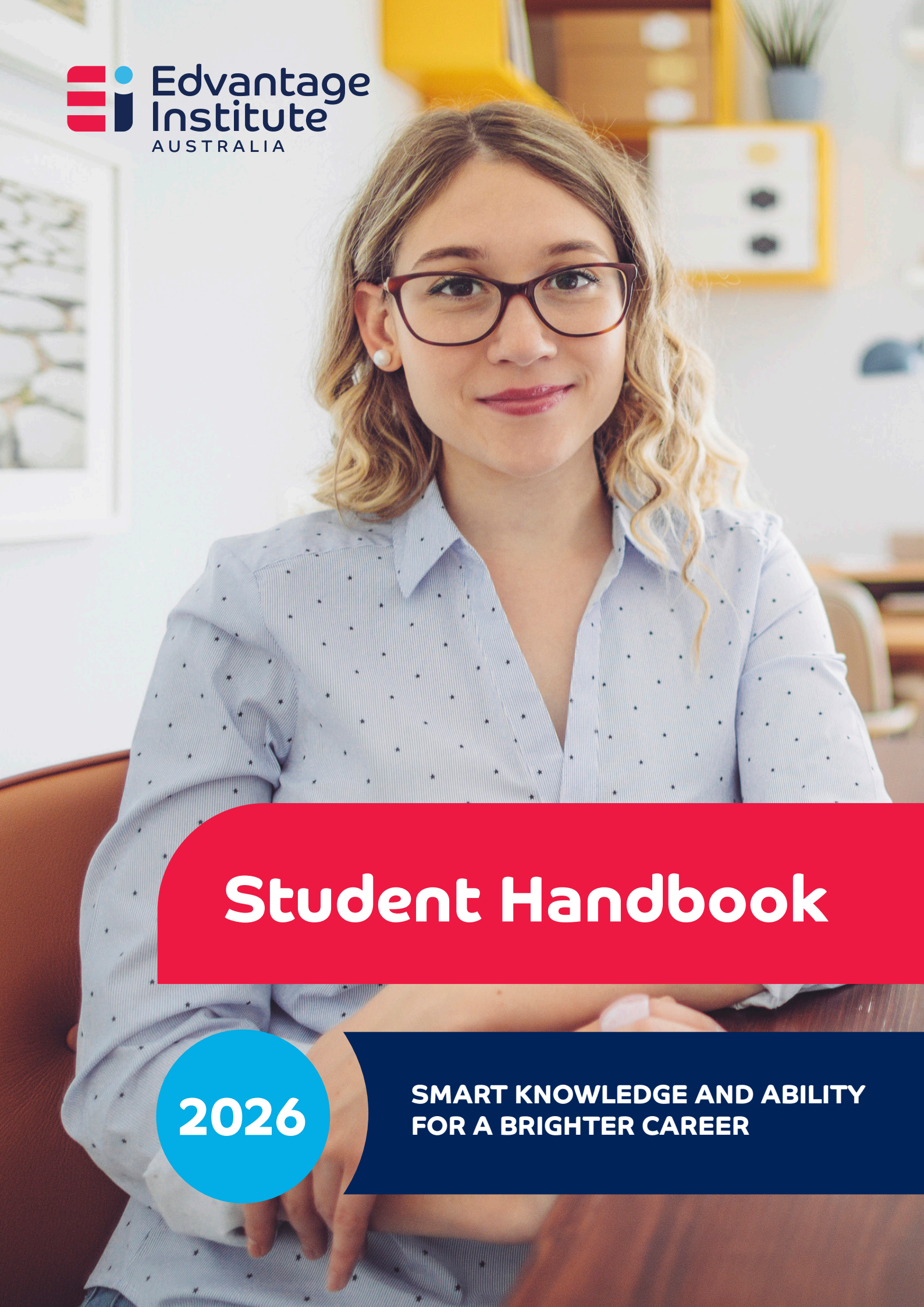
Edvantage Institute
AUSTRALIA



Student Handbook

2026

SMART KNOWLEDGE AND ABILITY
FOR A BRIGHTER CAREER



WELCOME

Dear Students!

EIA Warmly welcomes you to our school.

Congratulations on furthering your education, your career and your future with Edvantage Institute Australia (EIA).

As a student at EIA, you have rights and responsibilities, most of which are outlined in this handbook and can be found on EIA's website. If you have any further inquiries related to these topics, or for academic matters, please feel free to ask your Student Support Officer or one of the friendly EIA staff members.

During your life, you will gain experiences, knowledge and skills in a variety of ways. We hope that EIA will be the pivotal point where learning with us will empower you.

Many of you are new to higher education as you enter your study at EIA. How you utilise your time with us depends mainly on your motivation and dedication to achieving your aspirations. We would like to enhance your motivation by offering you the well-qualified teachers to inspire your desired studies into action!

At EIA, you will gain the following:
Learning from leaders of the industry, share experiences and identify opportunities;
Gaining insights on how to prepare for the challenges and opportunities;
Keeping pace with changes and learn what is ahead;
Improving employability and prepare for a hopeful, successful and economically secure future.

We endeavour to provide you with a learning environment that helps you achieve your educational goals and future career aspirations. Remember you have the key that determines exactly what you want from EIA education and beyond.

Strive to be a better you and you will be all that you desire to be!

We wish you every success in your studies at EIA.

Welcome To Your **EDVANTAGE INSTITUTE AUSTRALIA** Journey

About EIA

Edvantage Institute Australia (EIA) is your doorway to global educational opportunities. We are part of the international education group, Edvantage Group Holdings Limited, listed on the Hong Kong stock exchange.

As a TEQSA registered Private Higher Education Provider delivering premier higher education programs in Melbourne, we offer Marketing, Accounting and IT courses for local and international students.

