



International Students Handbook 2025

Welcome Student,

Welcome to Envirotech Education — a place where environment, innovation, sustainability, and education come together to shape the future.

By choosing to study with us, you have taken an important step toward expanding your knowledge, strengthening your professional skills, and creating opportunities that can make a genuine difference in your life, your career, and your community.

At Envirotech, we believe that education is more than learning — it's transformation. As a nationally recognised Registered Training Organisation (RTO), we are dedicated to delivering world-class vocational education and training (VET) that blends technology, hands-on experience, and purpose-driven learning.

Our programs are designed to connect you with real-world industries, innovative technologies, and environmental leadership. You'll join a vibrant, multicultural community of learners and mentors who share a commitment to progress — locally, nationally, and globally.

As you embark on this journey, remember that your success is our mission. Every trainer, mentor, and staff member at Envirotech is here to guide, support, and empower you to achieve your full potential.

I wish you every success and an inspiring learning experience with us. Together, let's shape a sustainable and innovative future.

Warm regards,

Shelly Bengiat

Director & Chief Executive Officer

Envirotech Education

Contents

ABOUT ENVIROTECH	8
VISION AND MISSION	9
ACADEMIA	9
INNOVATION	9
STUDENTS	9
CAMPUS	10
TECHNOLOGY	10
TEAM	10
ENVIROTECH VISION	10
CAMPUS LOCATIONS	11
GOLD COAST	12
BYRON BAY	12
TRAINING ENVIRONMENT	13
ENROLMENT PROCESS	13
ENGLISH TEST	14
OFFER LETTER	14
PAYMENT FEES	15
CONFIRMATION OF ENROLMENT (COE)	15
ENROLMENT COMPLETION	15
PAYMENT PLANS	16
Direct debit supplier (Ezypay) fees:	16
TRANSACTION FEE APPLIES	16
FAILED PAYMENT FEE APPLIES	17
STUDENT'S RIGHTS	17
RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT	18
RPL PROCESS	18
4 STEPS FOR RPL	19
PROFESSIONAL GAPS	19
INTERNATIONAL STUDENTS	20
VISA INFORMATION	20
STUDENT VISA	20

COURSE OUTCOMES AND QUALIFICATIONS	22
COURSE / UNIT RESULTS	22
SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT	23
TIPS FOR STUDYING EFFECTIVELY	24
APPEAL PROCESS.....	25
EXPECTATIONS OF STUDENTS AND HOUSEKEEPING At Envirotech Education, we foster a respectful, inclusive, and professional learning environment where all students can succeed. Students are expected to conduct themselves with integrity, respect, and responsibility in accordance with Envirotech’s values, policies, and procedures.	25
STATEMENT OF UNDERSTANDING.....	25
SELF-DIRECTED LEARNING	25
CHANGE OF CONTACT DETAILS OR CIRCUMSTANCES.....	26
CLOTHING AND PRESENTATION.....	26
MULTICULTURAL AND ENGLISH LANGUAGE	26
EATING AND DRINKING.....	26
PRIVACY OF YOUR PERSONAL INFORMATION.....	26
PUNCTUALITY AND ATTENDANCE	27
KEEPING A COPY OF YOUR WORK	27
DRUGS AND ALCOHOL	27
SMOKING.....	27
MOBILE PHONES	28
MEDICAL ATTENTION	28
ENVIROTECH EQUIPMENT	28
OTHER PROGRAMS	28
SCHOLARSHIP	28
TRAINEESHIP & APPRENTICESHIP	29
VOCATIONAL INDUSTRY WORK PLACEMENT	29
INTERNSHIP	30
COURSES AVAILABLE	30
INTERN AT ENVIROTECH	30
MAIN BENEFITS	30
Program Conditions and Support	31
INTERNATIONAL STUDENTS	31
AUSTRALIAN MARKET.....	32

OCCUPATIONAL HEALTH AND SAFETY (OH&S)	32
DUTY OF CARE	33
FIRST AID KIT	35
CRITICAL INCIDENT	35
EMERGENCY MEETING POINT	36
STUDENT SERVICES.....	37
INTERNET ACCESSIBILITY	38
PHOTOCOPYING AND PRINTING FACILITIES	38
LIBRARY ACCESS AND LEARNING RESOURCES.....	38
STUDENTS' AMENITIES	38
NOTICE BOARD	39
DISCOUNTS	39
PERSONAL MEETINGS WITH STUDENTS AND OPEN COMMUNICATION	39
WELFARE AND SOCIAL SERVICES.....	39
COUNSELLING	40
STUDENT CARDS.....	40
EDUCATIONAL GUIDANCE AND ACADEMIC MENTORING	40
STUDENT RECORDS	41
LEGAL SERVICES	41
SERVICES ARRANGEMENT.....	41
AIRPORT PICKUP	41
ACCOMMODATION.....	41
GOLD COAST	42
BYRON BAY.....	42
MORE ACCOMMODATION OPTIONS.....	42
STUDENT LIFE.....	42
LIVING COSTS	42
ACCOMMODATION	42
OTHER LIVING EXPENSES	43
MINIMUM COST OF LIVING.....	43
CURRENCY AND MONEY.....	44
STUDENTS WITH FAMILY DEPENDANTS	45
EVERYDAY LIFE.....	46

GETTING A TAX FILE NUMBER	48
STARTING YOUR OWN BUSINESS	48
Tax Return and the financial year.....	49
CLIMATE AND SEASONS	49
GOLD COAST	49
BYRON BAY.....	49
THINGS TO DO AND SEE	50
GOLD COAST	50
BYRON BAY.....	50
Public Holidays in Australia	51
Emergency Contacts and Helplines.....	52
Local Hospitals and Medical Services	53
International Student Support	53
Translating and Interpreter Services	54
Envirotech Emergency Contact	54
TERMS & CONDITIONS	56
TERMS AND CONDITIONS OF ENROLMENT	57
1. ENROLMENT COMPLETION.....	57
2. ORIENTATION DAY	57
3. STUDENT VISA INFORMATION	58
4. CHILDREN’S EDUCATION	58
5. OVERSEAS STUDENT HEALTH COVER (OSHC)	58
6. COURSE REQUIREMENTS – Laptop Computer	58
7. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING	58
8. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL).....	58
9. STUDENTS UNDER 18	59
10. DUAL QUALIFICATIONS.....	59
11. ACADEMIC PROGRESS REQUIREMENTS	59
12. ATTENDANCE REQUIREMENTS	60
13. CONSUMER AND TUITION FEES PROTECTION	60
14. ACCESS AND EQUITY	61

15. CODE OF ETHICS.....	61
16. ADVERTISING CONSENT	61
17. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000}	61
18. STUDENT REQUEST FOR ENROLMENT DEFERRAL, SUSPENSION, CANCELLATION, APPROVED LEAVE OF ABSENCE AND TRANSFER BETWEEN PROVIDERS	62
19. STUDENT CONCERNS, COMPLAINTS AND APPEALS	63
20. STUDENT CONCERNS, COMPLAINTS AND APPEALS	69
21. REFUND POLICY	69



ENVIROTECH
E D U C A T I O N

ABOUT ENVIROTECH

Established in 2008, Envirotech Education (“Envirotech”) is a nationally recognised Registered Training Organisation (RTO ID: 31871), regulated by the Australian Skills Quality Authority (ASQA) for the delivery of accredited vocational education and training (VET) programs to both domestic and international students.

Envirotech is dedicated to the accountable, ethical, and high-quality delivery of training within the VET Quality Framework, ensuring that every qualification reflects excellence, innovation, and industry relevance.

We are proud to be fully compliant with the Standards for Registered Training Organisations (RTOs) 2025, delivering education that combines academic rigour with practical, real-world experience. Our programs are designed to align with evolving industry needs and to develop students’ employability, leadership, and entrepreneurial skills.

Through our Innovation Leadership Hub, students are empowered to create, innovate, and grow their own business ventures as part of their studies. Supported by our team of experienced trainers, mentors, and industry specialists, the Hub integrates hands-on projects, internships, and work-based learning — available as elective components across our Diploma and Advanced Diploma qualifications.

Our delivery sites in Queensland, and New South Wales, offer a unique and inspiring learning environment, fostering creativity, collaboration, and sustainability.

- Why choose Envirotech Education:
- Professionally designed and nationally accredited programs
- Prime campus locations with state-of-the-art facilities
- Practical vocational placements and industry experience
- Blended and flexible learning delivery
- Online learning platforms with free tutoring and academic mentoring
- Diverse, multicultural academic and support teams
- Rolling monthly intakes for flexible study commencement
- Customised payment plans
- Recognised university and career pathways

Envirotech Education continues to build futures through education that is innovative, sustainable, and globally connected — preparing graduates to make meaningful contributions to their industries and communities.

VISION AND MISSION

Envirotech: Globally innovative sustainable learning

Envirotech will continue to be at the forefront of globally innovative learning, championing environmental sustainability through technologically advanced education.

Our vision and mission are to empower individuals with the knowledge, practical skills, and mindset required to thrive in an evolving global economy. We are committed to integrating sustainability, digital innovation, and real-world industry engagement into every aspect of learning — ensuring our graduates are not only skilled professionals but also responsible leaders who drive positive change in their workplaces, communities, and the environment.

Envirotech Education inspires lifelong learning, creativity, and collaboration — preparing students to become catalysts for innovation, resilience, and sustainable growth across industries worldwide.

ACADEMIA

Envirotech's commitment to excellence extends beyond our students — it defines who we are as educators. We uphold the highest standards of academic integrity and accountability in delivering training under the Vocational Education and Training (VET) Quality Framework. Through rigorous self-assurance, evidence-based practice, and continuous improvement, we ensure that every qualification reflects quality, compliance, and relevance to industry and community needs.

INNOVATION

Envirotech was founded on the belief that education and innovation go hand in hand. Our culture of creativity and forward thinking drives us to adopt new tools, technologies, and methodologies that keep learning engaging, dynamic, and future-focused. We constantly evolve our training delivery to meet the changing demands of global industries and the sustainability sector.

STUDENTS

At the heart of Envirotech is our student-centred approach. We are committed to nurturing both the educational and personal growth of every learner through comprehensive support networks that extend locally, nationally, and internationally. Our mission is to empower students with 21st-century skills — blending innovation, technology, and real-world learning to prepare them for meaningful and sustainable careers.

CAMPUS

Envirotech endeavours for the locations and the design of our campuses and delivery sites to enhance the cultural diversity and the natural beauty of their surrounds to create the best student experiences.

TECHNOLOGY

Envirotech continues to advance toward our vision of becoming a world-leading education provider in technology, business, and sustainability. We invest in cutting-edge digital platforms, data-driven learning tools, and global entrepreneurship programs that enhance student engagement and industry readiness. Our integration of technology ensures that every learner gains digital confidence and capability for the future workforce.

TEAM

Our greatest strength is our people. The Envirotech team is a diverse community of educators, innovators, and professionals who are passionate about learning and transformation. We foster an environment of continuous professional development, collaboration, and respect — ensuring that our staff's growth translates into outstanding learning experiences for our students and partners worldwide.

ENVIROTECH VISION

- High Standards of Education focusing on environmental, sustainability and Innovation
- Empowering every student with the tools to succeed through practical skills, nationally recognised Australian qualifications, and globally relevant vendor certifications.
- Equipping our graduates to gain meaningful employment, participate productively in the workforce, or establish their own successful businesses.
- Offering a diverse range of courses and assisting students in gaining valuable industry experience through student services, internships, and work placement programs.
- Providing lifelong leadership and mentoring opportunities that foster personal growth, resilience, and rewarding career pathways.
- Recognising and understanding each student individually, ensuring awareness of their unique goals, circumstances, and learning needs.
- Delivering education and learning experiences that prepare students to confidently meet the challenges and opportunities of tomorrow.
- Achieving widespread recognition for our commitment to excellence in vocational education and training, delivered through an ethical, caring, and professional approach.
- Creating a supportive and nurturing environment for both staff and students — one that values compassion, integrity, and inclusivity.

- Maintaining a diverse faculty and staff, reflecting the global community we serve and fostering cross-cultural collaboration and respect.
- Promoting a friendly, safe, and healthy learning environment that enhances wellbeing and productivity.
- Maintaining an important focus on student employability, ensuring every graduate is equipped with practical, job-ready skills and confidence to succeed.

CAMPUS LOCATIONS



Envirotech operates campuses and delivery sites from two different states. Queensland (QLD) and New South Wales (NSW).

The campuses are relatively close, only a one-hour drive from campus to campus via the picturesque Pacific Coast Highway.

GOLD COAST – 54 Paradise Avenue, Miami, QLD 4220, Australia

The Envirotech Gold Coast Dive Centre is a specialised marine and environmental training facility located in the heart of Miami on the stunning southern Gold Coast. This unique campus offers students the opportunity to learn beside the ocean — combining academic excellence with hands-on, practical training in real-world marine environments.

