



STUDENT HANDBOOK

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Welcome to Site Institute

Welcome to Queensland, Australia and to Site Institute!

We are proud and excited to be able to provide high quality vocational qualifications to students from a number of different countries. As an international student, you enhance the diverse mix of cultures studying at our campuses and bring your own cultural and life experience to share when integrating into campus life at Site Institute.

Site Institute is committed to providing professional adult education in a relaxed, informal and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace by developing high quality, industry ready graduates and workforce professionals.

Our institute is an Australian Registered Training Organisation (RTO) operating under the National Vocational Education & Training (VET) Framework and we are regulated by the Australian Skills Quality Authority (ASQA). The qualifications we deliver are from Australian National Training Packages and are recognised Australia-wide and internationally.

This handbook provides you with important information to assist you to settle into study at our institution. We also provide other practical information to ensure your day-to-day experiences are positive ones for you.

The Student Handbook also provides further important information on the specific requirements and expectations of enrolling and studying with our Institute. The handbook contains information, your right and responsibilities, and the resources available to help you succeed.

We expect that you will read this Student Handbook in conjunction with information that is available through our website, course brochures and our Orientation PowerPoint.

We hope you enjoy a supportive learning environment and cultural experience during your study with our Institute and we wish you every success in your future endeavours!

Jason Anfield

Jason Anfield

CEO, Site Institute

About Site Institute

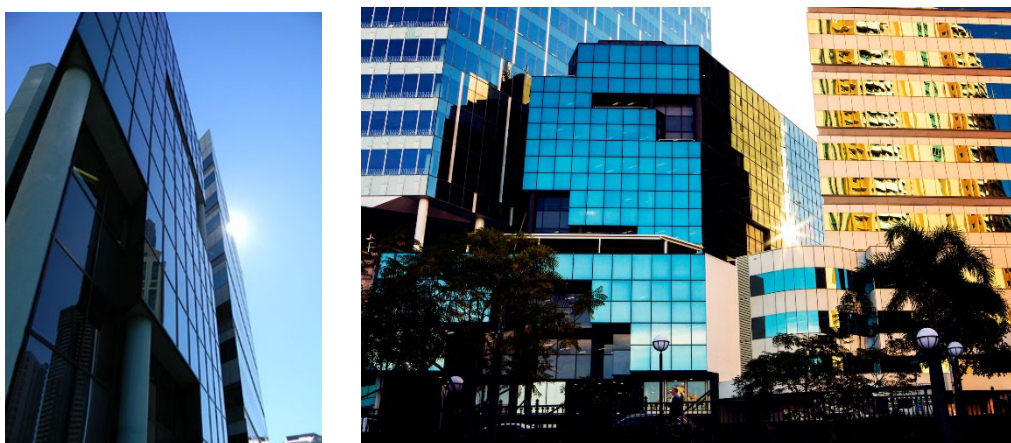
At Site Institute, our mission is to provide professional adult vocational education in a relaxed, informal environment and to develop and enhance student's skills to meet the challenges of globalisation and a globalised workforce, whilst developing highly skilled and job ready graduates. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capability.

Where we are

Site Institute's city campus is located in the heart of Brisbane CBD, overlooking Brisbane River. The campus boasts a breathtaking view of the Story Bridge and across the river to Kangaroo Point Cliffs. For our Certificate III in Carpentry course, we also have a large fully equipped workshop in our Coopers Plains campus, approximately 30 minutes from the city.

Spanning over three levels, the Queen Street campus is technologically focussed with full wireless coverage and large breakout areas. The Riverside Walkway is located directly across the road which wraps around the river, taking students to a scenic view of Brisbane Botanical Gardens.

Brisbane was recently ranked in the top 50 best student cities in the world.



Campus information

Level 2, 484-488 Queen Street Brisbane, QLD 4000 for:

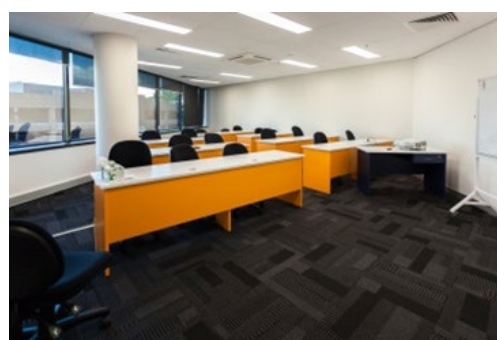
- English for Engineering (Non AQF Award). CRICOS course code 102569K
- Certificate III in Engineering – Technical (MEM30522). CRICOS course code 112002M
- Diploma of Engineering-Technical (MEM50222). CRICOS course code 112013H
- Diploma of Civil Construction Design (RII50520) CRICOS course code 105246E

Open Monday to Friday from 8:30 am to 5:00 pm. Closed Saturday, Sunday and public holidays.