At our state of the art campus, EIA students experience the latest industry discipline knowledge and digital technologies combined with extensive industry practices and experience. This ensures that our graduates are job-ready and career-focused. They can operate as creative industry professionals in dynamic, globalised workplaces. They apply critical analysis and problem solving and contribute positively to their social and commercial environments.

The EIA campus is located at the corner of Queen Street and La Trobe Street, Melbourne CBD.

Find Us

Campus Location:
338 Queen St Melbourne VIC 3000
Phone:
+61 390413050
Email:
enquiries@eia.edu.au

EIA Social Media

Please find us on
- Facebook
- Instagram
- Twitter
- WeChat
- LinkedIn
- YouTube

to get the daily news and EIA events.



WHY EIA

Unique features



Latest industry trends

- Dedicated industry program to develop your capacity as a creative industry professional in a dynamic, globalised environment
- Option of a minor in digital industry allowing greater specialist depth
- Latest industry knowledge and trends



Career preparation

- Passionate career educators to introduce you to the industry
- Guaranteed internship to provide real workplace and industry understanding
- Comprehensive career preparation program



Comprehensive industry experience

- Real industry projects with industry mentors
- Integrated curriculum with an industry perspective and engagement
- Planned accreditation by CPA, ACS and Australian Marketing Institute



Personalised learning experience

- Small groups so you truly know your faulty
- Peer learning opportunities
- Comprehensive digital learning and career resources and individualised academic support program



Inspiring faculty

- Faculty combines industry discipline knowledge and extensive industry practice
- Guest practitioners bringing industry projects into the classroom
- One on one industry mentors providing real-world insights and individual guidance



Campus and facilities

- Melbourne CBD campus with state of the art infrastructure
- Online learning & career hub underpin quality learning and career preparation
- 24/7 personal support program



CONTENTS

Important Notice

This Student Handbook provides important information for all prospective and current students concerning studying at Edvantage Institute Australia. The Student Handbook includes valuable information on students' enrolment, assessments including examinations, grading system and graduation as well as details on support and assistance available to students during their studies. For further more detail information, please check EIA website.

Information in this Handbook was reliable at time of publication, and is subject to change. Edvantage Institute Australia reserves the right to amend or modify contents of the Handbook and will attempt to communicate changes to students as they occur productively.

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CHECKLIST

Pre-Arrival Checklist

- [ ] Your students VISA
- [ ] Your eCoE (Confirmation of Enrolment)
- [ ] Your OSHC (Overseas Student Health Cover) proof
- [ ] Your IELTS result
- [ ] Your passport
- [ ] Your medical check-up document
- [ ] Organised an airport pick-up service and received your confirmation
- [ ] Organised your accommodation in Australia
- [ ] Other documents you need for enrolment with official acknowledged English version
- [ ] Familiarise yourself with the Australian Customs regulations

On-Arrival Checklist

- [ ] Contact your family to let them know you arrived safely
- [ ] Open your bank account
- [ ] Choose your mobile phone service
- [ ] Familiarise with your living environment
  (know where to find the shopping centre, medical centre, police station)
- [ ] Familiarise with your campus
- [ ] Enrol and complete your orientation program by due date
- [ ] Get your student ID card

ACADEMIC CALENDAR 2024

Event	Trimester 1	Trimester 2	Trimester 3
Orientation for New Students	1-3 May, 2024	2-6 September, 2024	6-10 January, 2025
Teaching Commences	6 May, 2024	9 September, 2024	13 January, 2025
Census Date (final Enrolment Day)	31 May, 2024	4 October, 2024	7 February, 2025
Mid-trimester Break	Nil	Nil	Nil
Teaching Ends	27 July, 2024	30 November, 2024	5 April, 2025
Examination Preparation Week	29 July, 2024	2-6 December, 2024	7-11 April, 2025
Examination Week	5-10 August, 2024	9-14 December, 2024	14-19 April, 2025
Grade Release	23 August, 2024	10 January, 2025	2 May, 2025
Supplementary/Deferred Examination Period	16-20 September, 2024	20-25 January, 2025	19-23 May, 2025

*EIA is closed over the Christmas/New Year Period

Victorian Public Holidays

Event	Day	Date
New Year's Day	Monday	1 January, 2024
Australia Day	Friday	26 January, 2024
Labour Day	Monday	11 March, 2024
Good Friday	Friday	29 March, 2024
Easter Monday	Monday	1 April, 2024
Anzac Day	Thursday	25 April, 2024
King's Birthday	Monday	10 June, 2024
Friday before AFL Grand Final	Friday	Subject to AFL schedule
Melbourne Cup Day	Tuesday	5 November, 2024
Christmas Day	Wednesday	25 December, 2024
Boxing Day	Thursday	26 December, 2024



COURSES OF STUDY

BACHELOR OF MARKETING

SMART KNOWLEDGE AND ABILITY FOR A BRIGHTER CAREER

Beyond a conventional bachelor of marketing degree: EIA understands that marketing is the digital engine room of business.

Brief introduction

Marketing today is rapidly evolving based on the digital transformation of our economy and firms. A new breed of marketing professional who can combine marketing knowledge, deep data understanding and critical thinking is being demanded by employers. Our dedicated Bachelor of Marketing has been developed with industry to deliver this capability, including the choice of a digital marketing minor. Our faculty combine the discipline knowledge and industry experience to excite, motivate and prepare you.

CRICOS Course Code ID	103141H
Mode of study	Face-to-face (online during the pandemic)
Delivery location	338 Queen St. Melbourne VIC 3000
AQF Level 7	Bachelor Degree
Full-Time Duration	3 years in 6 regular terms
Part-Time Duration	6 years in 12 regular terms
2021/22 Annual Tuition Fees	International AUD $17,500 Domestic AUD $12,000

Entry requirements

Students must be a minimum of eighteen (18) years of age on course commencement, and must meet both the academic and English language requirements.