Students benefit from access to professional diving infrastructure and modern learning facilities that support qualifications in Marine Habitat Conservation and Restoration, Aquaculture, and Sustainability Studies. The Dive Centre provides an immersive, experience-based learning environment where theory meets practice — building technical expertise, teamwork, and leadership in marine and environmental stewardship.

Situated close to public transport, student accommodation, cafés, and recreational areas, the Dive Centre is conveniently located just minutes from the Gold Coast International Airport, making it easily accessible for both local and visiting students.

GOLD COAST – 10 Bains Road, Currumbin Valley, QLD, Australia

The Sustainable Operations Learning (SOL) Centre in Currumbin Valley provides a serene and inspiring environment for students to engage deeply with sustainability, leadership, and innovation. Set amid lush rainforest and flowing creeks, this campus represents Envirotech's dedication to environmentally conscious, hands-on, and future-focused education.

Purpose-built training spaces, digital classrooms, and outdoor learning areas support programs in Sustainability, Conservation and Ecosystem Management, Leadership, and Environmental Studies. The SOL Centre integrates nature with learning — encouraging students to think creatively, act responsibly, and lead with purpose.

Located just 10 minutes from the Gold Coast International Airport, the SOL Centre is both accessible and tranquil — a space where learners connect with nature while developing the knowledge, skills, and mindset to drive sustainable change across industries and communities.

BYRON BAY - 33 Childe Street, Byron Bay, NSW 2481

The Envirotech Byron Bay beach front campus is located in one of the world's tourist hot spots, in the most supportive learning environment across from the ocean, natural parks, resorts, trendy restaurants, hip cafes and locally owned shops. Byron Bay is one of Australia's coziest and coolest surfing towns, just a short drive away from the scenic New South Wales hinterlands.

Beach yoga, surfing lessons and cruising eateries are just a few of the activities to indulge in while opening your career prospects while studying with Envirotech International College in Byron Bay.

TRAINING ENVIRONMENT

Envirotech Education provides a dynamic, inclusive, and technology-enhanced training environment designed to inspire learning, innovation, and collaboration. All learning resources are delivered electronically through Envirotech's digital platforms, ensuring every student has flexible access to up-to-date materials, tools, and assessments. This approach promotes a paperless, sustainable, and highly productive learning experience.

Envirotech trainers and assessors are industry professionals who meet strict qualification and experience requirements before conducting any training or assessment validation. Each trainer holds a Certificate IV in Training and Assessment, possesses relevant and current industry experience, and meets any specific occupational competency requirements as outlined in the relevant training package or course curriculum.

Our training approach combines interactive virtual theory sessions, group discussions, workshops, hands-on practical activities and workplacement. Students are encouraged to participate actively, collaborate with peers, and apply newly acquired knowledge and skills in real-world contexts.

Students with additional learning needs are identified through a collaborative process between the student, trainer, and support staff. Reasonable adjustments are provided wherever appropriate to ensure equitable access, enabling all students to achieve their goals and successfully complete their qualifications.

Envirotech values continuous improvement and places great importance on student feedback. Learners are invited to complete online feedback surveys at the end of each term to help us evaluate and enhance our teaching, learning, and support services.

We maintain an open-door policy, encouraging students to approach staff at any time to share ideas, raise concerns, or seek academic or personal support. Our aim is to ensure that every student feels respected, supported, and empowered throughout their learning journey.

ENROLMENT PROCESS

Envirotech Education offers a streamlined online enrolment process that collects all essential student details required for admission. You must complete the Enrolment Checklist and submit all required documentation, including evidence of your English language proficiency (when required) and any other supporting documents listed in the checklist.

The enrolment process varies between international and domestic students, as well as between funded and non-funded students (such as those supported by government programs). Once the

enrolment process is complete, Envirotech formalises your participation through a Training Agreement, which outlines the rights and responsibilities of both the student and the organisation.

This agreement ensures clarity regarding your course structure, delivery mode, fees, student support, and academic expectations. It also confirms your understanding of Envirotech's policies and procedures, as referenced in the Student Handbook and the Letter of Offer.

ENGLISH TEST

Envirotech Education is an Assessment Level 1 school, which means that students are not required to provide an IELTS test or other formal English proficiency results as part of their enrolment.

However, when required, students will be advised to complete an English Language Assessment and Interview with Envirotech Education prior to enrolment. This assessment helps ensure that every learner is placed in the most suitable course and receives appropriate academic support.

For students from countries where English is not the native language, evidence of English proficiency may still be requested when deemed necessary by the admissions team. In such cases, students can choose to:

- Submit existing English proficiency results (e.g., IELTS or equivalent recognised assessments), or
- Complete Envirotech's internal English proficiency test, provided at no cost to the student.

The results of the English test or interview will help determine the most suitable entry pathway for your chosen course and whether additional language, literacy, numeracy, or digital (LLND) support may be required to ensure your learning success.

OFFER LETTER

Envirotech guarantees to send an Offer Letter within 1 business day.

The offer letter is the course or program contract, binding to both Envirotech and the student. It is created once a student submits the enrolment form together with all supporting evidence as per the checklist on the application form. It contains a summary of policies and procedures relating to student's enrolment.

The Offer Letter is sent to prospective students together with a Vocational Industry Placement (VIP) Agreement indicating the default workplacement host and an invoice. To formalise student enrolment please return the signed document to Envirotech via email.

PAYMENT FEES

The Letter of Offer will state the amount payable before commencing study at Envirotech and the optional payment methods. At this stage the agreed tuition, service and Overseas Health Cover (OSHC) fees are paid. The transaction record should be provided to Envirotech via email.

After induction, all additional course fees are charged periodically through a direct debit service.

All fees and charges are managed in line with Envirotech's Fees and Refunds Policy and the ESOS Act 2000, ensuring fairness, transparency, and protection of student payments.

CONFIRMATION OF ENROLMENT (COE)

A Confirmation of Enrolment (CoE) is an official Australian Government document issued by Envirotech Education through the Provider Registration and International Student Management System (PRISMS).

The CoE verifies that you are formally enrolled in an approved CRICOS-registered course and is a required document when applying for a Student Visa (Subclass 500). You must hold a valid and current CoE for each course in your study package to be granted and maintain your visa.

Students from certain countries may be required to complete a Pre-Visa Assessment (PVA). If applicable, your PVA application can be submitted using your CoE or Envirotech's signed Letter of Offer.

Each CoE includes essential details such as your course start and end dates, tuition fees, and study load. Maintaining an active CoE throughout your studies is a visa condition, and students must contact Envirotech immediately if any course changes may affect their enrolment status.

ENROLMENT COMPLETION

To complete your enrolment in accordance with the Offer Letter, please follow the steps below:

1. Read carefully all details contained in your Offer Letter and ensure that the information is accurate.
2. Review the Terms and Conditions of Enrolment and the ESOS Framework (Act and Regulation), which outline your rights and obligations as an international or domestic student.
3. Sign and return a copy of your Offer Letter, together with all required supporting documents, including:
 - A copy of your passport
 - Proof of Overseas Student Health Cover (OSHC) (for international students)

- Evidence of English language proficiency (if required)
 - Certified copies of previous qualifications or academic transcripts
4. Sign the Vocational Industry Placement (VIP) Agreement, which is issued together with your Letter of Offer. This agreement outlines the expectations, responsibilities, and conditions of your industry placement during your studies.
 5. Make the required deposit payment as specified in your Offer Letter after signing and accepting your offer.
 6. Note that your Offer Letter remains valid for 28 days from the issue date shown at the bottom of the document.

Please refer to Envirotech Education's Student Terms and Conditions for detailed information on pre-requisites, course-specific requirements, and conditions of enrolment.

PAYMENT PLANS

After deposit payment, Envirotech Education offers you the option to pay your course remaining tuition in several instalments. Payment plan details will be included on the Offer letter.

All payment plans must be set through direct debit organised by Envirotech. That means, the instalment amount will be debited automatically from your bank account according to the Offer Letter payment plan.

Note that Direct Debit is compulsory for students with payment plan and must be completed prior to the start date of your course.

Please follow the link below to set up your direct debit plan:

[EZYPAY SIGN UP LINK](#)

Please note, the monthly amount and dates that appear in the form are by default. They will be amended according to the payment plan on your signed offer letter. A confirmation email will be sent to you once you sign up and your account is active.

Direct debit supplier (Ezypay) fees:

TRANSACTION FEE APPLIES

- \$5 for bank account (recommended)
- 3.894% of the debit/Instalment amount for visa/master card
- 7.786% of the debit/Instalment amount for AMEX

FAILED PAYMENT FEE APPLIES

- The failed transactions will be rebilled one week after the failed debit and \$20.24 will be added on top.

We recommend the use of BANK ACCOUNT details to avoid unnecessary fees. Using your BANK ACCOUNT details will ensure you pay the minimum transaction fees. Note that it must be an access or cheque account. Savings account does NOT have authorization to be debited and will result on failed payment and extra fees.

STUDENT'S RIGHTS

Envirotech is strongly committed to the highest academic level standards and the responsible delivery of the Vocation Education Training (VET) Quality Framework. In line with the Standards for Registered Training Organisations (RTOs) 2025, Envirotech ensures that every student is treated with fairness, respect, and transparency throughout their learning journey.

We uphold a strong culture of open communication, ethical conduct, and accountability, ensuring that all students and their representatives have access to accurate information, clear processes, and fair support from the moment of enrolment.

Please, refer to Envirotech Student's Rights where you can find essential information to protect yourself as a student and customer:

- Enrolment deferral, suspension, cancellation or approved leave of absence
- Transfer between providers
- Termination of enrolment
- Student's concerns, complaints and appeals
- Consumer Protection rights under Australian law
- Privacy and data protection

Envirotech Education is committed to ensuring that all students understand their rights and responsibilities, and we encourage you to contact the Student Services Team for assistance or clarification at any time.

RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT

Recognition of Prior Learning (RPL) provides an opportunity for students to have their existing skills, knowledge, and experience formally recognised towards the completion of a qualification. It allows candidates who have achieved competencies through previous work experience, training, or informal learning to receive exemptions from parts of their course.

Students who have already completed relevant nationally recognised units or qualifications may also apply for Credit Transfer (CT) prior to commencing their studies.

Application Process

A written application for RPL or Credit Transfer should be submitted before or during the enrolment process into the selected course.

Application for Credit transfer must include:

- A Statement of Attainment or Records of Results issued by an RTO registered under ASQA
- Course code and title
- The unit(s) of competency code and title; and
- The result(s) and completion date

All RPL and Credit Transfer applications are assessed by a qualified trainer or assessor who is experienced in the relevant industry area. If a student is not satisfied with the outcome, they have the right to appeal the decision through Envirotech's Complaints and Appeals Policy, available from the Student Services or on the Website or in this Student Handbook.

Course Duration Adjustments

Approval of RPL or Credit Transfer may result in a shorter course duration. For international students, any changes to the enrolment period must be reported to the Department of Home Affairs (DHA) through PRISMS. Students are encouraged to submit their application for RPL or Credit Transfer before their student visa is granted or within the first two (2) weeks of enrolment to ensure timely adjustments to their Confirmation of Enrolment (CoE) and course schedule.

RPL PROCESS

Envirotech offers students the opportunity to apply for RPL to all students upon enrolment. It is your right to be awarded for your skills and experience and we will be privileged to assist you achieve this goal. The RPL process is rewarding and engages applicants through the process to create a portfolio demonstrating their accumulated professional achievements.

For further information about RPL and the process at Envirotech access our Envirotech RPL Guide, and Credit Transfer & RPL Form.

4 STEPS FOR RPL

1. RPL initial application

Students should apply for recognition at enrolment within the two (2) weeks following enrolment. The student, with support from Envirotech, will have to identify the appropriate qualification / unit for which they seek recognition.

RPL applications must be supported with the applicant's current CV.

2. Personal Interview

Envirotech will interview the student and will advise of RPL selected units and the evidence gathering requirements. The interview allows time to examine the applicant's CV, and assisting students on how to construct a reasonable evidence portfolio.

The student will be given access to the full curriculum, so they can clearly identify the learning outcomes or competencies and the type of required evidence.

3. Gather and submit your work

The gathering of competency evidence is the fundamental stage of the RPL where each individual student must seek the unique work outcomes demonstrating their skills and knowledge. To submit the RPL an application form should be completed and forwarded to Envirotech with all supporting evidence.

4. RPL finalisation

Envirotech will then analyse individual experience and qualifications and compare them against appropriate learning outcomes/competency statements. If the claim matches the learning outcomes/competencies, then full recognition is granted.

PROFESSIONAL GAPS

When a professional gap is identified by Envirotech the student may be required to complete gap training.