Unit 2, 855 Boundary Road, Coopers Plains, QLD 4109 for:

- Certificate III in Carpentry (CPC30200 upon release). CRICOS course code 104870M
- Certificate III in Cabinet Making and Timber Technology (MSF30322) CRICOS course code 112623D

Open Monday to Friday from 7:30 am to 4:00 pm. Closed Saturday, Sunday and public holidays.



Campus facilities and services

When you study with us, you have access to a wide range of support and facilities.

Teaching facilities

All students have access to high-quality teaching facilities, tutorial and meeting rooms and computer labs.

Computer and internet access

We offer free Wi-Fi Internet access to our students on campus. The computer lab is located on Level 2 at 488 Queen Street, and on the ground floor at Coopers Plains campus.

Student kitchenette and lounge, 488 Queen St

We cater for the day-to-day needs of students by providing a kitchen facility on Level 2 and a recreation space on Level 3, including a deck overlooking the Brisbane River. A coffee shop located on level 3 provides hot drinks for purchase.

Student kitchenette and lounge, Coopers Plains Trade Campus

We cater for the day-to-day needs of students by providing a kitchen and facility on ground floor.

Library services

The library, on Level 2 488 Queen St, houses a significant print collection and has a range of learning spaces, computer workstations and wireless internet access.

Quiet study area

We have a dedicated quiet study space in the library on Level 2, 488 Queen St.

Student support

We can assist you with a range of services. Please ask the International Student Support Officer at Student Services for recommendations and help and advice on any matters related to adjusting to study and life in Australia, including English language, and for counselling, legal, housing, employment, emergency and health services that are available in Brisbane.

For information on accommodation options and indicative costs of living in Australia, please visit <https://www.studyqueensland.qld.gov.au/live-in-queensland>

Please talk to your trainer about any matters relating to delivery and assessment of your course, your progress on the course, or for help in any learning difficulties you may experience. Their role is to help you succeed, or they can direct you to the appropriate person.

Talk to your trainer also if you wish to challenge an assessment decision. If you are not satisfied, you may apply to have the decision reviewed objectively.

Please talk to Veronica or Jason for any matters for which you have a significant concern, or if you wish to make a verbal or written complaint about our services. We will provide you with free and easily accessible information about using our complaints and appeals process.

Education agents

We have strong relationships with a significant [network of education agents](#) with whom we communicate often. Should any issues arise, we can liaise with your agent to ensure you have the best quality experience at Site Institute.

Health and safety on campus

We are committed to ensuring that staff, students and visitors are not exposed to anything in the work environment which may result in injury or harm to their health.

As health and safety is both an individual and a shared responsibility, all students and staff are expected to:

- comply with the Institute's health and safety policies and procedures
- conduct their activities in a manner which prevents personal injury or injury to others, or damage to property
- report any incidents, unsafe conditions or acts that come to their attention.

First aid facilities are provided at various locations throughout each campus. If you need first aid at any time, please ask for the campus first aid officer.

In the event of an emergency, or when instructed by the emergency warden to evacuate the building:

- move out of the building in a calm and orderly manner using the emergency exits
- proceed to the designated assembly area
- check if anyone in your group is missing. If so, please notify the emergency warden immediately
- remain at the assembly point until the emergency warden or Fire/Police officials give an "All Clear".

At your campus orientation and by accessing the Orientation PowerPoint, you will gain further details relevant to your campus on:

- transport and parking
- campus facilities
- personal protective equipment requirements
- first aid kits
- emergency evacuation
- personal safety
- campus induction tour.

Education services for overseas students (ESOS Framework)

All education services for overseas students provided by Site Institute are regulated by the ESOS Framework. This framework comprises the [ESOS Act](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) with which we fully comply.

Site Institute's policies and processes involving overseas students have been developed to ensure compliance with the ESOS framework and other relevant regulation guiding education and training in Australia. Selected policies are available on the [Site Institute website](#).