Academic requirements

Successful completion of a formal qualification classified as equivalent to an Australian Year 12 qualification*, or successful completion of an approved post-school qualification*.

English language requirements

Minimum test score of 6.0 overall (with no individual band score below 5.5) on the IELTS Academic test, or approved equivalent*.

Recognition of prior learning

EIA recognises applicants' prior relevant study or experiences through study credits*. These experiences may be formal or informal. Where applicants can demonstrate achievement of the learning outcomes of a unit of study EIA may grant specified, unspecified or block credits or study exemptions.

* For further information, please visit https://eia.edu.au/admissions/

Course structure

Students enrolled in the Bachelor of Marketing are required to complete 24 units of study (comprising 12 core units, 8 major units, & 4 elective units) within a typical study period of 3 years or six academic terms.

- Each unit comprises of 12.5 credit points. The total credit points required to achieve the award is 300 credit points.
- Students must successfully complete all prerequisite units before progressing.
- Digital marketing minor option: Must complete the four (4) ** units below

Year 1

TERM 1			TERM 2		
Unit Code	Unit Title	Unit Type	Unit Code	Unit Title	Unit Type
MKG101	Marketing Principles	Core	MKG102	Consumer Behavior	Core
ACC101	Accounting Principles	Core	BUS101	Professional and Business Communication	Core
BUS102	Business Management	Core	LAW101	Law and Ethics in Marketing	Core
ECO101	Firms, Consumers and Market Structure	Core	STAT101	Marketing Analytics in the Digital Age**	Core

Year 2

TERM 1			TERM 2		
Unit Code	Unit Title	Unit Type	Unit Code	Unit Title	Unit Type
MKG201	Cross-cultural and International Marketing	Major	ECO201	Business and Economic Environment	Core
STA201	Data-driven Marketing Analytics	Core	FIN201	Business Finance & Entrepreneurship	Core
MKG205	Sustainable Marketing	Major	MKG202	Services Marketing	Major
MKG206	Market and Business Research	Core	MKG203	Digital Media Marketing **	Major

Year 3

TERM 1			TERM 2		
Unit Code	Unit Title	Unit Type	Unit Code	Unit Title	Unit Type
MKG301	Integrated Marketing Communication	Major	MKG303	Business Launch Campaign (Project)	Major
MKG302	Brand Management and Strategy	Major	MKG304	Strategic Marketing	Major
	Elective Unit*	Elective		Elective Unit*	Elective
	Elective Unit*	Elective		Elective Unit*	Elective

Great choice of electives to balance personal interest

List of elective* units

Students can choose four elective units from the options below. For any elective units that have prerequisites, students must complete and pass the prerequisite unit before they can enrol in the elective units.

UNIT CODE	UNIT TITLE	PRE-REQUISITE
MKG204	Not for Profit & Social Marketing	None
MSM201	Small and Median Enterprises (SME) Marketing	MKG101
MCI301	Entrepreneurship & Marketing for Creative Industries	MKG101
MKG306	Distribution Management	MKG101
MKG207	Advertising Management	MKG101
MKG305	Social Media Management**	MKG203
MDM301	Digital Media Production**	MKG203



DIPLOMA OF BUSINESS

Brief introduction

Our Diploma of Business offers you a tailored and practical program to give you a broad introduction to the industry and a range of skills relevant to working in the business sector that will allow you to work successfully in a variety of industries. The diploma will help you take the next step and pathway to study further.

CRICOS Course Code ID	TBA
Mode of study	Face to face and online
AQF Level 5	Higher education Diploma
Full-Time Duration	1 year in 2 regular terms
Part-Time Duration	2 years in 4 regular terms
2021/22 Annual Tuition Fees	TBA

Entry requirements

Students must be a minimum of eighteen (18) years of age on course commencement and meet both the academic and English language requirements.

Academic requirements

Successful completion of a formal qualification classified as equivalent to an Australian Year 12 qualification*, or successful completion of an approved post-school qualification.*

English language requirements

Minimum test score of 5.5 overall (with no individual band score below 5.0) on the IELTS Academic test, or approved equivalent*.

Recognition of prior learning

EIA recognises applicants' prior relevant study or experiences through study credits*. These experiences may be formal or informal. Where applicants can demonstrate achievement of the learning outcomes of a unit of study EIA may grant specified, unspecified or block credits or study exemptions.

* For further information, please visit https://eia.edu.au/admissions/

Course structure

Students enrolled in the Diploma of Business are required to complete 8 compulsory units of study within a typical study period of 1 years or two academic terms.

Year 1							
TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
ACC101	Accounting Principles	Core	None	MKG101	Marketing Principles	Core	None
BUS102	Business Management	Core	None	ACC102	Accounting Information Systems	Core	None
ECO101	Fundamentals of Economics	Core	None	FIN101	Business Finance	Core	None
BUS101	Professional Skills in Business	Core	None	LAW201	Introduction to Business Law	Core	None



BACHELOR OF ACCOUNTING

Brief introduction

Our Bachelor of Accounting provides you a professional and practical program with skills and knowledge necessary for accounting roles in Australia or overseas that will boost your job prospects.

CRICOS Course Code ID	TBA
Mode of study	Face to face and online
AQF Level 7	Higher Degree Course (undergraduate)
Full-Time Duration	3 years in 6 regular terms
Part-Time Duration	6 years in 12 regular terms
2021/22 Annual Tuition Fees	International AUD $21,000 Domestic AUD $12,000

Entry requirements

Students must be a minimum of eighteen (18) years of age on course commencement and meet both the academic and English language requirements.

Academic requirements

Successful completion of a formal qualification classified as equivalent to an Australian Year 12 qualification*, or successful completion of an approved post-school qualification.*

English language requirements

Minimum test score of 6.0 overall (with no individual band score below 5.5) on the IELTS Academic test, or approved equivalent*.