Students may appeal the decision and ask for a subject matter expert to make a recommendation. The cost of this further process will be borne by the student.

A letter of advice of the outcome will be forwarded to the applicant within two weeks of the final decision.

INTERNATIONAL STUDENTS

VISA INFORMATION

Envirotech has experience dealing with Student/ Working Holiday/ Partner visa holders and offshore applications. We support students and agency representative in visa application needs.

Our approved agents can assist you through your journey with:

- Available Courses
- VISA Requirements
- Travel Information
- Accommodation Options

We have quality education agents all over the world to support your safe and easy arrival in Australia. To check our updated Registered Agents List, visit our website.

Attention- Education agents are not exempt persons and therefore must not provide immigration assistance.

For more information, please refer to: <https://www.border.gov.au/Trav/Visa/Usin/immigration-assistance>

STUDENT VISA

To study in Australia, international students must hold a valid Student Visa (Subclass 500). Applications can be submitted online through the Department of Home Affairs or, for some passport holders, via the nearest Australian Embassy or Consulate in your home country.

Most courses offered by Envirotech Education require a Student Visa (Subclass 500) under the Vocational Education and Training (VET) sector. If you currently hold a different visa type, please contact Envirotech's Admissions Team to confirm your eligibility and study options under your existing visa conditions.

Envirotech Education provides guidance and support to assist you in understanding your visa requirements and responsibilities. You are welcome to contact us for any visa-related enquiries or assistance.

For comprehensive information, please refer to Envirotech Education's Full Immigration Guide or visit the Department of Home Affairs website: www.homeaffairs.gov.au.

Important Visa Information and Requirements

International students should familiarise themselves with the following key areas before and during their studies:

- **Before you enrol:** Review your visa eligibility and ensure your course is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- **Visa application process:** Submit your application with your Confirmation of Enrolment (CoE) and required supporting documents.
- **ESOS legislative framework:** Understand your rights and obligations under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.
- **Visa grant conditions:** Meet all visa conditions, including maintaining enrolment in a CRICOS-approved course, achieving satisfactory course progress and attendance, and maintaining adequate health insurance (OSHC).
- **Work and study conditions:** You may be permitted to work up to the limit specified by the Department of Home Affairs while your course is in session, and unlimited hours during official study breaks.
- **Mandatory Overseas Student Health Cover (OSHC):** You must hold valid OSHC for the entire duration of your stay in Australia.
- **School-aged dependents:** If you are bringing dependent children of school age, they must be enrolled in school and associated tuition fees may apply.
- **Academic and administrative compliance:** Ensure timely payment of fees, participation in classes, and compliance with Envirotech's academic and administrative policies.
- **Living costs and evidence of funds:** Demonstrate sufficient financial capacity to cover tuition, travel, and living expenses for yourself and any dependents.

Envirotech Education is committed to supporting all students in meeting their visa and study obligations. Our Admissions and Student Services teams are available to provide guidance throughout your application and study period.

COURSE OUTCOMES AND QUALIFICATIONS

Envirotech Education delivers nationally accredited qualifications that meet the requirements of the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2025.

Upon successful completion of all required units of competency, you will be awarded a Nationally Recognised Qualification issued by Envirotech Education. If you complete one or more units without finishing the full qualification, you will receive a Statement of Attainment for the competencies achieved.

Each course consists of a number of units of competency designed to meet national industry standards. Throughout your studies, your knowledge, skills, and performance are assessed against the criteria specified in each unit of competency. Once you have been deemed competent in all units, you will be awarded your qualification.

All students who complete training with Envirotech Education will receive either:

- A Full AQF Certificate and Transcript (on completion of the entire qualification), or
- A Statement of Attainment (for partial completion or single-unit achievement).

Envirotech Education maintains records of all qualifications and Statements of Attainment for a period of 30 years, ensuring that students can request verification or re-issuance at any time.

COURSE / UNIT RESULTS

The following results are used to record unit outcomes on the above documents:

- **Competent:** When achieving satisfactory results in each of the unit sub modules assigned.
- **Withdrawn:** The student has withdrawn from a unit or course and not completed all required learning outcomes.
- **Exemption:** The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process.
- **Pending:** Indicates that assessments or assignments have not been finished yet.
- **Not Yet Competent (NYC):** The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.
- **Re-issuing Qualifications:** If your Certificate or equivalent document is misplaced or damaged, contact Envirotech administrative staff to order a replacement. This will attract a cost of \$20.00 plus postage. Qualifications are issued from the results and are kept for 30 years.

Re-assessment and Support

Students are provided with up to three (3) assessment attempts per unit to achieve competency.

If a re-assessment is required outside of normal operating hours, an administrative fee of \$70 may apply. Should a student remain Not Yet Competent after the third attempt, additional support and feedback will be provided for a further 14-day study period before retaking the assessment.

If competency is still not achieved, the student will be required to re-enrol in the full unit of study and complete all related assessments again. Additional course fees may apply. Repeated non-completion or failure to meet course requirements may result in academic exclusion or the need to restart the full current term.

Re-Issuing Qualifications

If your qualification, Statement of Attainment, or transcript is lost, misplaced, or damaged, you may request a replacement by contacting Envirotech Education's Student Services Department. A re-issuance fee of \$20.00 plus postage will apply.

All replacement documents will be issued in accordance with Envirotech's record management procedures and the Standards for RTOs 2025 – Clause 3.5 (Certification, Issuing and Re-Issuing of Qualifications).

SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT

Envirotech Education recognises that students may experience unexpected circumstances that can affect their ability to complete assessments or meet course deadlines. In such cases, students may be eligible to apply for special consideration or a deferred assessment.

Special consideration may include an extension of time, an alternative assessment arrangement, or a rescheduled assessment opportunity. These adjustments are designed to ensure that all students are treated fairly while maintaining the integrity and standards of assessment.

Students may apply for special consideration or deferred assessment if:

- Their performance in an assessment or class activity was seriously affected by circumstances beyond their control, such as illness, injury, family or personal emergencies, compassionate or religious reasons; or
- They were disadvantaged at the time of assessment due to unexpected events such as accident, disability, bereavement, trauma, or other compassionate circumstances.

Application Process

- Students must submit a Special Consideration or Deferred Assessment Request Form as soon as possible after the event occurs, preferably within five (5) working days of the assessment date.

- Supporting documentary evidence (e.g., medical certificate, counsellor report, or statutory declaration) must be included with the application.
- The request will be reviewed by the relevant Trainer/Assessor and the Academic Coordinator.
- Students will be notified of the decision in writing, along with any approved extension dates or adjusted assessment arrangements.

Envirotech Education is committed to ensuring equitable treatment for all students and will consider each request with empathy and fairness while upholding academic and compliance requirements.

TIPS FOR STUDYING EFFECTIVELY

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during the session and reviewing work at home.
- If you are studying via 'distance self-paced' ensure that you keep to your schedules for work completion.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of coffee or do something you like) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms with their translation or meaning.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen
- Email your trainer with any question or difficulty you come across in your home assignments.

APPEAL PROCESS

Envirotech Education is committed to providing a fair, transparent, and accessible process for students to appeal academic or administrative decisions. Students have the right to request a review of any decision made by Envirotech that directly affects their studies, assessment outcomes, or enrolment status.

The appeals process ensures that all matters are handled impartially and with procedural fairness. It is designed to protect students' rights while maintaining the integrity of the organisation's academic and administrative standards.

This agreement, and the availability of Envirotech's complaints and appeals procedures, does not remove the student's right to take further action under Australian Consumer Law. Envirotech's internal dispute resolution process does not limit or exclude a student's right to pursue other legal remedies.

If a student requires independent advice or external support, they may contact:

Education Queensland International (EQI)

Envirotech Education | Provider No: 31971 | CRICOS No: 03094J

Website: www.eqi.com.au

EXPECTATIONS OF STUDENTS AND HOUSEKEEPING

At Envirotech Education, we foster a respectful, inclusive, and professional learning environment where all students can succeed. Students are expected to conduct themselves with integrity, respect, and responsibility in accordance with Envirotech's values, policies, and procedures.

STATEMENT OF UNDERSTANDING

During your induction, you will be required to sign the Statement of Understanding, confirming that you have read, understood, and agreed to the conditions set out in this Student Handbook. Please also refer to Envirotech's Policies and Procedures to familiarise yourself with your rights and responsibilities as an Envirotech student.

SELF-DIRECTED LEARNING

Envirotech strongly encourages students to engage in self-directed learning — a key attribute valued by employers and essential for success in modern workplaces. Self-directed learning involves regularly updating your knowledge, building new skills, and taking responsibility for your own academic growth.

Our trainers will support you in developing these skills through tutorial sessions, mentoring, and access to additional study resources. You may also request optional access or staff assistance outside of class hours by prior arrangement with the Administration Office.

CHANGE OF CONTACT DETAILS OR CIRCUMSTANCES

Students must notify Envirotech within seven (7) days of any change to their personal or contact details (e.g., address, phone number, or email). You can update your details directly through the Student Portal. Guidance on how to do this is provided in the Student Portal Guide, available from the Administration Office during orientation.

CLOTHING AND PRESENTATION

Students are expected to maintain a clean, neat, and respectful appearance while attending classes or practical training. Footwear must be worn at all times.

Clothing displaying offensive or inappropriate language, images, or symbols is not permitted.

Please bring a sweater or jacket, as air-conditioning in classrooms can be cool.

MULTICULTURAL AND ENGLISH LANGUAGE

Envirotech Education is proud of its diverse, multicultural student community. We support new arrivals through orientation and cultural adjustment assistance. To encourage language development, all students are expected to communicate in English while on campus, during class discussion and practical sessions. Speaking English in class and social settings enhances learning and helps students gain confidence in a professional environment.

We ask that all students demonstrate patience, tolerance, and respect toward others, both in and out of the classroom.

EATING AND DRINKING

Food and drink are allowed in the during sessions. You can make lunch in the kitchen and eat it in the Common Room. It is your responsibility to leave your area clean and tidy.

PRIVACY OF YOUR PERSONAL INFORMATION

Envirotech Education respects and protects your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Your information will only be shared with third parties when legally required or necessary to fulfil educational and regulatory obligations.

This may include authorised agencies such as:

- Australian Government departments and designated authorities;
- The Tuition Protection Service (TPS);
- The ESOS Assurance Fund Manager; or
- Other relevant education or regulatory bodies.

PUNCTUALITY AND ATTENDANCE

Students are expected to arrive on time for all scheduled classes, workshops, and training sessions. Punctuality reflects professionalism, discipline, and respect for trainers and peers.

Late arrivals disrupt learning and may affect attendance records. If you arrive more than 15 minutes late, you may be marked absent for one hour on the class roll. Repeated lateness may impact your academic progress and, for international students, your visa compliance obligations.

The same attendance and punctuality requirements apply during all practical sessions, fieldwork, industry placements, and excursions. Students are expected to attend these activities fully prepared, wearing the required attire, and to arrive at the designated meeting point on time. Failure to attend or lateness in these sessions may be treated as non-attendance and recorded accordingly.

Regular attendance and active participation are essential to achieving competency, maintaining course progress, and meeting both Envirotech's academic standards and government regulatory requirements.

KEEPING A COPY OF YOUR WORK

Students are responsible for retaining copies of all assessments and assignments submitted to Envirotech.

If any work is lost or corrupted in transit, you may be asked to resubmit the materials to ensure assessment requirements are met.

DRUGS AND ALCOHOL

Envirotech maintains a strict zero-tolerance policy toward the possession, use, or influence of drugs, alcohol, or illicit substances on campus or during training activities. Any student found in breach of this policy may be asked to leave the premises immediately. Continued non-compliance may result in suspension or removal from the program.

Unacceptable behaviour, including aggression, verbal abuse, or physical violence toward staff, students, or others, will result in instant disciplinary action or termination of enrolment.

SMOKING

Smoking is not permitted inside any Envirotech building or within designated outdoor learning and communal areas.

Smoking is allowed only in approved areas, away from campus entrances and classrooms, and only during official breaks.

Students must dispose of cigarette butts and waste responsibly in the bins provided.

MOBILE PHONES

Mobile phones must be switched off or to silent mode during all classes, workshops, and assessment sessions.

Students may make or receive calls during scheduled breaks only. Disruptions caused by phone use during class are considered a breach of classroom etiquette.

MEDICAL ATTENTION

Students with ongoing medical conditions or special health needs must inform Envirotech during the enrolment process. If treatment or medication is required during class hours, please notify your trainer and the student registrar students@envirotech.edu.au (or delegated staff) in advance. In the event of illness or injury on campus, trainers must be advised immediately so that first aid or medical assistance can be arranged promptly.

ENVIROTECH EQUIPMENT

All students are responsible for the safe and proper use of Envirotech equipment, resources, and facilities.

