a 'Competent' result for each unit of competency.
- Reasonable Adjustment in assessment can be applied due to disability.
- Individualised support is available to all students based on their needs.

**REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER  
DETAILS**

# Plagiarism, cheating and collusion

*What is plagiarism?*

*Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own.*

When you submit assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with others.

If you are found to have plagiarised, cheated or colluded you will be given the opportunity to respond and will most likely have to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your Visa.

If you are unsure or would like clarification please speak to your trainer.



**REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER  
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# VISA Conditions

If you are granted a visa you must abide by the conditions.

**Failure to comply with the conditions may result in the cancellation of your visa.**

Conditions include (but are not limited to) that you must:

- ▶ Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study. Note students studying ELICOS courses will be monitored for attendance.
- ▶ Only work if you have been given permission to do so as part of your visa grant.
- ▶ Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- ▶ Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- ▶ Complete the course within the duration specified in the CoE.
- ▶ Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.





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# VISA Conditions

## Course Progress Requirements

You must meet course progress requirements in order to satisfy the conditions of your visa.

Insight Academy of Australia monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

- ▶ Course progress requirements are monitored according a range of factors according the qualification/ course (but is not limited to), any combination of the following.
  - ▶ Satisfactory completion of assessment tasks within the required timeframe successful
  - ▶ Achieving competency for units completed
  - ▶ Requirements to attend a certain number and/or percentage of classes or other training activities such as work-based training shifts as relevant.
  - ▶ Attendance requirements of at least 80% for ELICOS students.

**REFER TO RELEVANT COURSE OUTLINE FOR SPECIFIC COURSE INFORMATION**



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# VISA Conditions

## Course Progress Requirements – ELICOS

### Student Progression and Attendance

- ▶ Student must attend 80% and achieve satisfactory course progress through formative tasks and mini tests undertaken in class as well as through homework tasks that are to be completed each week.
- ▶ Summative tests undertaken during each 4-week period will check the academic progress of students.

**REFER TO RELEVANT COURSE OUTLINE FOR SPECIFIC COURSE INFORMATION**



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# VISA Conditions

## Course Progress Requirements

### BSB51918 Diploma of Leadership & Management and BSB61015 Advanced Diploma of Leadership and Management

1. Trainers will monitor student completion of learning tasks undertaken in the class. Where students have not been attending to all complete the learning tasks the trainer will meet with students to formulate an individual support plan. Students will be reminded in class and through emails about the need to submit summative assessments on time.
2. Students are required to satisfactorily complete all their assessment tasks within the required timeframes. Students submission of assessment tasks will be monitored and where assessments are more than two weeks late, an intervention strategy will be put in place to enable the student to complete the required assessments.
3. Where a student fails one unit, they are to be re-assessed as per Insight Academy of Australia's Assessment policy. If after re-assessment the student fails assessments within that unit again, they will be provided with a first warning letter for unsatisfactory course progress and provided with the appropriate intervention to assist them to complete their course in the required duration.
4. If the student does not pass one or more assessment tasks following re-assessment they may be able to re-enrol in a unit if this does not significantly impact their course duration.
5. Following failure of a second consecutive unit, the student will then be sent a second warning letter and again provided with the appropriate intervention to ensure they meet course requirements.
6. If the student fails a third consecutive unit they will be sent a notice of intention to report informing them for non-satisfactory course progress and the reasons for the decision. Student will be advised of their rights to appeal



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# VISA Conditions

## Attendance Requirements – ELICOS Students

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions.

It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters.

To maintain satisfactory attendance, you must attend at least 80% of your classes.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

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# VISA Conditions

## Failure to meet Course Progress/Attendance Requirements

- ▶ Insight Academy of Australia will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support.
- ▶ Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.
- ▶ Where you have demonstrated unsatisfactory course progress in despite interventions implemented, Insight Academy of Australia will be required to report the student to DHA for non-satisfactory course progress and the you will receive a written notice informing you the reasons for the intention to report.
- ▶ You may appeal Insight Academy of Australia decision to report you to DHA. However, an appeal will only be considered if Insight Academy of Australia has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

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# VISA Conditions

## Compassionate/compelling circumstances

- ▶ Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- ▶ Bereavement 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. These cases should be supported by police or psychologists' reports); or
- ▶ Where Insight Academy of Australia is unable to offer a pre-requisite unit.
- ▶ Where the student is unable to begin studying on the course commencement date due to delay in receiving a student VISA.

**REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER  
DETAILS**



# Student Support Services



IAOA

Insight Academy Of Australia

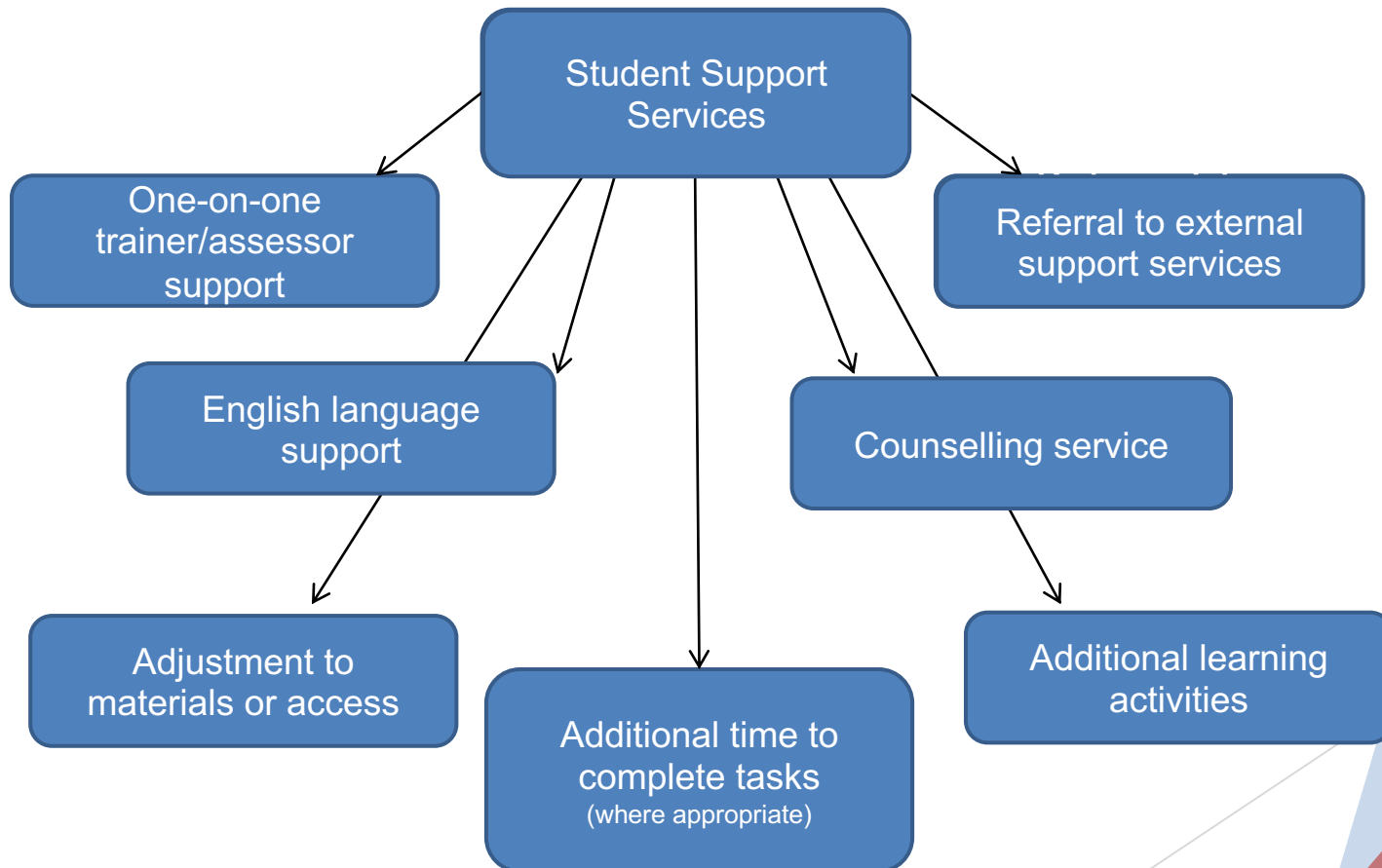
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Contact us at any time to discuss your support needs.