Recognition of prior learning

EIA recognises applicants' prior relevant study or experiences through study credits*. These experiences may be formal or informal. Where applicants can demonstrate achievement of the learning outcomes of a unit of study EIA may grant specified, unspecified or block credits or study exemptions.

Upon completion of your Diploma of Business you may have access to EIA's Bachelor of Accounting. In some cases you may receive credit for your previous study, reducing the time it takes to complete your course.

* For further information, please visit https://eia.edu.au/admissions/

Course structure

Students enrolled in the Bachelor of Accounting are required to complete 24 units of study (comprising 17 core units & 7 elective units) within a typical study period of 3 years or six academic terms.

Year 1

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requi-site	Unit Code	Unit Title	Unit Type	Pre-Requi-site
ACC101	Accounting Principles	Core	None	ACC102	Accounting Information Systems	Core	ACC101
BUS102	Business Management	Core	None	FIN101	Business Finance	Core	None
ECO101	Fundamentals of Economics	Core	None	FIN102	Business Statistics & Decision-Making Process	Core	ACC102 (Co-requisite)
BUS101	Professional Skills in Business	Core	None	LAW201	Introduction to Business Law	Core	None

Year 2

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
ACC203	Management Accounting	Core	ACC101	LAW202	Corporate Law	Core	LAW201
ACC204	Intermediate Financial Accounting	Core	ACC101	ACC306	Corporate Reporting	Core	ACC204
	Elective Unit	Elective			Elective Unit	Elective	
	Elective Unit	Elective			Elective Unit	Elective	

Year 3

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
ACC307	Advanced Management Accounting	Core	ACC203	ACC305	Auditing & Assurance	Core	ACC204
ACC310	Financial Accounting Theory	Core	ACC306	ACC311	Capstone Project	Core	ACC307, ACC310
ACC308	Taxation Law	Core	LAW202		Elective Unit	Elective	
	Elective Unit	Elective			Elective Unit	Elective	

For elective units, students may choose any seven units from EIA existing degrees as long as the pre-requisites are satisfied including
Bachelor of Marketing (with a minor in Digital Marketing)
Bachelor of IT

DIPLOMA OF INFORMATION TECHNOLOGY

Brief introduction

Our Diploma of Information Technology provides you with a practical, supportive program to build your current IT knowledge and skills to help you achieve your dream of becoming an in-demand IT professional. The diploma will help you take the next step and pathway to study further.

CRICOS Course Code ID	TBA
Mode of study	Face to face and online
AQF Level 5	Higher education Diploma
Full-Time Duration	1 year in 2 regular terms
Part-Time Duration	2 years in 4 regular terms
2021/22 Annual Tuition Fees	TBA

Entry requirements

Students must be a minimum of eighteen (18) years of age on course commencement and meet both the academic and English language requirements.

Academic requirements

- Successful completion of a formal qualification classified as equivalent to an Australian Year 12 qualification*, or successful completion of an approved post-school qualification.*
- A passing score in any VCE math units or equivalent.

English language requirements

Minimum test score of 6.0 overall (with no individual band score below 5.5) on the IELTS Academic test, or approved equivalent*.

Recognition of prior learning

EIA recognises applicants' prior relevant study or experiences through study credits*. These experiences may be formal or informal. Where applicants can demonstrate achievement of the learning outcomes of a unit of study EIA may grant specified, unspecified or block credits or study exemptions.

* For further information, please visit https://eia.edu.au/admissions/

Course structure

Students enrolled in the Diploma of Information Technology are required to complete 8 units of study (comprising 7 compulsory units & 1 elective units) within a typical study period of 1 years or two academic terms.

Year 1							
TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT101	Computer Systems Fundamentals	Core	N/A	BIT105	Requirements Elicitation and Analysis	Core	N/A
BIT102	Database Systems Fundamentals	Core	N/A	BIT106	Professional Issues in ICT	Core	N/A
BIT103	Programming Fundamentals	Core	N/A	BIT111	Introduction to Information Systems	Core	BIT101, BIT102
BIT104	Networking Fundamentals	Core	N/A		Elective Unit	Elective	

List of elective units

For electives, students may choose any unit from the following list

Unit Code	Unit Name	Pre-Requisite	Offering Degree
BIT108	Fundamentals of ICT Security	BIT101	BIT (ICT Security)
BIT107	Discrete Mathematics	BIT101	BIT (IS)
BIT203	Advanced Programming	BIT102, BIT103	BIT
BIT212	Business Intelligence	BIT102, BIT103	BIT (IS)
ACC101	Accounting Principles	None	Bachelor of Marketing
MKG101	Marketing Principles	None	Bachelor of Marketing
BUS102	Business Management	None	Bachelor of Marketing
ECO101	Firms, Consumers & Market Structure	None	Bachelor of Marketing
LAW101	Law & Ethics in Marketing	None	Bachelor of Marketing
MKG102	Consumer Behaviour	None	Bachelor of Marketing
STA101	Marketing Analytics in the Digital Age	None	Bachelor of Marketing
MKG204	Not for Profit & Social Marketing	None	Bachelor of Marketing

BACHELOR OF INFORMATION TECHNOLOGY (BIT)

Brief introduction

Our Bachelor of Information Technology (BIT) offers you a dedicated and industry-wide program to build a strong foundation with core IT skills that you can expand your career options and apply to multiple industries and technologies anywhere in the world. This course will equip you with specialist skills for a changing world that will ensure you are ready for different workplace scenarios. More importantly, you can choose your learning pathways based on your interests and talents, while developing in-depth knowledge in a specialised area of your choosing, such as ICT Security and Information Systems.

CRICOS Course Code ID	TBA
Mode of study	Face to face and online
AQF Level 7	Higher Degree Course (undergraduate)
Full-Time Duration	3 years in 6 regular terms
Part-Time Duration	6 years in 12 regular terms
2021/22 Annual Tuition Fees	International AUD $21,000 Domestic AUD $12,000

Entry requirements

Students must be a minimum of eighteen (18) years of age on course commencement and meet both the academic and English language requirements.