Equipment must be handled in accordance with trainer instructions and returned clean and in good condition after use.

No Envirotech equipment, materials, or products may be removed from the premises without prior written approval.

Unauthorised removal or misuse of property will be considered serious misconduct and may result in disciplinary action, including suspension or cancellation of enrolment.

OTHER PROGRAMS

SCHOLARSHIP

While most international students in Australia are full-fee-paying students, Envirotech Education offers a limited number of scholarships each year. These scholarships aim to encourage diversity, inclusion, and access to education across our programs.

Scholarships may be awarded based on academic performance, community involvement, leadership potential, or financial hardship, depending on the specific scholarship criteria.

International students who receive an Envirotech scholarship are still required to apply for and maintain a valid Australian Student Visa (Subclass 500) for the duration of their studies.

Note: Australian Government scholarships are not generally available for international students undertaking English language courses in Australia. However, Envirotech Education offers internal

English language scholarships each year to support students in achieving their language learning goals.

TRAINEESHIP & APPRENTICESHIP

Envirotech provides Nationally Recognised qualifications under this funding program which are adjusted to suit individual business needs and apprenticeship programs for some of our courses. We provide flexible training options allowing for on-the-job training, with negotiations around time, location, and the nature of the training to suit individual business needs.

VOCATIONAL INDUSTRY WORK PLACEMENT

A Vocational Industry Work Placement (VIP) is an essential and practical component of your course at Envirotech Education. It provides you with the opportunity to apply your classroom knowledge in real industry settings, develop employability skills, and gain valuable hands-on experience that enhances your future career prospects.

The Australian job market is competitive, and employers seek graduates who demonstrate both technical ability and workplace experience. As an international student, participating in a structured work placement will help you build confidence, improve your communication and teamwork skills, and expand your professional network within your chosen industry.

Placement Duration and Requirements

All international students enrolled in eligible qualifications are required to complete 40 weeks of vocational industry placement, at a minimum of 16 hours per week, as part of their course requirements.

This placement is formally assessed and integrated into your program of study and must be completed under the supervision of a qualified workplace mentor or supervisor approved by Envirotech Education. The placement allows students to gain direct exposure to industry operations, sustainability practices, and professional standards relevant to their qualification.

Key Benefits of Work Placement

- Gain real-world experience in your field of study
- Develop professional skills and industry-specific competencies
- Build connections with potential employers and mentors
- Strengthen your resumé and employability profile
- Fulfil a mandatory component of your qualification with guided supervision and assessment

Envirotech's Work Placement Team workplacement@envirotech.edu.au will assist you in organising your placement, ensuring it meets all course and compliance requirements. Support will be provided throughout the process, from orientation to completion, including the signing of your Vocational Industry Placement (VIP) Agreement prior to commencement.

INTERNSHIP

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. From that you can gain practical training and experience in an English language environment, helping you to develop a network of professional contacts. These can be useful for future references and increasing your chances to find a similar job in your home country.

COURSES AVAILABLE

- Certificate III in Marine Habitat Conservation and Restoration
- Certificate IV in Marine Habitat Conservation and Restoration
- Diploma of Marine Habitat Conservation and Restoration
- Diploma of Sustainable Operations
- Diploma of Leadership and Management
- Diploma of Project Management

INTERN AT ENVIROTECH

The Envirotech Internship Program is designed to provide students with meaningful, practical work experience that complements their formal studies. The program enables students to apply their vocational skills in a real-world business environment within Envirotech Education or one of its partner organisations.

Internships offer a valuable opportunity to integrate theory with practice, enhance employability, and gain insight into the operations of an educational and business environment. Participation in the program is unpaid and conducted for a fixed duration as part of the student's training and course outcomes.

This internship forms part of the student's vocational placement and professional development experience, and there are no additional fees associated with participation.

MAIN BENEFITS

1. Practical Industry Experience – Gain firsthand knowledge of various aspects of business operations in a professional work environment.
2. Career Pathway Development – Explore future career prospects and potential long-term opportunities with Envirotech or its partner networks.

3. Personalised Career Advice – Receive feedback and guidance on your career direction, helping you identify suitable roles and industries for your future.
4. Professional Networking – Build connections with experienced professionals who may provide valuable references or future job opportunities.
5. Skill Application – Apply the skills, knowledge, and techniques acquired in the classroom to real-world projects and challenges.
6. Confidence and Professional Growth – Develop a “can-do” attitude, self-motivation, and resilience through hands-on learning experiences in a supportive environment.

Program Conditions and Support

- Internship placements are approved and monitored by Envirotech Education’s Work Placement Team.
- All interns receive workplace induction and supervision to ensure compliance with Fair Work principles and training and safety requirements.
- Internships are conducted in accordance with Standard 3.2 of the Standards for RTOs 2025, ensuring that work-based learning aligns directly with course outcomes and competency requirements.
- Students are covered under Envirotech Education’s insurance policy during the approved internship period.

INTERNATIONAL STUDENTS

Moving to a new country is an exciting and life-changing experience — filled with opportunities to meet new people, explore diverse cultures, and discover new places. However, it can also present challenges such as homesickness, cultural adjustment, financial pressures, and academic stress. These experiences, if not addressed, may affect a student’s wellbeing, confidence, and ability to maintain satisfactory academic progress.

To support our international students in achieving both personal and academic success, Envirotech Education provides full-time student support services. Our dedicated Student Support Officers are available to assist with emotional, cultural, and academic challenges that may arise during your studies.

Through confidential one-on-one support sessions, students can discuss personal concerns and receive guidance on managing study workloads, maintaining wellbeing, and developing effective problem-solving strategies. Together, we create practical action plans that help students overcome obstacles and regain focus.

These sessions often help students strengthen key employability and life skills, including:

- Self-management – building independence, resilience, and emotional balance.
- Communication – developing effective interpersonal and cross-cultural communication skills.
- Planning and organisation – improving time management and goal setting to stay on track academically and personally.

Envirotech Education is committed to ensuring every international student feels supported, valued, and connected — both in the classroom and within the broader community.

AUSTRALIAN MARKET

The Australian labour market is increasingly competitive and dynamic, shaped by economic changes, emerging industries, and evolving skill demands. For international students, entering the job market can be challenging due to unfamiliarity with local work culture, language barriers, and limited professional networks.

To succeed, students must learn how to effectively represent their skills, qualifications, and personal strengths in ways that align with Australian workplace expectations. Developing these employability skills gives students a competitive edge and enhances their opportunities for meaningful employment.

At Envirotech Education, we are committed to helping students bridge the gap between study and employment. Through a range of tailored career development initiatives, including work placement programs, industry networking opportunities, and employability workshops, students gain practical experience and insight into real-world professional environments.

Each student is supported with a personalised career action plan, designed to help identify goals, strengthen professional skills, and achieve successful entry into the Australian job market. Our aim is to ensure every graduate is confident, job-ready, and capable of making a positive contribution to the Australian workforce and beyond.

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Envirotech Education is committed to providing a safe, healthy, and secure environment for all students, staff, and visitors. We are dedicated to achieving the highest standards of Occupational Health and Safety (OHS) by complying with all relevant Australian Work Health and Safety (WHS) legislation and implementing proactive risk management practices.

Our goal is to ensure that everyone on campus, during practical training, fieldwork, or excursions, can study and work in an environment free from hazards and harm.

Student Participation in OHS

All students are required to actively participate in OHS practices as part of their training. This includes:

- Following safety instructions provided by trainers, supervisors, or workplace mentors;
- Using equipment safely and as directed;
- Wearing appropriate uniforms or personal protective equipment (PPE) during all practical training sessions, field activities, and excursions; and
- Completing all safety-related learning tasks and assessments, even if similar content has been covered in previous units.

Every unit of competency delivered at Envirotech includes references to relevant WHS procedures and standards, ensuring students graduate with the skills and awareness necessary for safe workplace participation.

DUTY OF CARE

OHS is everyone's responsibility.

All employees, contractors, and students share a duty of care to maintain a safe and healthy environment for themselves and others.

Students must:

- Take reasonable care for their own safety and that of others;
- Report unsafe conditions, faulty equipment, or accidents immediately to a trainer, supervisor, or administration staff;
- Identify and report potential hazards or risks in the workplace or training environment;
- Follow safe working practices and comply with all OHS policies and procedures;
- Refrain from any action that could endanger themselves or others.

During off-campus activities, practical sessions, or excursions, the same duty of care applies. Students must follow all safety instructions provided by their trainers or supervisors and report any hazards, injuries, or near-miss incidents immediately.

First Aid

Envirotech provides a First Aid Kit for use by staff and students. The kit is maintained and regularly checked for compliance.

The primary First Aid Kit is located in the Staff Room. Additional first aid supplies may be available at field locations, excursions, or vocational placement sites.

Designated First Aid Officers are trained to respond to minor injuries and coordinate emergency care where necessary.

EMERGENCY CONTACTS

In an emergency, contact:

- **Police / Fire / Ambulance:** 000
- **SES (floods & storms):** 132 500
- **Police attendance (non-emergency):** 131 444 (all states except VIC)
- **International incident emergency helpline:** 1300 555 135 (within Australia)
- **Outside Australia:** +61 2 6261 3305
- **Road Assistance QLD:** 13 1905
- **Road Assistance NSW:** 13 1111
- **Poisons Information Centre:** 13 1126
- **Community Health:** 07 5519 8242
- **Gold Coast services:** www.goldcoast.com.au/essential-gold-coast-services

Hospitals and Health Facilities

- **Gold Coast University Hospital:** 1 Hospital Blvd, Southport QLD 4215 | 1300 744 284
www.health.qld.gov.au/goldcoasthealth
- **Robina Hospital:** 2 Bayberry Ln, Robina QLD 4226 | 07 5668 6000
www.health.qld.gov.au/services/goldcoast/gcoast_robina_hosp.asp
- **Tweed Hospital:** Cnr Florence & Powell Sts, Tweed Heads NSW 2485 | 07 5506 7416
www.nnswlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health
- **Byron District Hospital:** 10 Shirley St, Byron Bay NSW 2481 | 02 6685 6200
www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital
- **Byron Central Hospital:** 54 Ewingsdale Rd, Ewingsdale NSW 2481 | 02 6639 9400
<http://nnswlhd.health.nsw.gov.au/about/hospitals/byron-central-hospital/>

FIRST AID KIT

The first aid kit is provided for use by all staff and students and is maintained by the Red Cross. The first aid kit is located at the staff room.

CRITICAL INCIDENT

A critical incident is any traumatic or high-risk event (occurring within or outside Australia) that causes, or has the potential to cause, extreme stress, fear, or harm to individuals or the institution. Envirotech Education has a Critical Incident Policy and Procedure outlining the steps to manage emergencies, provide immediate support, and document follow-up actions.

Students must report any critical incident immediately to a trainer, staff member, or Student Support Officer.

Critical Incident: it is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:

Critical incidents may include, but are not limited to:

- Missing students;
- Death, suicide, or serious injury;
- Violence, assault, or severe verbal or psychological aggression;
- Natural disasters (e.g., floods, fires, severe storms);
- Serious accidents during training, fieldwork, or excursions;
- Widespread infection, contamination, or threat of disease;
- Damage to facilities or property;
- Civil unrest or deprivation of liberty;
- High-risk threats to personal safety (e.g., domestic violence, sexual assault, substance abuse);
- Any incident that could significantly affect the wellbeing of students or staff; or
- Publicity that could adversely impact the reputation or operations of Envirotech Education.

Note:

Non-life-threatening events may still qualify as **critical incidents** if they cause significant distress or disruption to students or staff.

All incidents are handled in accordance with **Envirotech Education's Critical Incident Policy**, which includes:

- Immediate response and communication procedures;
- Coordination with emergency services (if required);
- Follow-up support, counselling, and welfare checks;
- Documentation and reporting requirements; and
- Review of risk management practices to prevent recurrence.

EMERGENCY MEETING POINT

GOLD CAST CAMPUS

Gold Coast Dive Centre

Please refer to the Emergency and Evacuation Plan displayed in each classroom and throughout the campus building. These plans outline the safest evacuation routes and emergency procedures specific to the Miami facility.

In the event of an emergency or evacuation, remain calm and proceed immediately to the designated assembly point located at the main entrance of the building, near the Forty-Two 20 Café on Paradise Avenue. This location serves as a clear and accessible meeting point for all students, staff, and visitors until it is declared safe to return.

Fire extinguishers, first aid kits, and other emergency equipment are positioned along the corridors outside classrooms and are clearly marked with signage. These are to be used only by trained or authorised personnel.

Students must follow all instructions provided by their trainer, Fire Warden, or emergency services personnel at all times. Do not re-enter the building until official clearance is given.