Our courses

We provide the following range of vocational education courses designed to meet the needs of industry:

- English for Engineering (Non AQF Award). CRICOS course code 102569K
- Certificate III in Engineering – Technical (MEM30522). CRICOS course code 112002M
- Diploma of Engineering-Technical (MEM50222). CRICOS course code 112013H
- Diploma of Civil Construction Design (RII50520) CRICOS course code 105246E
- Certificate III in Carpentry (CPC30200 upon release). CRICOS course code 104870M
- Certificate III in Cabinet Making and Timber Technology (MSF30322) CRICOS course code 112623D

Site Institute does not have any association or with arrangements with any other persons or organisations for the delivery of our courses. Site Institute courses do not include any requirement for work-based training. Site Institute cannot secure a migration outcome for any student from undertaking a Site Institute course, nor can we guarantee a successful education assessment outcome for any student.

All Site Institute courses are delivered full-time and face-to-face. For details of each course including aims of the course, list of Units of Competency and key dates, please see the course brochures on our website. All learning resources and assessment requirements are posted on your course's Canvas site, which is our Learning Management System. You may bring your own computer to complete your on-line learning and assessments, or feel free to use one of our Chromebooks.

As term start and finish dates may vary between courses, please refer to our Canvas site which shows all teaching weeks, and term holiday breaks.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for each Unit of Competency, based on your relevant workplace experience, formal training, or other expertise. RPL is a process that assesses your competency—acquired through formal and informal learning—to determine if you meet the requirements for a Unit of Competency.

You can use a variety of documentation to apply for RPL, including but not limited to records of completed training, assessment items, assessment records, declarations from your employer, and/or a copy of your student records provided by ASQA.

When you applied for this course, you were asked to indicate whether you intended to apply for RPL. Please note that if RPL or course credit (below) is granted, the course length will be reduced, and a Confirmation of Enrolment (CoE) will be issued only for the reduced duration of the course.

Course credit

Our nationally endorsed qualifications comprise of *Units of Competency* approved by the governing authority, ASQA. You are not required to repeat any Unit of Competency for which you have already been assessed as Competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this.

When you applied for this course, you were asked to provide suitable evidence if you have successfully completed a Unit of Competency at any other RTO, for which we may provide credit.

Our fees

Tuition fees include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that are intended to assist students to progress in their course. Non-tuition fees include books, equipment, administration costs and assessment-related costs.

In accordance with your Student Visa requirements, you must pay tuition and non-tuition fees as stipulated in the Payment Plan within your Written Agreement. These fees must be paid to Site Institute and not to your agent. It is your responsibility to keep a copy of your written agreement, and receipts of any payments of tuition fees or non-tuition fees. Tuition and non-tuition fees may be subject to change over the duration of a course.

The following fees currently apply and may be subject to change over the duration of your course:

Circumstance	Explanation	Cost
ENROLMENT		
Application	An application fee applies for the administration and processing of all new enrolment applications	\$450
Materials fees (Carpentry and Cabinet Making only)	A resource fee to cover the costs of materials, tools and equipment used in the carpentry course. Includes a tool kit supplied for your personal use.	\$1600
TUITION FEES		
Late tuition fees	A penalty applies if you do not pay your fees on time.	After two months, \$100 per month, for each month of late fees

ASSESSMENT		
Assessment extension	Compelling and compassionate circumstances mean that you need more time for an assessment.	No fees apply
Reopen an assessment (Trainer)	You submitted an assessment by the due date but got less than the pass mark. You need your trainer to open it so you can have another opportunity (within the limit of your opportunities).	No fees apply
Reopen an assessment (Admin)	<ul style="list-style-type: none"> You were absent on the day of an assessment, without an acceptable reason or approved extension, or You have had an assessment reopened but still did not pass, or You did not make a submission, or You made a late submission. You need Admin to open it so you can have an opportunity.	\$20 paid to Administration before reopening

Circumstance	Explanation	Cost
Reassessment module	At the end of the module or the term, you remain <i>Not Yet Satisfactory</i> for one or more assessments. You will need to enrol in a Reassessment Module and complete the required assessments again at a later date.	\$200 paid to Administration



Our refund policy

For details of refunds of fees, please refer to the Refund Policy on our website.

TERMS OF REFUNDS

Requests for refunds must be made in writing by completing an application for refund.