Academic requirements

- Successful completion of a formal qualification classified as equivalent to an Australian Year 12 qualification*, or successful completion of an approved post-school qualification.*
- A passing score in any VCE math units or equivalent.

English language requirements

Minimum test score of 6.0 overall (with no individual band score below 5.5) on the IELTS Academic test, or approved equivalent*.

Recognition of prior learning

EIA recognises applicants' prior relevant study or experiences through study credits*. These experiences may be formal or informal. Where applicants can demonstrate achievement of a unit of study EIA's learning outcomes may grant specified, unspecified or block credits or study exemptions.

Upon completion of your Diploma of IT you may have access to EIA's Bachelor of IT. In some cases you may receive credit for your previous study, reducing the time it takes to complete your course.

* For further information, please visit https://eia.edu.au/admissions/

Course structure

Students enrolled in the Bachelor of Information Technology are required to complete 24 units of study (comprising 8 core units, 10 major units, & 6 elective units) within a typical study period of 3 years or six academic terms.

EIA's Bachelor of Information Technology offers students the option to choose either or both of the following two majors:

- ICT Security
- Information Systems

Bachelor of Information Technology (ICT Security)

Year 1

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT101	Computer Systems Fundamentals	Core	N/A	BIT105	Requirements Elicitation and Analysis	Core	N/A
BIT102	Database Systems Fundamentals	Core	N/A	BIT106	Professional Issues in ICT	Core	N/A
BIT103	Programming Fundamentals	Core	N/A	BIT107	Discrete Mathematics	Core	N/A
BIT104	Networking Fundamentals	Core	N/A	BIT108	Fundamentals of ICT Security	Major	BIT101, BIT104

Year 2

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT201	Real world practices for Computer Systems and Network Security	Major	BIT108	BIT204	Business Management of Security	Major	BIT106, BIT108 OR BIT202
BIT202	Privacy Preservation and Data Security	Major	BIT105, BIT106	BIT205	Cloud Computing	Major	BIT102, BIT105
BIT203	Advanced Programming	Major	BIT103, BIT102, BIT104, BIT105	BIT211	ICT Project Management	Major	N/A
	Elective Unit	Elective			Elective Unit	Elective	

Year 3							
TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT301	Cryptography Fundamentals	Major	BIT107	BIT303	Capstone Project	Core	Completion of all other core units and 8 major units
BIT206	Digital Forensics and Incident Response	Major	BIT108, BIT202	BIT304	Advanced Topics in ICT Security	Major	Completion of all other major units in ICT security specialisation
	Elective Unit	Elective			Elective Unit	Elective	
	Elective Unit	Elective			Elective Unit	Elective	

For electives, students may choose any six units from EIA existing degrees as long as the pre-requisites are satisfied including

- Bachelor of Marketing (with a minor in Digital Marketing)
- Bachelor of IT (IS)
- Bachelor of Accounting



Bachelor of Information Technology (Information Systems)

Year 1

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT101	Computer Systems Fundamentals	Core	N/A	BIT105	Requirements Elicitation and Analysis	Core	N/A
BIT102	Database Systems Fundamentals	Core	N/A	BIT106	Professional Issues in ICT	Core	N/A
BIT103	Programming Fundamentals	Core	N/A	BIT107	Discrete Mathematics	Core	N/A
BIT104	Networking Fundamentals	Core	N/A	BIT111	Introduction to Information Systems	Major	BIT101, BIT102

Year 2

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BUS102	Business Management	Major	N/A	BIT212	Business Intelligence	Major	BIT102, BIT105
BIT202	Privacy Preservation and Data Security	Major	BIT105, BIT106	BIT211	ICT Project Management	Major	N/A
BIT203	Advanced Programming	Major	BIT103, BIT102, BIT104, BIT105	BIT204	Business Management of Security	Major	BIT106, BIT108 OR BIT202
	Elective Unit	Elective			Elective Unit	Elective	

Year 3

TERM 1				TERM 2			
Unit Code	Unit Title	Unit Type	Pre-Requisite	Unit Code	Unit Title	Unit Type	Pre-Requisite
BIT205	Cloud Computing	Major	BIT102, BIT105	BIT303	Capstone Project	Core	Completion of all other core units and 8 major units
BIT311	Information Systems Governance and Architecture	Major	BIT111, BIT212, BIT203	BIT313	Human-computer Interaction	Major	BIT105
	Elective Unit	Elective			Elective Unit	Elective	
	Elective Unit	Elective			Elective Unit	Elective	

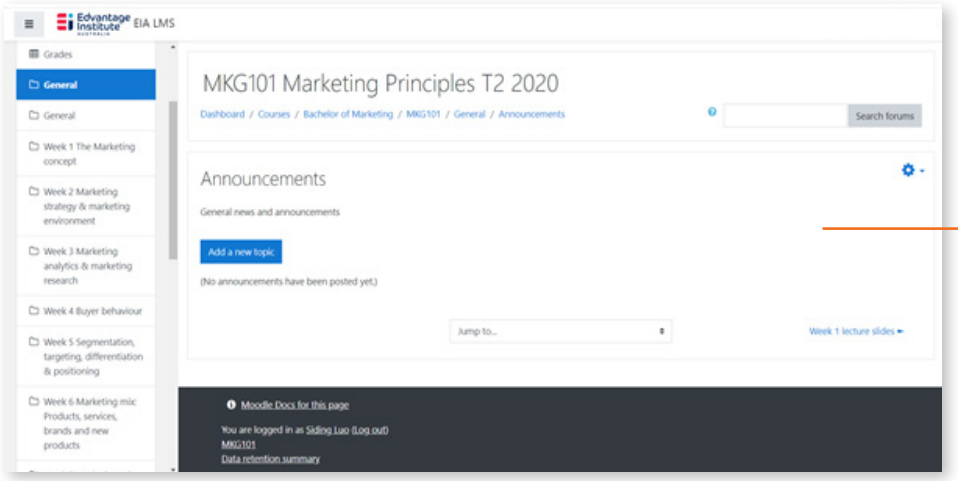
For electives, students may choose any six units from EIA existing degrees as long as the pre-requisites are satisfied including

- Bachelor of Marketing (with a minor in Digital Marketing)
- Bachelor of IT (ICT Security)
- Bachelor of Accounting

MOODLE

EIA uses Moodle as an effective academic learning management system, students can use their EIA username and password to log in the system and access materials for their courses, submit their assignments, having an online conversation with lecturers and other academic functions.