SOL Centre

Please refer to the Emergency and Evacuation Plan located in each classroom and in all common areas. These diagrams indicate evacuation routes, exits, and safety procedures specific to the SOL Centre.

In the event of an emergency or evacuation, proceed calmly to the designated assembly point located in the main car park area near the entry gate and SOL Centre signage. Remain at the assembly point until a Fire Warden or authorised Envirotech staff member confirms that it is safe to return to the premises.

Fire extinguishers, first aid kits, and emergency response equipment are located near reception and throughout the training areas.

BYRON BAY CAMPUS

Please refer to the Emergency and Evacuation Plan posted in each classroom and main hallway. These plans identify exit routes, safe zones, and emergency procedures specific to the Byron Bay campus.

In the event of an emergency, move calmly to the assembly point located at the front entrance of the building, beside the Envirotech Education sign. Remain at this location until directed otherwise by the Fire Warden, trainer, or emergency personnel.

Fire extinguishers, first aid kits, and evacuation maps are located throughout the campus and must only be operated by trained personnel.

STUDENT SERVICES

Envirotech Education is dedicated to supporting students throughout their learning journey – from arrival and orientation to academic success and personal wellbeing.

Once your student VISA is granted, notify Envirotech Education of your travel arrangements at least two (2) weeks prior to arrival. This allows us to prepare for your arrival and assist with airport transfers, accommodation, and orientation.

Services Available to All Students

Envirotech provides a wide range of services designed to help students to settle comfortably, succeed academically, and enjoy their study experience in Australia:

- Airport pickup
- Cultural adjustment support
- Internet and computer access
- Arranging accommodation
- Arranging medical cover
- Student Discounts
- Assistance in finding work
- Counselling
- On campus Welfare support
- Electronic resources library
- Blended learning and tutoring assistance

Envirotech staff are available during business hours (Monday to Friday, 9:00 am – 5:00 pm) to answer any enquiries, provide guidance, and assist with enrolment or general student needs.

Our multicultural administration and support team has extensive experience assisting students from diverse backgrounds:

- Highly qualified and internationally experienced staff
- Most team members are fluent in two or more languages
- Personal understanding of the international student experience

INTERNET ACCESSIBILITY

All Envirotech students have free access to the Envirotech Wi-Fi network across all campuses. Login details are provided during orientation.

PHOTOCOPYING AND PRINTING FACILITIES

Printing and photocopying services are available through the **Administration Office** at the following costs:

- Black and white: \$0.20 per page
- Colour: \$0.50 per page

LIBRARY ACCESS AND LEARNING RESOURCES

Students have access to both physical and digital learning resources, including:

- Online academic and e-learning resources
- DVDs, videos, and visual reinforcement materials relevant to each course
- Lecture recordings or audio study materials (where available)
- Review sessions and sample tests for self-study
- Access to nearby **public libraries** in Miami and Byron Bay for additional materials

STUDENTS' AMENITIES

All campuses provide clean, comfortable, and well-equipped amenities, including:

- Kitchen facilities with a coffee and tea station (free tea and coffee provided)
- Toilets and showers
- Drinking water stations

Students are responsible for keeping shared spaces clean and tidy at all times. Dishes and utensils must be washed and returned to their designated storage areas after use.

NOTICE BOARD

A Student Notice Board is located in the main classroom area at each campus. It provides important information such as class timetables, term calendars, campus events, and student announcements.

Students wishing to post personal notices must first obtain approval from Envirotech staff.

DISCOUNTS

Envirotech students are entitled to local business discounts in the surrounding campus areas. Information on participating businesses and discount opportunities is provided during orientation and updated regularly on the Student Notice Board.

PERSONAL MEETINGS WITH STUDENTS AND OPEN COMMUNICATION

Envirotech operates under an open-door communication policy.

Students are encouraged to approach any staff member for assistance or advice — whether academic, personal, or administrative.

Our team is here to ensure you feel supported and connected throughout your studies.

WELFARE AND SOCIAL SERVICES

All students have access to qualified welfare and social support officers who can provide confidential guidance on personal, cultural, or study-related matters.

Support may include:

- Personal and emotional wellbeing
- Academic progress or motivation
- Accommodation or financial challenges
- Adjustment to life in Australia

Appointments can be booked through the Administration Office.

COUNSELLING

Counselling services are provided to all students at no cost.

Counselling services may be also contacted by phone and via the internet, the following contacts may be of service.

- www.health.qld.gov.au
- www.aihw.gov.au
- www.lifeline.org.au/goldcoast/lifeline_services

STUDENT CARDS

On your first day at Envirotech, a photo will be taken for your student ID card. Your card includes personal identification details and is non-transferable.

Student cards provide access to:

- Student concessions for transport
- Discounts for local attractions and social events
- Eligibility for the International Student Identity Card (ISIC) — www.isiccard.com.au

EDUCATIONAL GUIDANCE AND ACADEMIC MENTORING

Students experiencing academic difficulties or wishing to improve course performance are encouraged to access tutoring and study support.

Free tutoring sessions are available every Friday and must be booked in advance through the Administration Office.

Tutors provide guidance in:

- Assessment preparation
- Time management and study skills
- Clarification of course content

STUDENT RECORDS

All student records are maintained securely and confidentially in compliance with the Privacy Act 1988 (Cth) and ASQA data management requirements.

Students can access their academic records and progress reports through the Student Portal.

LEGAL SERVICES

Students can access free or low-cost legal advice through Legal Aid Queensland:

Address: 1st Floor, 100 Scarborough Street, Southport QLD 4215

Phone: 1300 65 11 88

SERVICES ARRANGEMENT

AIRPORT PICKUP

Envirotech offers a friendly and reliable airport transfer service, meeting students at Gold Coast or Brisbane Airports and transporting them directly to their accommodation.

Airport Transfer Fees:

- Gold Coast (one way): \$99.00
- Gold Coast (return): \$190.00
- Brisbane–Coolangatta (one way): \$250.00
- Brisbane–Coolangatta (return): \$480.00

Bookings should be made at least two weeks prior to arrival.

ACCOMMODATION

Envirotech partners with trusted accommodation providers to ensure students have safe, comfortable, and welcoming housing options. We assist in arranging homestay and shared accommodation with local Australian families or other students.

Living with a homestay family provides an excellent opportunity to experience Australian culture, food, and customs while practising English in a supportive environment. Accommodation costs are not included in tuition fees.

GOLD COAST

Student Homestay Accommodation: www.aussiehomestay.com.au

For bookings, please complete the online form available on our website.

BYRON BAY

Student Homestay Accommodation: www.byronbaystudentaccommodation.com.au

Bookings and current pricing are available through the Envirotech website.

MORE ACCOMMODATION OPTIONS

Envirotech maintains a noticeboard and Facebook group for students seeking share or rental accommodation.

These listings are regularly updated and shared by other students.

STUDENT LIFE

Are you ready to begin your great adventure with **Envirotech Education**?

Studying in Australia is not only an academic experience — it's a life-changing journey filled with opportunities to learn, grow, and explore one of the most vibrant, multicultural countries in the world.

In this section, you'll find important information to help you plan your studies abroad and prepare for life as an international student in Australia.

LIVING COSTS

When planning your study experience, it's important to ensure you have sufficient financial resources to cover tuition fees, travel, and day-to-day living expenses.

According to the Department of Home Affairs (2025), international students should budget approximately AUD \$29,700 per year (or about \$2,475 per month) to cover living costs in Australia.

Actual costs vary depending on lifestyle, accommodation choice, and location.

Typical Weekly Living Expenses

ACCOMMODATION

- **Hostels and guesthouses:** \$100 – \$180 per week
- **Shared rental:** \$120 – \$250 per week
- **Homestay:** \$250 – \$350 per week
- **Private rental:** \$220 – \$500 per week

OTHER LIVING EXPENSES

- **Groceries and eating out:** \$90 – \$280 per week
- **Utilities (gas, electricity, water):** \$40 – \$150 per week
- **Phone and internet:** \$25 – \$60 per week
- **Public transport:** \$20 – \$60 per week
- **Car (after purchase):** \$150 – \$260 per week
- **Entertainment and social activities:** \$80 – \$160 per week

These figures are provided as a guide only. You may spend more or less depending on your lifestyle and spending habits.

MINIMUM COST OF LIVING

The Department of Home Affairs (DHA) sets minimum financial requirements that international students must meet to be eligible for a Student Visa (Subclass 500). These requirements ensure that students can adequately support themselves and their dependants while living and studying in Australia.

As of October 2025, the minimum annual living cost requirements are as follows:

- Student: AUD \$29,710 per year
- Partner or spouse: AUD \$10,394 per year
- Child: AUD \$4,449 per year

These amounts are reviewed periodically by the Australian Government and may change without notice. You should always check the latest financial requirements on the official Department of Home Affairs website:

www.homeaffairs.gov.au

All costs are in Australian dollars (AUD). To estimate the amount in your own currency, you can use the XE Currency Converter: www.xe.com.

For helpful information on managing your finances, visit:

- MoneySmart: www.moneysmart.gov.au – Australian Government guidance on budgeting, banking, and financial planning.
- Study in Australia: www.studyinaustralia.gov.au – official advice on living expenses and financial preparation for studying in Australia.

CURRENCY AND MONEY

Australia's currency is the Australian Dollar (AUD), represented by the symbol \$. One dollar is equal to 100 cents (100c = \$1 AUD).

Currency Denominations

- Banknotes: \$100, \$50, \$20, \$10, \$5
- Coins: \$2, \$1, 50c, 20c, 10c, 5c

Using Money in Australia

- Credit and debit cards are widely accepted in shops, restaurants, hotels, and most service outlets.
Common cards include Visa, MasterCard, American Express, and Diners Club.
- Contactless payments (tap-and-go) are available for small purchases, and digital wallets such as Apple Pay and Google Pay are accepted at most retailers.
- ATMs (Automatic Teller Machines) are available 24 hours a day throughout Australia, allowing you to withdraw cash or check balances.
- Currency exchange facilities are located at international airports, major banks, and tourist centres.
- Traveller's cheques are accepted at major banks and hotels, though they are less commonly used today due to the convenience of electronic payment methods.

Opening a Bank Account

International students are encouraged to open an Australian bank account to manage their finances securely and conveniently. Most banks offer student accounts with low or no monthly fees.

You can open an account before your arrival (online) or after you arrive in Australia by visiting a bank branch with your:

- Passport
- Confirmation of Enrolment (CoE)
- Residential address in Australia

Major Australian banks include:

- Commonwealth Bank of Australia (CBA)
- Westpac
- ANZ (Australia and New Zealand Banking Group)
- National Australia Bank (NAB)

STUDENTS WITH FAMILY DEPENDANTS

International students who are accompanied by dependent family members must make adequate arrangements and demonstrate sufficient funds to support them during their stay in Australia.

Under Australian Government regulations, dependants may include:

- A spouse or de facto partner; and
- Dependent children (aged under 18 years) who are not married or engaged.

Schooling Requirements

If you are bringing school-aged dependants (5 to 18 years) to Australia, you must arrange schooling for them prior to arrival. Each dependent child must have a Confirmation of Enrolment (CoE) for Overseas Students issued by a registered education provider in Australia.

Tuition fees for school-aged dependants vary depending on whether they attend a state, independent, or private school. These fees are separate from your own tuition costs and must be included in your financial planning.

For more information about schooling options and requirements for dependants in Queensland, please visit the Department of Education International website:

www.eqi.com.au/qld-schools

You may also refer to the Study in Australia website for national guidelines on dependants and schooling requirements:

www.studyinaustralia.gov.au

BEFORE ARRIVAL

7 Steps to Envirotech

1. Choose your course of interest
2. Complete our Online Enrolment Application Form
3. Arrange your accommodation and health insurance
4. Make your payment and receive the Confirmation of Enrolment (CoE)

5. Lodge your visa and do your medical check
6. Obtain your Visa Grant letter
7. Buy your flight tickets, pack your bags and live the dream!

EVERYDAY LIFE

Envirotech Education strives to ensure every student has a safe, enjoyable, and fulfilling experience while living and studying in Australia.

We have compiled a list of key local service providers and resources to help you settle in comfortably. This includes assistance with:

- Banking and phone setup
- Transport information
- Health and wellbeing services
- Employment guidance
- Cultural integration support

Our friendly Student Services Team and registered education agents are always available to assist you with practical advice and personalised guidance on everyday matters — from finding accommodation to understanding your rights as a tenant or worker in Australia.