Tuition fees are not transferable to other institutions or other students once the student has commenced their course.

All refunds will be paid to the student, unless a written direction is received to pay the refund to someone else. Refunds will be processed and paid within four weeks of the receipt of the written notification. Payment will be made by electronic transfer. Bank charges are deducted from refunds made by overseas electronic transfer.

If written cancellation of enrolment is on or after the course commencement date, there will be no refund of any fees paid unless under exceptional circumstances of a compassionate nature. Each request for exceptional circumstances will be reviewed independently and with the best interests of the student in mind. Site Institute may refund the balance of unused fees.

Cancellation fees of \$500 may apply.

Refunds PRIOR to commencement	Refund
Visa refused by DHA Note: Evidence required	Refund of fees paid Cancellation fee of \$500 applies
Cancellation of enrolment 28 days to commencement of course	Refund of fees paid Cancellation fee of \$500 applies
Cancellation of enrolment between 28 days and 14 days prior to commencement of course	50% refund of fees paid Cancellation fee of \$500 applies
Cancellation of enrolment less than 14 days prior to commencement of course	No refund

Refunds AFTER commencement	Refund
Visa refused by DHA Note: Evidence required	Refund of unused fees paid Cancellation fee of \$500 applies
Enrolment cancelled by SI	No refund
Change of status to permanent resident	No refund

Help us maintain your records

We understand that within the duration of your course, your circumstances might change. It is very important that we always have on file the correct and current contact details for you.

Within seven days of any change, please update a Personal details form in order to advise Reception of:

- a change in residential address
- a change of mobile number
- a change of email address
- a change of emergency contact details.

Orientation to Site Institute

Before you start classes, you must complete Orientation. The Orientation program is delivered to ensure that you have been well informed about various aspects of study at Site Institute including:

- Familiarity with our CEO, Administration team and teaching team
- Knowledge of the courses we offer
- Campus facilities and services
- Student Code of Conduct and expected behaviour
- Student visa requirements for attendance and progress
- Assessment types and requirements
- Plagiarism and academic integrity
- Reporting for unsatisfactory progress
- Your Site Institute email, our password policy and computer usage policy
- Personal Protective Equipment requirements
- Complaints and appeals process
- Student satisfaction questionnaires
- Campus safety and evacuation procedures
- Personal safety in Australia
- Accommodation and living expenses
- Canvas – our Learning Management System.

We want you to succeed in your studies and your careers. We are here to assist where we can:

- Personal guidance – confidential help to resolve personal problems affecting your progress
- Vocational guidance – assistance to clarify your academic goals and study options
- Educational guidance - assistance for students experiencing difficulties with their course of study.

Ask us for assistance and support concerning any incidents which impact on your wellbeing.

Ask at student services for recommendations for help and advice on any matters related to adjusting to study and life in Australia, including English language, counselling, legal, housing, employment, emergency and health services available in Brisbane.

Talk to your trainer about any matters relating to delivery and assessment of your course, your progress on the course, or for help in any learning difficulties you may experience. Their role is to help you succeed, or they can direct you to the appropriate person.

At Orientation you will have been required to pass an Orientation quiz to demonstrate your knowledge and understanding of these requirements. If you have any further general questions, please feel free to ask a staff member at Reception. If you have questions about your course, please talk to your trainer who will be happy to help.

At Orientation also you should have been issued with your Student ID card. You must have this with you when on campus and provide verification of your identity if asked by a member of staff.

It is also essential that you have provided us with your Unique Student Identifier (USI number). A Unique Student Identifier, which is your individual education identifier, creates an online record of your training attainments in Australia. You only have to create it once. You must have a USI in order to be issued with your qualification or Statement of Attainment.

Finally, at Orientation, you will have been required to attest to the Site Institute Code of Conduct and to the Site Institute [Statement of Academic Integrity](#). The details of these important declarations are stated in the Orientation PowerPoint.