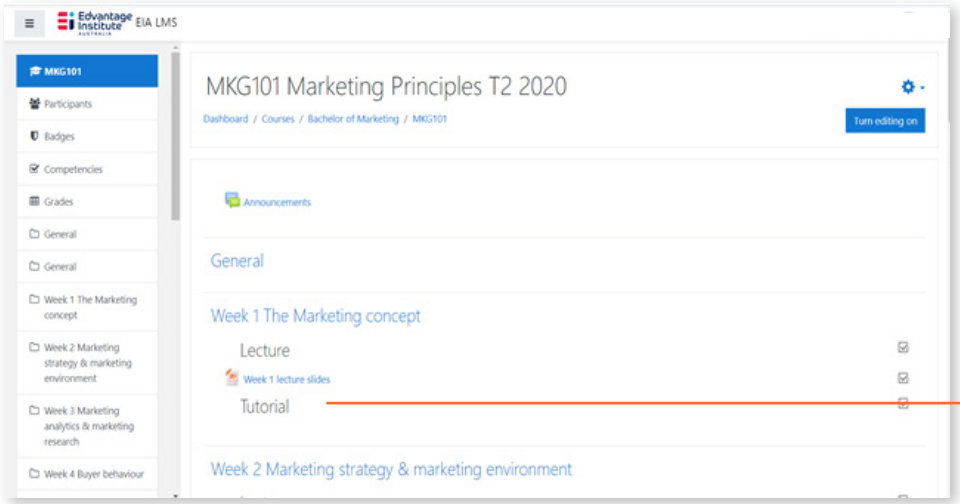
Guidance on how to use Moodle step-by-step during student orientation will be presented. For further guidance on how to use Moodle instruction files are readily available on EIA's website. Below is a short version demonstration on the introduction
of Moodle.



Announcements

Check ongoing information about:

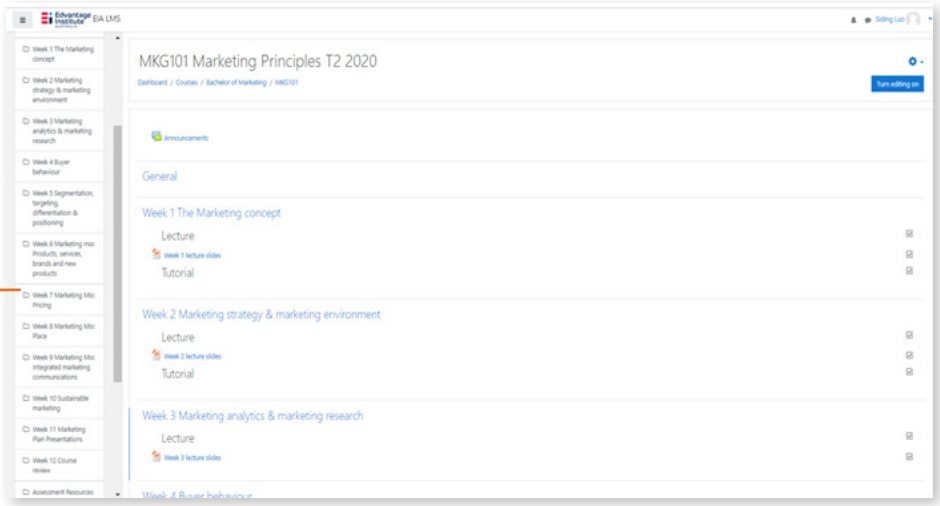
- Events
- Workshops
- Exam Times
- Assignments Due Date