EVERYDAY ESSENTIALS IN AUSTRALIA

Real Estate	Australian Banks	Gas & Electricity Providers
Property Listings www.realestate.com.au www.domain.com.au	Commonwealth Bank (CBA) – www.commbank.com.au ANZ – www.anz.com.au National Australia Bank (NAB) – www.nab.com.au St. George Bank – www.stgeorge.com.au	AGL Energy – www.agl.com.au Origin Energy – www.originenergy.com.au
Agencies Elders Real Estate – www.eldersrealestate.com.au LJ Hooker – www.ljhooker.com.au Professionals Real Estate – www.professionals.com.au Ray White – www.raywhite.com	Comparison Tools Compare the Market iSelect	Comparison Sites Compare the Market iSelect
Research Finder – www.finder.com.au		

EVERYDAY SERVICES IN AUSTRALIA

Phone & Internet	Public Transport	Car Sales & Research
Research & Comparison www.iselect.com.au www.youcompare.com.au Service Providers Optus Dodo Telstra TPG Vodafone (formerly Virgin Mobile)	Queensland – Gold Coast Campuses Queensland Rail New South Wales – Byron Bay Campus Byron Bay Transport	Research Websites CarSales CarsGuide Gumtree

WORK EXPERIENCES AND AUSTRALIAN BODIES

Work Experience & Job Seeking	Government & Regulatory Bodies	Consumer and Workplace Protection
Job Search Websites SEEK JobSeeker Indeed Australia	Employment and Work Rights Fair Work Ombudsman – information on pay, work hours, and employee rights. Queensland Government – official services and licensing NSW Roads and Maritime Services (RMS) – drive licensing and vehicle registration Australian Taxation Office (ATO) – tax file numbers, superannuation, and employment tax	Consumer Rights and Tenancy Residential Tenancies Authority – QLD – tenancy and rental advice Australian Competition and Consumer Commission (ACCC) – consumer protection and fair trading

USEFUL WEBSITES FOR INTERNATIONAL STUDENTS

Category	Organisation / Description	Website
Health & Insurance	Medibank Private – Overseas Student Health Cover (OSHC) and medical insurance information. Australian Government – Health Requirements – Information on health checks and medical requirements for visa applicants.	www.medibank.com.au www.homeaffairs.gov.au/allforms/health-requirements
Study and Lifestyle	Study Gold Coast – Information about living, studying, and working on the Gold Coast. Study Queensland – Queensland Government's official international education portal.	www.studygoldcoast.org.au www.studyqueensland.qld.gov.au

Education Legislation	ESOS Framework – Information about the Education Services for Overseas Students (ESOS) Act and your rights as an international student.	www.dese.gov.au/esos-framework
Visa and Immigration	Department of Home Affairs (DHA) – Visa, immigration, and citizenship information for students. (<i>formerly DIAC</i>)	www.homeaffairs.gov.au

GETTING A TAX FILE NUMBER

To work legally in Australia, you must obtain a Tax File Number (TFN) — your unique personal reference number in the Australian tax system.

When you start a job, your employer will ask you to complete a Tax File Number Declaration Form.

If you do not provide a TFN, your income will be taxed at the highest personal income tax rate, meaning you will take home less pay.

You can apply for a TFN:

- Online: www.ato.gov.au
- Phone: 13 28 61 (8:00am – 6:00pm, Monday to Friday)
- Translating and Interpreting Service (TIS): 13 14 50

STARTING YOUR OWN BUSINESS

Students who wish to operate their own business or freelance must apply for an Australian Business Number (ABN) in addition to a TFN.

To apply, visit: www.abr.gov.au

International students must ensure their business activities comply with their Student Visa (Subclass 500) conditions — including the work limitation of 48 hours per fortnight during study periods.

You may work full-time during official course breaks and public holidays.

Please note that work hour limitations also apply to dependants on student visas. Family members are permitted to work up to 48 hours per fortnight, with no exceptions during term time.

Tax Return and the financial year

The Australian financial year runs from 1 July to 30 June of the following year.

All individuals working in Australia — including international students — are required to lodge an annual tax return with the Australian Taxation Office (ATO).

Your tax return determines the total income you earned during the financial year, the amount of tax paid, and whether you are entitled to a refund or owe additional tax.

If you only worked for a short period or your employer withheld more tax than required, you may receive a tax refund.

For more information on lodging your tax return, visit:

www.ato.gov.au/Individuals/Lodging-your-tax-return

CLIMATE AND SEASONS

Australia's East Coast enjoys a warm, subtropical climate, with mild winters and sunny weather most of the year — ideal for outdoor study and lifestyle activities.

GOLD COAST

The Gold Coast has a **subtropical climate** with an average of **287 days of sunshine per year**.

- **Summer (Dec–Feb):** 19°C – 29°C (66°F – 84°F)
- **Winter (Jun–Aug):** 9°C – 21°C (48°F – 70°F)

Warm summers and mild winters make it an ideal destination for year-round study and recreation.

BYRON BAY

Byron Bay enjoys a subtropical coastal climate with hot, humid summers and mild, dry winters. This relaxed beachside town offers an outdoor lifestyle all year round.

- Summer (Dec–Feb): Warm and humid, average highs around 28°C (82°F)
- Winter (Jun–Aug): Mild, with daily maximums around 19°C (66°F) and minimums around 11°C (52°F)

Season Guide:

- Spring: September – November
- Summer: December – February

- Autumn: March – May
- Winter: June – August

THINGS TO DO AND SEE

GOLD COAST

The Gold Coast offers an endless list of attractions and activities — from beaches and theme parks to shopping and nature trails.

Top attractions include:

- **Theme parks:** Warner Bros. Movie World, Dreamworld, Whitewater World, Wet'n'Wild, and Sea World.
- **Shopping:** Pacific Fair, Robina Town Centre, Australia Fair, and Harbour Town outlets.
- **Day trips:** Explore Brisbane's markets and museums or drive south to Byron Bay for a coastal escape.

For more information:

- www.goldcoast.qld.gov.au
- www.visitgoldcoast.com
- www.verygc.com.au

BYRON BAY

Byron Bay is famous for its beaches, coastal walks, and vibrant creative community. It's an ideal destination for students seeking balance between study and lifestyle.

Popular activities include:

- Walking to the **Cape Byron Lighthouse**
- Surfing at **The Pass** or **Wategos Beach**
- Scuba diving or skydiving over the bay
- Relaxing at local **spas and wellness centres**
- Visiting **markets, galleries, and live music venues**
- Enjoying a diverse dining scene with cafés, restaurants, and beachfront bars

Useful links:

- www.byron.nsw.gov.au
- www.visitbyronbay.com
- www.byron-bay.com

Public Holidays in Australia

Public holidays in Australia provide an opportunity to relax, travel, and experience the local culture.

During these days, most government offices, banks, schools, and many businesses are closed.

Students should plan ahead, as campus offices and training sessions will not operate on public holidays.

National Public Holidays (All States and Territories)

The following holidays are observed nationwide each year:

Holiday	Typical Date	Description
New Year's Day	1 January	Celebration of the new calendar year.
Australia Day	26 January	National holiday marking the founding of Australia.
Good Friday	Varies (March–April)	Christian holiday commemorating the crucifixion of Jesus Christ.
Easter Monday	Varies (March–April)	Christian holiday following Easter Sunday.
Anzac Day	25 April	Honours Australian and New Zealand soldiers who served in wars.
Christmas Day	25 December	Celebration of Christmas.
Boxing Day	26 December	Traditional holiday following Christmas, often associated with shopping sales.

Queensland (Gold Coast & Currumbin Valley Campuses)

In addition to national holidays, Queensland observes the following:

Holiday	Typical Date	Description
Labour Day	First Monday in May	Celebrates the achievements of Australian workers.
Royal Queensland Show (Ekka Holiday)	August (varies by region)	Local Brisbane-area holiday; regional campuses may differ.
Queen's Birthday	First Monday in October	Celebrates the official birthday of the British monarch.

More details: www.qld.gov.au/recreation/travel/holidays/public

New South Wales (Byron Bay Campus)

Byron Bay students observe the following NSW-specific holidays in addition to national ones:

Holiday	Typical Date	Description
Labour Day	First Monday in October	Celebrates workers' rights and achievements.
Queen's Birthday	Second Monday in June	Marks the monarch's official birthday.
Local Byron Shire Show Holiday	Varies (usually November)	Local public holiday celebrating the Byron Bay Agricultural Show.

Student Tip

Public holidays are a great time to explore Australia's beaches, national parks, and cultural events — but remember that public transport schedules may change and shops may have limited hours, especially on Christmas and Good Friday.

Emergency Contacts and Helplines

Your safety and wellbeing are our top priorities at **Envirotech Education**.

In case of an emergency or if you need urgent help, please refer to the contact numbers and support services listed below.

Emergency Services (Australia-wide)

For immediate emergencies involving **police, fire, or ambulance**, dial **000** from any phone (free call).

Service	Contact Number	Description
Police, Fire, Ambulance	000	Life-threatening emergencies.
Police Link (non-urgent)	131 444	For non-emergency police assistance.
State Emergency Service (SES)	132 500	For help during floods, storms, or natural disasters.
Poisons Information Centre	13 11 26	Urgent advice on poisoning or hazardous substances.

Health and Mental Wellbeing

Service	Contact Number / Website	Description
Lifeline	13 11 14 — www.lifeline.org.au	24-hour crisis support and suicide prevention.
Beyond Blue	1300 22 4636 — www.beyondblue.org.au	24-hour counselling for anxiety, depression, and emotional wellbeing.
Health Direct	1800 022 222 — www.healthdirect.gov.au	24-hour medical advice and health information.
QLD Mental Health Access Line	1300 642 255	Mental health triage and referral service (Queensland).
NSW Mental Health Line	1800 011 511	24-hour mental health support (New South Wales).

Local Hospitals and Medical Services

Facility	Address / Location	Contact
Gold Coast University Hospital	1 Hospital Blvd, Southport QLD 4215	1300 744 284
Robina Hospital	2 Bayberry Ln, Robina QLD 4226	07 5668 6000
Tweed Hospital	Cnr Florence & Powell Sts, Tweed Heads NSW 2485	07 5506 7416
Byron Central Hospital	54 Ewingsdale Rd, Ewingsdale NSW 2481	02 6639 9400

International Student Support

Service	Contact Number / Website	Description
Study Gold Coast Student Hub	07 5556 6100 — www.studygoldcoast.org.au	Free support and advice for international students studying on the Gold Coast.
Study Queensland Support	www.studyqueensland.qld.gov.au	Information on living, studying, and working in Queensland.
Study NSW International Student Hub	www.study.sydney/student-hub	Assistance and advice for international students in New South Wales.

Translating and Interpreter Services

If English is not your first language, you can access a free interpreter when contacting government or emergency services.

Service	Contact Number	Details
Translating and Interpreting Service (TIS National)	13 14 50	Available 24 hours a day, 7 days a week.
Health Translating Service	131 450	Provides assistance for medical and health-related calls.

Envirotech Emergency Contact

In the event of a serious incident involving an Envirotech student (e.g., accident, hospitalisation, or urgent welfare concern), please contact:

Envirotech Education 24/7 Emergency Line:

 **+61 (0) 7 5535 3766**

 **support@envirotech.edu.au**

Envirotech staff will ensure that you receive the appropriate help and guidance immediately.



Appendix

Terms & Conditions

Immigration Guide

Policies & Procedures

TERMS & CONDITIONS

STUDENT DECLARATION Prior to enrolment students must agree, declare and give their consent to the following:

1. I declare that all information given is true, correct and complete;
2. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above
3. I have read and understand the terms of this written agreement, the Terms and Conditions of Enrolment and I confirm that I have been fully advised of the fees, academic progress, attendance requirements, Refund, course cancellation and Complaints and Appeal Policies and procedures. All documents are available on Envirotech website
4. I understand, accept and agree to abide by the terms and conditions specified within this offer letter and to the policies and procedures specified in the student handbook, available on Envirotech's website.
5. In case my payment is more than 50% of course fees, payable prior to my commencement date, I agree to voluntarily pay these fees.
6. I understand that all courses have an expected minimum academic requirement of 20 hours per week;
7. I agree that it is my responsibility to pay the course fee on time, and any other fees relevant as per the schedule of fees. I understand that failure to do so means I will not be allowed to attend classes and I will be a student in default which may result in enrolment and visa cancellation;
8. I understand that Envirotech is required, under S19 of the ESOS Act 2000, to report the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.
9. I will ensure that I have my own laptop with Microsoft Office 2010 (above or equivalent) installed for the commencement of my course; Students enrolling to Certificate III levels and above MUST have sufficient level of computer skills and experience in the usage of Microsoft Office package;
10. I have read the course requirements on Envirotech website and if I am enrolled in an intensive course, I declare I have sufficient educational or vocational experience to study in a shorter duration.

11. I authorise Envirotech to obtain further official records, if necessary, from any relevant institution/body;

12. I authorise Envirotech to set up and activate my direct debit account before each course commencement via EzyPay, and to debit my account as per the scheduled payments.