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# Student Support Services

## Student Support Officers

- ▶ They are your first point of contact if you have any difficulties or needs in relation to:
  - ▶ adjusting to study or life in Australia,
  - ▶ achieving your learning goals, attending class, progressing through your course.

If necessary they may involve our Academic Manager, CEO or Trainer/Assessors to assist in a plan to support your needs.

Please do not hesitate to contact them during business hours.



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# Academic Management

Your relevant Academic Manager will oversee your individual support and assist with any concerns you have of academic nature such as questions about your course or assessments.

## ▶ **ELICOS:**

Chloe Nguyen Email: [chloe.nguyen@iaoa.vic.edu.au](mailto:chloe.nguyen@iaoa.vic.edu.au)

## ▶ **VET:**

Sin Jam Aw Email: [jam@iaoa.vic.edu.au](mailto:jam@iaoa.vic.edu.au)



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# Student Support Services

## Student Counsellor

Insight Academy of Australia provides students with an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare.

To make an appointment during business hours (Monday – Friday 9am – 5pm) please contact Yolanda on 9190 8925 or email [admin@iaoa.vic.edu.au](mailto:admin@iaoa.vic.edu.au). This service is free for current students.

# External Support Services



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These are listed in your Student Handbook with contact details for your convenience. Please ask the Student Support Officer if you are not sure which organisation to contact for your needs.

Reading and Writing Hotline  
Ph: 1300 655 506

Lifeline  
Ph: 13 11 14

Reach Out  
[www.reachout.com.au](http://www.reachout.com.au)