Code of Conduct

Our [Code of Conduct](#) outlines our expectations and requirements of student conduct, including that:

At all times students are expected to:

- act in accordance with the Student Code of Conduct
- comply with all Commonwealth and State legislation and regulatory requirements
- comply with all reasonable directions given by Site Institute trainers and staff
- read and comply with the organisation's policies and procedures
- meet all course requirements to the best of their abilities relevant to the education and training undertaken with the organisation, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment requirements

- not to commit plagiarism or any form of cheating
- treat all staff and students with courtesy, respect and dignity

- use all learning and support resources and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- avoid interfering, or disrupting any training, teaching, learning, assessment, or any other academic activity of the organisation
- conduct themselves in a professional manner whilst undertaking vocational placement, excursions or other forms of industry related training and assessment activities
- ensure that the organisation's reputation is not adversely affected by their behaviour.

Breaches of the Student Code of Conduct, including serious misconduct, may lead to cancellation of enrolment. In the Orientation quiz, or on hard copy, you were required to attest that you agree to abide by our Code of Conduct provisions.

Plagiarism and Academic integrity

Plagiarism is cheating and will not be tolerated.

Plagiarism is to copy the work of others and submit it as your own.

Do not copy and submit:

- another author's work
- another student's work
- content from the internet, PowerPoint, study guide, textbook or other source.

Always write in your own words based on notes that you have taken from reading or lectures. Do not share files.

Do feel free to collaborate in discussion and to help other students, but never give them or allow them access to your work or files.

Students found to have plagiarised will face academic penalties including reassessment, failure to pass the unit, or cancellation of enrolment.

In the Orientation quiz, or on hard copy, you were required to attest that you agree to abide by our academic conduct provisions.

Assessment methods

We use an interesting variety of assessment methods to ensure that you can demonstrate the skills and the knowledge required of each Unit of Competency in your qualification.

All assessment requirements are posted on your course's *Canvas* site, which is our Learning Management System.

Assessment types on your course may include:

- Quizzes
- Short Answer Questions
- Practical demonstrations
- Projects
- Tests or exams.

You must ensure all assessments submitted are:

- authentic - all assessment work must be your own and in your own words.
- sufficient - they provide enough evidence to demonstrate that you have the knowledge and can apply the skills)
- on time - a genuine attempt must be submitted on or by the due date).

Trainers may allow some class time to work on assessments. Continue in your own time to complete.

You are encouraged to advise your trainer prior to attempting an assessment if you do not understand any part of the task, or if you have any literacy issues or learning needs that may hinder you when attempting any part of the assessment.

Visa requirements for attendance and Satisfactory Progress

Under the terms of your Student Visa you must make *Satisfactory Progress*, by:

- completing your course within the required duration
- meeting attendance requirements of 20 hours or more per week
- meeting progress requirements by completing at least half of the modules delivered each term
- completing at least six months of your Principal Course of Study.

If you have had different advice from your agent, questions about visa requirements, or if you have concern about whether your literacy skills or learning needs are appropriate for your course of study, please see the CEO today.

Attendance

Your attendance is recorded daily by your trainer for each of your scheduled class. At the end of the week, the attendance record is given to the Student Support Team. Students with regular absences will be contacted by the Student Support Team and be provided with counselling to ensure attendance requirements are being met.

Satisfactory Academic Progress

In accordance with the National Code, Site Institute monitors the academic progress of students. Every attempt is made to keep students up to date and to monitor course delivery and progress through the following process:

- Depending on your course, a *term* is calculated as 10 weeks, exclusive of holidays, and a *Trimester* is calculated as 13 or 14 weeks, exclusive of holidays.
- A *Study Period* is one term or one trimester.
- Academic progress is calculated at the end of each term or trimester.
- Training progress reports are generated from *Canvas*, the Learning Management System and *Axcelerate*, the Student Management System, which are both updated as modules are completed.
- You also have access to *Canvas*, where you can see your progress at any time and identify whether you have any assessments or modules incomplete.
- A student must demonstrate competency in a minimum of half the scheduled units being undertaken during each term or trimester. If the student does not accomplish this, they will be identified as being *at-risk* and an Intervention Strategy will be implemented.



Grounds for extending course duration

The Australian Government requires international students to complete their studies within the time specified on their confirmation of enrolment (CoE). To complete within this timeframe, the student is normally required to undertake a full-time load. Full-time study at Site Institute is 20 hours per week of supervised study.

Site Institute is required to advise the Department of Home Affairs (DHA) of changes to a student's study program.

We can extend your enrolment only if:

- you have provided evidence of compassionate or compelling circumstances that have impacted on your ability to progress through the course as originally scheduled
- an intervention strategy has been agreed and implemented and you are meeting your obligations under that study management plan
- an approved deferral or suspension of studies has occurred.