13. Please note, this is a conditional offer letter (student contract), pending until your student visa assessment is approved by Envirotech. For Envirotech to assess your ability to meet the Australian student visa requirements, please complete the visa assessment checklist form.

TERMS AND CONDITIONS OF ENROLMENT

1. ENROLMENT COMPLETION

To complete your enrolment in accordance with the letter of offer, please follow the steps below:

1.1. Read the offer details, ensure all details are correct and that you agree to the terms and conditions of enrolment under the ESOS Framework (Act and Regulation).

1.2. Provide a signed copy of this enrolment offer, together with relevant evidence of Overseas Student Health Cover (OSHC), if Envirotech is not providing you this service.

1.3. Please note that if you are under 18 years old, this offer must be signed by your parent or legal guardian.

1.4. After accepting and signing this letter of offer, make a payment of the required deposit as specified in this offer agreement.

1.5. This is a conditional offer. For Envirotech to assess your ability to meet the Australian student visa requirements and finalise your enrolment, please complete the visa assessment checklist form.

2. ORIENTATION DAY

Your orientation day will be conducted on Friday as per your course commencement date at 9am. Please ensure you bring your passport, visa grant letter, OSHC and laptop with you to class.

3. STUDENT VISA INFORMATION

Students must maintain and comply with their student visa conditions, including notifying Envirotech about any change of address or contact details while enrolled in a course within no more than 7 working days from the change. For more information regarding the student visa, or student visa conditions, please check the Department of Home Affairs (DHA) website.

Envirotech assessed your eligibility to apply for a student visa, and we are required to continually assess your enrolment to ensure you comply with the student visa conditions, and that you are a genuine student.

4. CHILDREN'S EDUCATION

Any school aged dependents (5 – 18 years old) accompanying overseas students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school. The accepted benchmark for government school fees is approximately \$8000 per child per year.

5. OVERSEAS STUDENT HEALTH COVER (OSHC)

International students are required to obtain Overseas Student Health Cover (OSHC) for the proposed duration of their visa prior to the visa grant. If you requested Envirotech to arrange your OSHC, this will be included in the offer details. If you arrange your OSHC yourself, or through your agent, evidence of your cover is required as part of your enrolment process.

For more information about OSHC please refer to the following website:
<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

6. COURSE REQUIREMENTS – Laptop Computer

Student must have and bring with them a laptop computer to complete their studies at Envirotech. Additionally, students must have an internet and email account available during enrolment. Students who do not have the above criteria, will not be able to commence their studies, and will have to arrange it prior to their commencement date.

7. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING

Students who are enrolled in intensive courses (E.g.: Certificate III, Diploma or Advanced Diploma courses completed in 6 months) must have sufficient previous educational or vocational experience or they must otherwise complete a lower qualification in the same stream.

8. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)

Students, who have completed previous studies or accumulated extensive work experience and can present appropriate evidence, may apply for a Credit Transfer or Recognition of Prior Learning (RPL) prior to course commencement. A written application should be submitted before or during

the enrolment into the selected course. A Credit Transfer application must include a statement of attainment showing the awarding registered provider, course code and title, units of competency code and title, result and date. The application for credit transfer or RPL is assessed by Envirotech and will be approved based on sufficient evidence. Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of international students, will have to be notified to Department of Home Affairs (DHA) via PRISMS. Students should apply for Credit Transfer or RPL before his/her visa is granted, or in the first 2 weeks of the course enrolment, at the latest. The CoEs and course duration will be amended as required.

9. STUDENTS UNDER 18

Envirotech takes special care and interest and responsibility for the welfare of students who are under 18. Envirotech staff are notified if they have students who are younger than 18 years of age in class, so that the extra level of care that is required for these minor students is provided.

Under 18 students, who will **not** be living within the care of a parent or nominated relative, as defined by the National Code 2018, in Australia, must be approved with welfare arrangements and accommodation with one of Envirotech's approved accommodation providers. In cases where students are staying with a 'nominated guardian' approved by the DHA, who is an eligible relative who is aged over 21, Envirotech will conduct screening procedures to ensure the welfare of the student and that the person is of good character.

In cases where appropriate welfare and accommodation have been approved by Envirotech, a Confirmation of Appropriate Accommodation and Welfare (CAAW) will be issued through PRISMS and the information will be provided to the department.

Under 18 students will be inducted by Envirotech staff and be provided with clear emergency contact details and how to seek assistance and report any incident including sexual, physical or any other abuse.

10. DUAL QUALIFICATIONS

Students applying to dual qualifications, will be enrolled in the main qualification, and only upon satisfactory completion will be awarded credit transfer for the secondary qualification.

11. ACADEMIC PROGRESS REQUIREMENTS

Envirotech is required in accordance with Standard 8 of the National Code of Practice 2018 to monitor and record student academic progress throughout their period of enrolment. When a student does not meet the course requirements for two consecutive study periods he or she must be reported to DHA for non-progress via PRISMS. This may result in their visa being cancelled. Envirotech will notify the students at risk of failing to meet course progress requirements and implement an intervention strategy in order to assist the student to meet course requirements.

Students failing their academic progress will have to attend an intervention day which may attract additional costs. Envirotech will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. Students have 20 working days to appeal Envirotech's decision through the access of the complaint and appeal mechanism. For the full detailed policies and procedures, please refer to our Student Handbook available on Envirotech website.

Students must satisfactorily complete all required assessment tasks to satisfy the academic requirements of each unit of competency to complete the course.

Students who withdraw or do not complete a full qualification requirement, will not be issued with a certificate and will receive a Statement of Attainment for any units of competency completed during a paid course period. The Statement of Attainment will contain the list of units successfully completed along the paid course duration.

12. ATTENDANCE REQUIREMENTS

International students are required to attend course sessions in order to maintain satisfactory academic progress and meet their student visa conditions. Students who are not able to maintain satisfactory attendance will be required to attend additional hours outside the course schedule which may attract additional fees.

13. CONSUMER AND TUITION FEES PROTECTION

13.1. Envirotech safeguards student tuition fees through the use of insurance and assurance schemes mandated by Australian Legislation. (TPS)

13.2. In case Envirotech will not be able to provide the course which you have enrolled in and paid for, Envirotech will proceed with its tuition protection scheme in accordance with the ESOS Act and its refund policy. In this case an alternative course (placement) or a refund will be offered.

13.3. Envirotech contributes annually to a Tuition Assurance Scheme governed by the Department. This means that as an overseas student in Australia your course fees are safe and in all circumstances, you are assured of either being placed in an alternative course, or to receive a refund of your fees.

13.4. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian Consumer Law.

13.5. If a concern/complaint or appeal does not get resolved internally, the matter will be referred to an external mediator.

14. ACCESS AND EQUITY

Envirotech values Social Justice. We are committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. All staff at Envirotech share the responsibility that our Policy is adhered to at all times. Envirotech is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end we are striving to discourage discrimination against any person on the grounds of gender, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, and promote equality of opportunity for disadvantaged groups, and bias-free communication.

Students who feel that Envirotech Access and Equity Policy has been breached are encouraged to follow the Grievance Policy above until the issue is satisfactorily resolved.

15. CODE OF ETHICS

Envirotech is bound by the requirements of the RTO standards, the ESOS Act 2000 and Regulations in all of its operations and interactions as depicted in the National Code 2018.

16. ADVERTISING CONSENT

Unless it states differently on your enrolment, Envirotech may use your photograph and video imaging taken as part of the course, as applicable, or any reproduction (full or partial) thereof, in any form, style, or colour, together with any writing and other advertising material. The consent and release is given without limitation upon, or liability for, any use for advertising, illustration, publication or broad case of any kind, or in trade or media, or for any purpose. Any photography and/or likeness or voice and the film, tape, plates, and negatives thereof, remain the exclusive property of Envirotech Institute of Education. Commercial or advertising materials will not need to be approved before being advertised or used.

17. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000}

While you are undertaking your training program, there will be times when Envirotech or its authorised representatives and/or its Training Consultant, Business Development Consultant, Administration Officer, may need to discuss your situation with others. Please be assured that any discussion held with these representatives will be for the purposes of your development and well-being. Students and their employers are required to provide permission in writing for these discussions or viewing of evidence to occur.

This authority does not permit Envirotech to discuss of your details, study or work with other students, unless we have your written permission to do so. Please sign in the declaration provided

below. Your personal information, attendance details, progress and results will be disclosed to different government departments, E.g.: Department of Education, Training and the Arts, Queensland Studies Authority, ASQA and DHA for the purpose of the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 2002.

18. STUDENT REQUEST FOR ENROLMENT DEFERRAL, SUSPENSION, CANCELLATION, APPROVED LEAVE OF ABSENCE AND TRANSFER BETWEEN PROVIDERS

Students must start their course on their allocated start date, except in exceptional circumstances. Students who wish to defer their course start date must give at least one-week written notice to Envirotech. Envirotech will cancel the enrolments after 14 days from course start date where no deferral request has been submitted, or no approved deferral has been granted, or if no contact has been made by the student within the 14 days of course commencement. Students who do not commence the course(s) on the agreed start date of the course (s) as per the details in this agreement and do not contact Envirotech to request an alternative start date prior to the commencement date of the course(s) will be in default and Envirotech will notify the Secretary and the TPS Director of the default within 5 business days of the default occurring.

18.1. Once a course, or sequence of courses has commenced, students may be permitted to transfer to another field of study within Envirotech after providing a written request and relevant forms. A change of course will incur an administration fee as referred to in the fee schedule. International students are not eligible to change their courses if the course is not at the same AQF level or above the original course level. Any course change request must be submitted in writing to Envirotech, and will be subject to Envirotech's approval.

18.2. Cancellation, suspension or deferral of enrolment must be submitted in writing on Envirotech forms available on the website

18.3. Course transfers or exchanges between students are not permitted.

18.4. Requests for transfer to another education provider are restricted and will require a letter of release for international students and in some cases evidence for a new student visa lodgement. In addition, Envirotech will require a supporting letter to be provided from the student and evidence of exceptional and/or extenuating circumstances. Before any release letter is approved, students are required to demonstrate that they have completed their payments, and demonstrated good behaviour and commitment to study. Any provider transfer request must be submitted in writing to Envirotech, and will be subject to Envirotech's approval.

18.5. Should Envirotech approve a course or provider transfer, any monies transferred will be in accordance with Envirotech's Refund Policy.

18.6. By signing this offer you are automatically bound by Envirotech's Deferral Suspension, Cancellations, Approved Leave of Absence and Refund and Transfer between provider policies and procedures. The most up to date policy is always available on the Envirotech website.

18.7. Once a deferral or suspension of enrolment request is received from a student, the request will be assessed and may be approved on compelling and compassionate grounds in accordance with the National Code 2018.

18.8. Envirotech reserves the right to expel, suspend or terminate any student enrolment in certain circumstances that are detailed in the policies and procedures and the Student Handbook. These circumstances include but are not limited to:

- 18.8.1. Early course completion,
- 18.8.2. Late or no course commencement,
- 18.8.3. Transfer to another provider,
- 18.8.4. Cessation of studies,
- 18.8.5. Late or no payment of course fees,
- 18.8.6. Violating any of Envirotech's policies, or Australian law.
- 18.8.7. Misconduct or misbehaviour including but not limited to breach of discipline, bad language, aggressive and offensive behaviour, unsatisfactory attendance.
- 18.8.8. Failure to successfully progress academically in the course,
- 18.8.9. Breach of visa conditions (international students),
- 18.8.10. Providing fraudulent documents, misleading or incorrect information,
- 18.8.11. Failing to participate in course academic components as a genuine student

Envirotech will notify the DHA of international student's course status through the PRISMS including any student default. There are no refund rights for such cancellations.

Please refer to the Policies, Procedures and Forms Page available on the Envirotech website for further information.

19. STUDENT CONCERNS, COMPLAINTS AND APPEALS

Policy

19.1. Envirotech ensures that all students will have access to a fair and equitable process for dealing with concerns, complaints and appeals (grievances) and will provide an avenue for students to appeal against any such decisions which may affect the students' progress.

19.2. Every effort will be made by Envirotech to resolve students' grievances. At the time of enrolment these concerns, complaints and appeals (grievance resolution) procedures will be

outlined to students through the student's offer letter, Student Handbook, Envirotech website and during the orientation day.

19.3. Envirotech staff members are equipped to accept and act on verbal or written advice of a complaint at any time. Academic staff should be the first point of contact for a student with a concern, and are responsible to find an immediate resolution if possible. If no resolution can be found or a consultation regarding compliance standards are required, academic staff will report the complaint to the relevant departmental manager. Staff should support students in the process and provide them access to this policy and relevant documents, including explaining them their rights.

19.4. Students should bring up to the attention of Envirotech staff any complaint as soon as possible after they arise usually within twenty (20) working days. The student is to be advised to represent their concerns in writing, outlining all relevant aspects of the complaint unless the complaint can be immediately resolved. Envirotech is generally not able to investigate complaints that are notified outside of this time frame, unless special circumstances prevail.