Ph: 1300 292 153

Victorian Equal Opportunity & Human Rights Commission



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

Fairwork Ombudsman

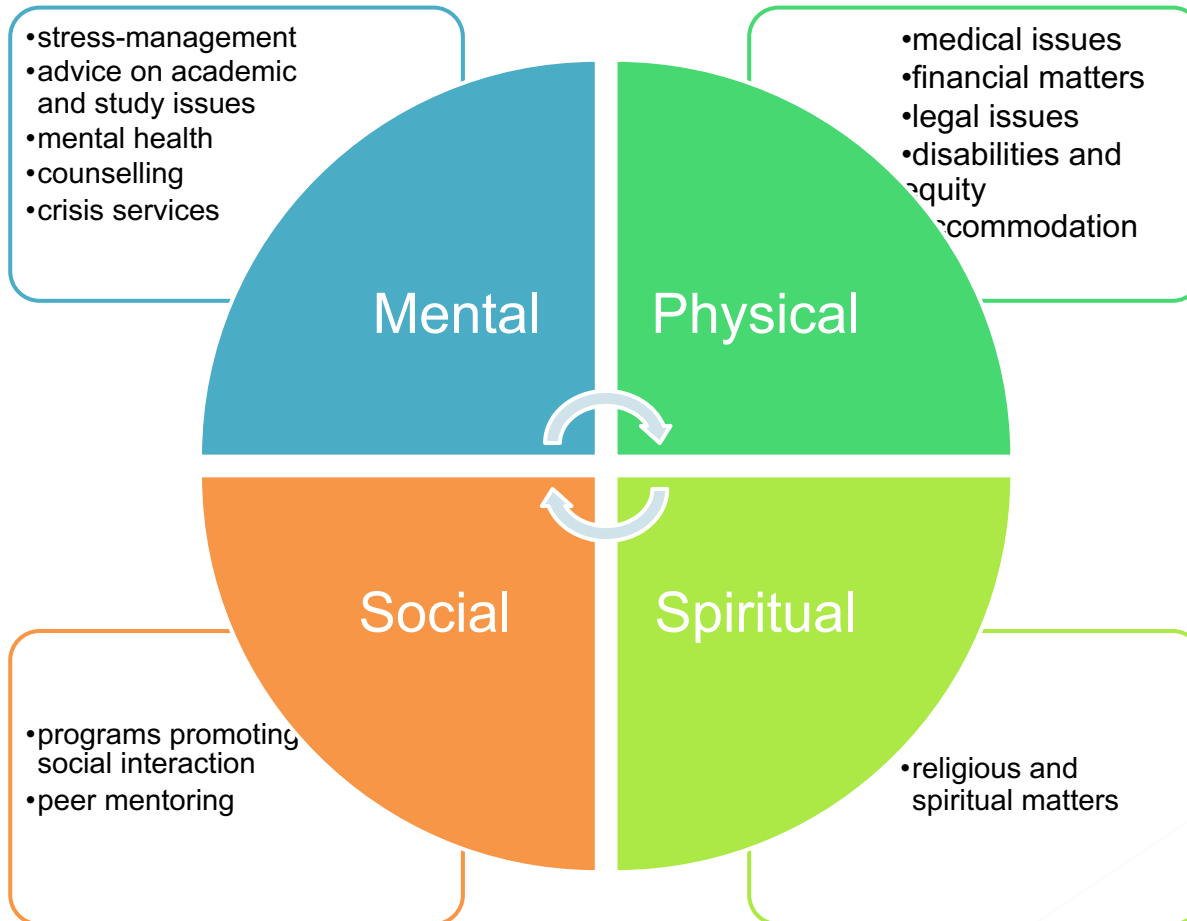
Victoria Legal Aid

Ph: 1300 792 387

# Welfare Services



We also offer international students a range of welfare services to help with the mental, physical, social and spiritual well-being. Through direct provision or referral/information/advice about







# IAOA

Insight Academy Of Australia

National Provider No : 45409 CRICOS Code : 03706G

Address: Level 10, 474 Flinders Street Melbourne VIC 3000  
Phone: +61 3 91908925  
Email: info@iaoa.vic.edu.au

# RTO /CRICOS Provider Obligations

- ▶ As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of our nationally recognised and ELICOS courses.
- ▶ To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.
- ▶ In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.
- ▶ For nationally recognised training, as the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.
- ▶ If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following the Complaints and Appeals Policy.



**REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER  
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# Complaints & Appeals Policy

Insight Academy of Australia responds to all allegations involving the conduct of:

- ▶ The RTO, its trainers and assessors and other staff.
- ▶ Any third party providing Services on behalf of Insight Academy of Australia.
- ▶ Any student or client of Insight Academy of Australia.

**Complaints** may be made in relation to any of Insight Academy of Australia's services and activities such as:

- ▶ the application and enrolment process
- ▶ marketing information
- ▶ the quality of training and assessment provided
- ▶ training and assessment matters, including student progress, student support and assessment requirements
- ▶ the way someone has been treated
- ▶ the actions of another student

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# Complaints & Appeals Policy

**Appeals** should be made to request that a decision made by Insight Academy of Australia is reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Insight Academy of Australia

REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER DETAILS



# Complaints & Appeals

## Making a complaint of appeal

- ▶ Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- ▶ Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Insight Academy of Australia's head office at Level 10, 474 Flinders Street, Melbourne, VIC 3000, attention to the Chief Executive Officer.
- ▶ Complaints and appeals will be acknowledged in writing.
- ▶ When making a complaint or appeal, provide as much information as possible to enable Insight Academy of Australia to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

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# Deferral & Suspension of Studies

## Compassionate or compelling circumstances

Deferral and suspension of studies will only be granted in circumstances which are beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Insight Academy of Australia is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student VISA

**The Department of Home Affairs will be notified of deferment, suspension or cancellation of studies which may affect the student's visa status**

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# Deferral & Suspension Of Studies

When determining whether compassionate or compelling circumstances exist, Insight Academy of Australia considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Insight Academy of Australia because of a circumstance such as being involved in a car accident.

- ▶ Where a student initiated deferral or suspension of enrolment is granted, Insight Academy of Australia will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled

**The Department of Home Affairs will be notified of deferment, suspension or cancellation of studies which may affect the student's visa status**

**REFER TO THE INTERNATIONAL STUDENT HANDBOOK FOR FURTHER DETAILS**





# Cancellation Of Studies

**Students may initiate** cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Insight Academy of Australia Course Transfer Policy and Procedure.

**Insight Academy of Australia may also initiate** suspension or cancellation of a student's enrolment on the grounds of:

- ▶ misbehaviour of the student
- ▶ or non-payment of fees.

Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Insight Academy of Australia Course Progress and Attendance Monitoring Policy and Procedures.

**The Department of Home Affairs will be notified of deferment, suspension or cancellation of studies which may affect the student's visa status**

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# End of Orientation Slides