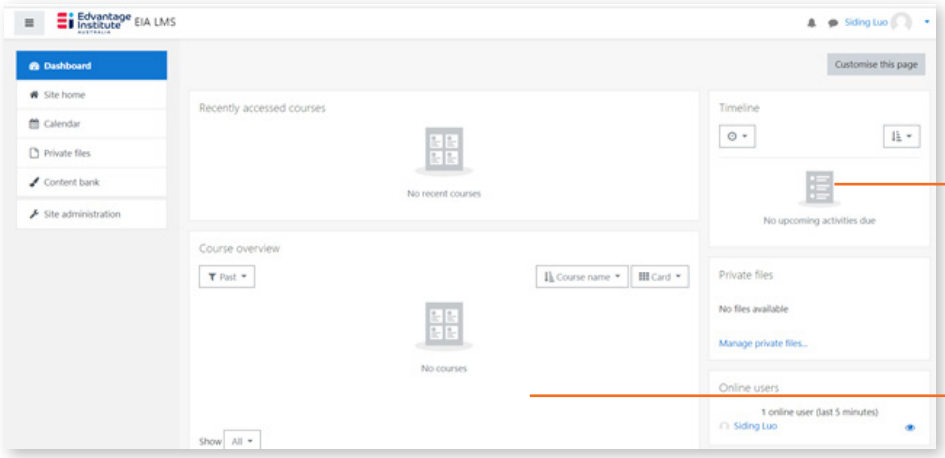


Tutorial

Check your tutorial topics

My Courses
Check your weekly tasks

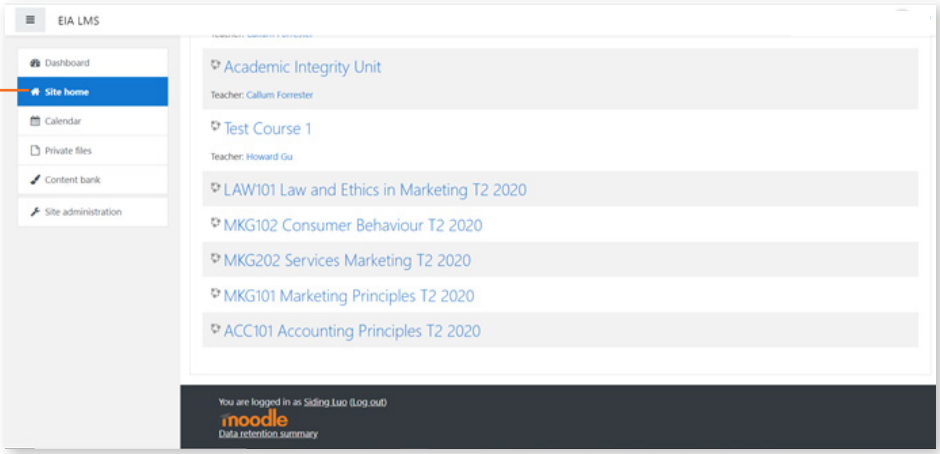




Upload your assignments

Dashboard
Check your course overview

Moodle Site home
To find your course information



LIVING IN MELBOURNE



Melbourne: one of the most livable places in the world. You with EIA makes Melbourne part of your story.

Australia is enthusiastic. Our cities are diverse and multicultural. Melbourne is one of the world's most vibrant cities. In the state of Victoria, 45% of people were either born overseas or had parents from overseas. Residents speak more than 150 different languages throughout the city, and you can meet people from different countries around the world. Melbourne is filled with exciting events and activities, including:

Numerous dynamic, international festivals and events such as international arts, films and comedy festivals;

Melbourne offers a wealth of entertainment from museums, galleries, exhibitions, zoos, beaches, theme parks and gardens. Venture outside the city to discover the diversity and beauty of regional Victoria, from wineries like the Yarra Valley to coastal villages such as the Great Ocean Road and Mornington Peninsula and alpine towns like Mount Buller and Falls Creek;

A multitude of sporting events including the Australian Open (Tennis), Spring Racing Carnival, the Boxing Day Test Cricket Match. Formula One Australian Grand Prix and Australian Football League;

Living in Melbourne, you can enjoy a meal from countries and community groups all over the globe. Thanks to the cultural diversity of the city, you can find restaurants serving dishes from cuisines such as Chinese, Korean, Japanese, Indian, Thai, Italian, French, Mexican, Greek, European and other International cuisines;

Melbourne is a shopper's delight with something for everyone including major department stores, outlet centres, fashion houses and international retail giants like H&M, Zara and Topshop, large shopping centres like Chadstone and outdoor markets including Queen Victoria Market, South Melbourne Market and Prahran Market;

Melbourne is fast becoming a 24-hour city, and there is always something to do when the sun goes down.

COST OF LIVING

Students relocating to Australia should keep in mind the following costs when they undertake studies. When calculating the cost of living in Australia, students must also budget for student fees, textbooks and photocopying, rent, household expenses, utilities and telephone, food, travel, spending money, healthcare and medical insurance. The following annual living costs and expenses are anticipated to mitigate the risk of students falling into financial hardship during their stay in Australia: (information updated by the Department of Home Affairs as of 23/10/2019).

- Single student: AUD 21,041
- For a spouse or de facto partner of the student: AUD 7,362
- For a dependent child: AUD 3,152
- Annual school costs for one child: AUD 8,296

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no-frills brands can reduce food costs for students, as can shopping at markets.

Student Studio Apartment (weekly):	$180-250
Share House rental (weekly):	$120 – 160
Overseas Student Health Cover (OHSC) per year:	$480 per year
Public transport (PTV): (28 days)	$176
Movie ticket:	$12 – 16
Food – bread (700grs):	$3.5 – 5
Milk (2 litters):	$2.5 – 4
Cheese (500 grams):	$4.5
Rice (1kg):	$2
Big Mac meal (medium):	$12
Mobile: (pre-paid monthly):	$15 - 50

For further information on Living in Australia including planning your departure, arriving in Australia, accessing support services, remaining visa compliant, working while you study, living costs and finding accommodation, health and safety, visit the following links provided by the Australian Government sites.

Live in Australia *https://liveinmelbourne.vic.gov.au/*

Study Melbourne is a Victorian Government initiative providing support and information to international students, helping students have the best possible time while studying and living in Victoria. They aim to help students from around the world connect with friends, share information and ideas. They provide the latest news about student life, education institutions, courses and events of Melbourne.

Study Melbourne *http://www.studymelbourne.vic.gov.au/*



ACCOMMODATION

There are many types of accommodation options available to international students. If you would like EIA to arrange a homestay service, please indicate on the Student application for an enrolment form or contact our Welfare Officer at (03)94103050

Homestay

Homestay is an arrangement where students live with a local family or resident host in a private home. Homestay costs can range from $300 – 400 per week. Homestays are an affordable way for international students to improve their English and experience Australian culture and lifestyle up close. Note:

International students under 18 years of age must live in either a homestay, on-campus accommodation or with a relative approved by the Department of Home Affairs.