19.5. When students feel that the academic staff did not provide a resolution to their satisfaction, the next step is to lodge an internal formal complaint using the Complaint Application Form available on Envirotech website. Formal complaints will automatically be sent to the relevant Envirotech staff and a review of the complaint will begin within 10 working days of receiving the formal Complaints Application Form.

19.6. All documents and related information must be kept on the Envirotech intranet (SP) under the student's complaint folder, listed under the Complaints and Appeals Register.

19.7. Nothing in this policy negates the right of a student to pursue other legal remedies, however it is recommended to initially solve the complaint internally and if still not solved, to seek external advice.

19.8. Envirotech maintains a supportive and fair environment which allows students to lodge complaints or appeal decisions. Complaints and appeals are ideally resolved as amicably as possible.

19.9. Envirotech will endeavour to always have a complaints and appeals process which is: 19.9.1. Well publicised, explained and easily accessible, including being clear and easy to understand for all parties with the steps involved.

19.9.2. Fair and with no costs to the students.

19.9.3. Handled in a manner that protects the privacy of relevant parties.

19.9.4. Formally documented.

19.9.5. Transparent, equitable, objective and unbiased.

19.9.6. Comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.

19.9.7. Implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe.

19.9.8. Handled professionally and confidentially to achieve a satisfactory resolution.

19.9.9. Monitored, recorded and reported to the appropriate parties and,

19.9.10. An input or trigger point to the continuous improvement process for Envirotech.

19.10. Complaints cannot be anonymous. An anonymous complaint is considered to be unfair and in most cases, unable to be effectively resolved as ongoing discussion/ mediation cannot take place to resolve the issue between the concerned parties.

19.11. Information submitted to the trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and management system. Privacy requirements and student/ individual rights are maintained.

19.12. Students' who lodge a complaint will be invited to represent his or her case formally by phone or face to face, and will be invited to have a support person present at the meeting.

19.13. Complaints include any perceived problems relating to student perceptions of any unreasonable treatment at the hands of Envirotech staff or other parties or students at Envirotech.

19.14. All reasonable measures will be taken to investigate and finalise the process to the satisfaction of all parties as soon as practicable and preferably within no more than twenty (20) working days upon receiving the formal complaint or appeal in writing.

19.15. Initial investigations are to be undertaken by the students' trainer, Student Registrar and Compliance Manager, if the complaint is not in any way directed at the said trainer. If the trainer is the subject of the complaint, then the investigation will be conducted without the appointed trainer.

19.16. In the completion of the initial investigation, Envirotech will provide the student with a formal report regarding the complaint, including recommendation and action items to be followed.

19.17. Where a matter is resolved internally, the Student Registrar shall then determine whether any adjustment to the policies, procedures, culture or other aspect of Envirotech operations might require modification. This is achieved through input to the continuous improvement process.

19.18. Where cases require to be referred beyond an initial investigation, or when student would like to appeal on the initial complaint investigation decision, students will have to submit an official appeal to the Chief Executive Officer (CEO). Envirotech will provide the student with all the information necessary to place the matter in the hands of the CEO.

19.19. The CEO will conclude the decision and inform the student in writing about the outcome of their appeal within 10 working days. The CEO may invite the student to represent his or her case formally by phone or face to face, and will be invited to have a support person present at the meeting. The final outcome will be provided to the complainant in writing including reasons for the decision and will outline the results of the investigation and any action proposed to be undertaken as a result

19.20. When internal complaint and appeal process ends with the student being unsatisfied, the student may submit a complaint with an external mediator: 19.20.1. Australian Skills Quality

Authority (ASQA) on the website <https://www.asqa.gov.au/complaints/make-complaint-domestic-students>

19.20.2. The Ombudsman is the official external independent mediator for students to be contacted. When students wish to lodge an external appeal, or complaint against an Envirotech decision, they can contact the Ombudsman. The Ombudsman offers a free and independent service for students who have a complaint or want to lodge an external appeal about a decision made by Envirotech. The Ombudsman has different departments for different student's types:

19.20.2.1. Overseas Students Ombudsman (OSO):

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.

Postal: GPO Box 442 Canberra ACT 2601.

19.20.2.2. Domestic Students Ombudsman:

19.20.2.3. VET Student Loan (VSL) Ombudsman

19.20.2.4. VSL students can also complain to The National Training Complaints Hotline (13 38 73), www.education.gov.au/NTCH

19.21. Envirotech may refer the student with any complaints that do not directly concern Envirotech Institute of Education but may affect students' ability to achieve competency to the appropriate external support groups for assistance.

19.22. Where the complaint is not internally resolved, the Student Registrar will facilitate the student's access to the external mediator.

19.23. Envirotech will maintain the enrolment of students who make a complaint against Envirotech until the matter is resolved. In every case, it is Envirotech policy to resolve matters as quickly and as efficiently as possible to the satisfaction of all parties.

19.24. All expenses attached to such appointment will be shared equally by the student and Envirotech.

19.25. The submission and final outcome of the appeal or complaints are recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal or complaint and the reasons for the decisions made. A copy of the communication is placed in the student folder under the register, on individual employee files when relevant and on the continuous improvements register if any changes and improvements to the Envirotech systems have been made.

19.26. No further appeal mechanism exists beyond this point in the process.

<http://trainingombudsman.qld.gov.au/> or phone 1800 773 048 for more information

<http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>

19.27. If the internal or external complaint handling or appeal process results in a decision that supports the student, Envirotech must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the external complaint handling or appeal process results in a decision that supports an Envirotech decision, the student must comply with the external decision made and act accordingly. Envirotech will then act according to the decision made and relevant legislation.

Procedures

Steps students to follow:

19.28. Address any complaint with Envirotech academic staff and seek for an immediate resolution and response.

19.29. If the resolution provided does not meet the satisfaction on the student, the student should complete a formal complaint, by completing the official Complaint Application Form, available on Envirotech website. Students who cannot find the form online can get a copy from Envirotech office or request a link from any staff member. The completed form will automatically be sent to the Envirotech relevant staff.

19.30. Students should expect a response within 10- 20 working days from the date they lodged their official complaint.

19.31. In case the internal investigation response still doesn't meet the students' satisfaction, they may appeal on the decision, and submit an official appeal by completing the Appeal Form (Available on Envirotech website) to the CEO within 7 working days from receiving the written response for their complaint. Students require to submit their official appeal to director@envirotech.edu.au

19.32. Students should expect a response within 10 working days and should know that the CEO may contact them to represent their case by phone or face to face. Students will be invited to have a support person present with them if they like.

19.33. In case students still believe that they have been treated unfair and are not satisfied with the outcome of the internal complaint, they can lodge a complaint with an external mediator

19.34. Students who find themselves with a HELP debt due to a provider's unacceptable conduct in relation to their application for a VET Student Loan may be able to apply to have the HELP debt cancelled.

It is recommended to send the complaint details in writing (can be via email). Students must raise the issue within 20 days from the date it occurs as mentioned above, unless special circumstances apply.

Envirotech management will conduct an internal investigation, and will provide a written response describing the findings, relevant recommendation and actions to be followed. As part of the investigation, students may be contacted by the Compliance Manager to represent their case by phone or face to face. Students will be invited to have a support person present with them if they like.

The CEO will response in writing to the students with the final decision.

VSL students

19.34. Students who find themselves with a HELP debt due to a provider's unacceptable conduct in relation to their application for a VET Student Loan may be able to apply to have the HELP debt cancelled.

Examples of unacceptable conduct include, but are not limited to, misleading or deceptive conduct; advertising tuition fees for the course where there are reasonable grounds for believing that the provider will not be able to provide the course for those fees; the use of physical force, or harassment or coercion in connection with the application or enrolment in the course.

Students will need to apply to the department and provide details of what led to the debt being raised and any correspondence or paperwork received about their study and debt. To find out more information about unacceptable conduct remissions, visit the Complaints and Grievances webpage at www.studyassist.gov.au

19.35. Students who applied for re-credit, after their census date and under special circumstances must complete and submit a written appeal by completing the online Appeal Form available on Envirotech website. Above procedures will apply.

19.36. It is at the discretion of Envirotech to determine whether the student has sufficiently demonstrated compelling or special circumstances in which to grant a re-credit of the Help Debt. If a student has not sufficiently demonstrated their circumstances, they will be offered an appeal of the decision.

19.37. When an appeal is submitted, the CEO will review both the initial request and the appeal.
19.37.1. If on appeal the student does not demonstrate sufficient evidence, the initial decision will remain.

19.37.2. If on appeal the student satisfactorily demonstrates sufficient evidence, the CEO can decide to re-credit the student in full or partially.

19.37.3. Under the re-crediting section 68 of the ACT, applications must be made within 12 months after the census date.

19.38. If the student is not satisfied with the outcome, they may seek additional support through the Department of Education VET Student Loan Ombudsman within the Office of the Commonwealth Ombudsman to manage and investigate complaints regarding the VSL program. Appeals lodged to the Department must be within 5 years after census date.

20. STUDENT CONCERNS, COMPLAINTS AND APPEALS

Misbehaviour is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times

21. REFUND POLICY

21.1. Envirotech defaults 21.1.1. Envirotech defaults in relation to a student and a course at a location if: 21.1.1.1. Envirotech fails to start to commence the course to the student at the location on the agreed starting date or

21.1.1.2. The course provided by Envirotech ceases to be provided to the student at the location at any time after commencement but prior to completion.

21.1.2. To avoid doubt: 21.1.2.1. If Envirotech is prevented from providing a course at a location because a sanction has been imposed on Envirotech by way of cancellation, suspension or a condition or any other enforcement proceedings or order by the relevant Minister preventing Envirotech from continuing to provide the course to the student, then Envirotech shall be deemed to have ceased to provide the course to the student.

21.1.2.2. If Envirotech for a course for a location has changed to become an entity of a different kind, and the Minister has notified Envirotech in writing that the course is not taken to have ceased to be provided at the location merely because of the change and therefore will not have been deemed in default.

21.1.3. Envirotech will not have defaulted if: 21.1.3.1. The student has withdrawn before the default day.

21.1.3.2. The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course.

21.1.3.3. The student breached a condition of his or her student visa.

21.1.3.4. There has been gross misconduct by the student.

21.1.3.5. If Envirotech is prevented from providing a course in a location due to the course being superseded on the commonwealth register and an alternative equivalent course is offered by Envirotech in place of the course which has been superseded and Envirotech is able to offer the equivalent course in the same location and dates.

21.1.4. Refund calculation in the event of Envirotech default:

21.1.5. If Envirotech does not enter into a compliant student agreement:

Where refund fees are payable in circumstances of an Envirotech default then the refund fee shall be the product (multiplication) of the weekly tuition fee for the course and the weeks in default period. (Refund amount = weekly tuition fee × weeks in default period).

Where refund fees are payable in circumstances of a student default and Envirotech has not entered into a compliant written agreement with the student, then the refund amount shall be the product (multiplication) of the weekly tuition fee for the course and the weeks in default period. (Refund amount = weekly tuition fee × weeks in default period).

21.2. International Student Default 21.2.1. A student default in relation to a course at any location if: 21.2.1.1. The course commences at the location on the agreed commencement date but the student does not start the course on that day (and has not previously withdrawn) or

21.2.1.2. The student withdraws from the course at the location (either before or after the agreed commencement date) or

21.2.1.3. The student's failure to pay an amount he or she was liable to pay Envirotech, directly or indirectly, in order to undertake the course at that location.

21.2.1.4. Envirotech is not obligated to provide or to continue providing the course to the student at any location because of one or more of the following events:

21.2.2. A student does not default in the following circumstances: 21.2.2.1. If the student does not commence the course because Envirotech defaults in relation to the course at the location as described herein (Envirotech default).

21.2.2.2. If Envirotech does not accord the student natural justice before refusing to provide or continue providing the course to the student at the location.

21.2.3. Envirotech shall pay to the student any refund amount (if any) that applies if any student defaults in relation to a course at a location that is required to be paid under the terms of the written agreement entered into with the student.

21.2.4. In compliance with the terms of the written agreement with any student, Envirotech shall not be required to refund any course fees or course tuition fees to any student nor shall any student be entitled to claim and receive any course fees or tuition fees in circumstances where the student defaults in relation to a course at a location save for the special consideration provision of this policy.

21.2.5. Personal misadventure is a non-medical circumstance beyond a student's control that affects their study or ability to commence a course. Such circumstances include things like the death of a close relative. It does not include any work-related events such as being rostered on to work at the time the student

- The student failed to pay an amount the student was liable to pay to Envirotech directly or indirectly in order to undertake the course.
- The student breached a condition of their visa
- Gross misconduct by the student.