If Site Institute extends the duration of your course, you may need to apply for a new student visa to complete your studies.

Grounds for deferring studies

Under the requirements of the ESOS Act 2000, if an international student has enrolled in a program, the institute must not allow a student to defer commencement of their studies, or suspend their studies, except under compassionate or compelling circumstances.

Compassionate or compelling circumstances are generally those beyond the control of the student and which impact on the student's program progress or wellbeing.

These could include any of the following:

- Illness, where a medical certificate states that you were unable to attend classes
- The death of a close family member such as a parent or grandparent (A copy of a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and where this has impacted on your studies
- A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime and this has impacted on your studies (Supporting police or psychologist's reports should be provided).

Deferring your studies may have consequences on your student visa. You should contact the Department of Home Affairs (DHA) for advice before lodging an [Application for Deferment or Leave of Absence](#).

Grounds for suspending or cancelling enrolment

If a student does not maintain satisfactory attendance or progress, Site Institute will notify the student of its intention to report them for breach of visa requirements. Students may also have their enrolment cancelled or suspended for misbehaviour, breaching the Student Code of Conduct, or for non-payment of fees.

The student then has 20 working days in which to begin a formal appeal of the decision to cancel enrolment. If the student chooses not to access the complaints and appeals process within the 20-working day period, withdraws from the process, or the process is completed and results in affirmation of the decision, Site Institute must officially report the student's cancellation of enrolment and the grounds on which the decision was made.

Under the Education Services for Overseas Students (ESOS) Act, providers are required to report any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the students' course is completed and within fourteen days of the event.

Cancellation, or Release for transfer to another provider

If an international student wishes to transfer to another Education Provider within the first six months of their principal program, they need to apply for a release, using the [Application for Cancellation or Release for Transfer](#) form. The application will be assessed according to Site Institute policy in accordance with Standard 7 of the National Code (2018).

A release for transfer will typically not be granted where the student has a change-of-mind. Circumstances where the transfer request may be granted include, but are not limited to, instances where Site Institute has assessed that:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Site Institute's intervention strategy
- there is evidence of compassionate or compelling circumstances
- Site Institute fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by Site Institute, or an education or migration agent regarding Site Institute or its course, and the course is therefore unsuitable to their needs and/or study objectives
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

To request a transfer to another CRICOS provider you must provide Site Institute with a Letter of Offer from that provider.

Site Institute reserves the right to refuse a transfer where it is found that the transfer is not in the best interest of the student or the student has not complied with the requirements of the National Code.

Site Institute is restricted from enrolling transferring students within the first six months from the commencement of the student's principal program, except in limited circumstances.

Cancelling your studies may have consequences on your student visa. You should contact the Department of Home Affairs (DHA) for advice before lodging an Application for Cancellation or Release for Transfer.

Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service to assist overseas students whose registered providers are unable to fully deliver their course of study.

The TPS ensures overseas students can either:

- complete their studies in another course or with another registered provider or
- receive a refund of their unspent tuition fees.

Complaints and appeals process

We understand that there may be times where things do not go to plan. If you wish to make a complaint or raise an issue, we encourage you to attempt to resolve the matter informally with the individual closest to the source of the complaint in the first instance.

Please talk to your trainer first if you wish to challenge an assessment decision. If you are not satisfied, you may apply to have the decision reviewed objectively.

Please talk to Veronica or Jason for any matters for which you have a significant concern, or if you wish to make a verbal or written complaint about our services. We will provide you with free and easily accessible information about using our complaints and appeals process.

If you do not feel confident raising the issue, make an appointment with the International Student Support Officer (ISSO). They will listen to you and take your concerns or complaint seriously and assist you through the process.

Overseas Students Ombudsman

If you are still not satisfied with an outcome or decision you may seek advice from the Overseas Students Ombudsman. You must complete the full process with Site Institute International prior to making an external appeal.

For contact details of the Overseas Students Ombudsman and information please visit <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Conclusion

We expect that you will read this Student Handbook in conjunction with information that is available through our website, course brochures and our Orientation PowerPoint and that you will be well informed about your course of study with Site Institute. If you have any questions at any time, please feel free to ask us.

We hope you enjoy a supportive learning environment and cultural experience during your study with us and we wish you every success in your future endeavours!

Jason Anfield

Jason Anfield

CEO, Site Institute