Homestay students can be any age, but if you're under 18, your booking process will be more detailed. Our partner, Student Accommodation Services, will match you with an appropriate homestay host. Homestay arrangements include:

- A single room: furnished (bed and study desk are a must)
- Provide three (3) meals per day: breakfast: a choice of cereal, toast etc. prepared by the student; lunch prepared by the student; dinner cooked different foods provided by the host family
- The homestay fee also covers all costs for electricity, gas and water
- The student pays for all telephone calls
- Various house rules applicable within the host family

Lease and shared accommodation

It is essential to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and generally ranges from $150 –$250 per week unfurnished or $200 – $300 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price.

https://www.realestate.com.au/rent/
https://www.domain.com.au/?mode=rent
https://flatmates.com.au/
https://ozflatmates.com



EIA accommodations

EIA works with Dwell Student Living to provide a variety of options for EIA students.

Rooms

From 1 bedroom studio, 1 bedroom, 2 bedrooms to 5 bedrooms
All rooms include refrigerator, wardrobe, study desk and chair, unlimited wireless internet and swipe card.
Selected rooms include celling fan, oven, heater and TV.





Prices

Start from $310/week, multiple promotions apply!
2022 booking now open, up to 4 weeks free!
Contact us for details.

Inquiry, inspection and booking

Please contact our student support team.

Dwell Village Melbourne City
5-17 Flemington Road, North Melbourne, VIC 3051
Australia
15-minute walk to EIA and Melbourne CBD

PUBLIC TRANSPORT VICTORIA (PTV)

- Buy a Myki card as your ticket for public transport including train, tram and bus services
- Cost up to $9 daily (price adjusted annually), or buy a myki pass
- Access tram service for free within Free Tram Zone
- Plan your journey by using PTV application on your mobile
- For more information: https://www.ptv.vic.gov.au/





HEALTH, WELLBEING AND SAFETY

A significant element of Edvantage Institute Australia is the provision of a healthy, supportive and safe environment for our students and staff, and all people involved in our activities. The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the wellbeing, safety, visa and emergencies) is the EIA Welfare Team.

Please contact EIA Welfare Team via (03)9041 3050



Your health

Students experiencing health and/ or psychological-emotional problems will be referred to professional medical services and counsellors by Welfare Officer who is responsible for handling initial inquiries, assessing the situation and, when necessary, guiding students to appropriate professional help.

What do I do if I'm sick?

Use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00 am – 8:30 am) for an appointment. Please note, however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

Seeing a doctor/medical certificate

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding the management of your illness and may provide you with a prescription for some medication. If you have had, or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests, e.g., blood tests or x-rays, or to see a specialist Doctor.

Websites

www.mychemist.com.au/
www.melbournecentralpharmacy.com.au
www.priceline.com.au



Students experiencing problems of discrimination, harassment, bullying, violence and maliciousness will be referred by Welfare officer to appropriate bodies for assistance. Where appropriate, the Welfare Officer will be available to accompany the student to such services if requested to do so by the student.

Access and equity

The Access and Equity Policy outlines a set of principles for providing all staff and students with equal opportunities, and maintaining a learning environment which:

- is free from discrimination, harassment, bullying, violence and maliciousness;
- accommodates student diversity including under-represented and disadvantaged groups; and
- creates equivalent opportunities for academic success regardless of the background of the student.

Access and equity: EIA is responsive to the individual needs of people, whose age, gender, cultural, religious or ethnic background, disability, sexuality, academic and intellectual level, employment status or location may deter their access and participation in the activities of their study at EIA and achievement of expected outcomes.

Under-represented and disadvantaged groups: include but not limited to the following

- People with disability
- Aboriginals and Torres Strait Islanders
- People from the non-English speaking background
- People located in rural and remote areas
- People who are long-term unemployed
- Mature-aged students

Discrimination: According to the EIA Bullying, Discrimination and Sexual Misconduct Prevention Policy and Procedure, discrimination takes place when a person is vilified or treated less favourably than others due to their race, circumstances, religious beliefs, characteristics or industrial activities.

Workplace Harassment: Harassment is any belittling behaviour which offends, humiliates, threatens or intimidates an individual or a group of persons and causes an unfriendly or unpleasant workplace. When a person is a subject of harassment, their ability to perform their duties is affected as they are stressed and suffer from consequential health problems. Harassment is not limit to intentional behaviours only but may result from behaviours which are not intended to cause any harm, such as jokes or unsolicited attention, which does not require a genuine harmful intention to constitute harassment.

Please refer to EIA Access and Equity Policy and Procedure for more details.

Bullying, discrimination and sexual misconduct

Bullying, Discrimination and Sexual Misconduct Prevention Policy and Procedure provides a structure for the promotion of ethical standards and professional behaviour within the Edvantage Institute Australia (EIA) community and procedures for dealing with bullying, discrimination and sexual misconduct. Bullying, discrimination and sexual misconduct and/or failure to prevent it can have a damaging impact.

Bullying: repeated unreasonable action/s directed towards a student, or a group of students, or staff member. Unreasonable such as incessantly denying the person equal respect, verbal attacks or isolating them. It is not confined to these examples only. See the Bullying section within this document for more.

Harassment: Unwanted, unwelcomed and uninvited conduct which annoys, intimidates, threatens,

demeans or put a person in fear. The behavior may include derogatory comments, intimating actions, physical conduct or contact and visual insults.

Discrimination: an unfavourable treatment based on individual characteristics, including race, gender, sexual orientation, age, disability, culture, religion, marital status, parental responsibilities or community associations. Harassment can be displayed in various forms including but not limited to conversations, comments, jokes, electronic messages, printed materials and social media.

Sexual harassment: any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. It is not an interaction, flirtation or friendship which is mutual or consensual.

Any form of bullying, discrimination and sexual misconduct in or outside class and workplace is strictly forbidden. Bullying, discrimination and sexual misconduct amongst students or between students and staff or between staff will not be tolerated. Please refer to EIA Bullying, Discrimination and Sexual Misconduct Prevention Policy and Procedure for more details.

Your Safety

EIA is committed to providing a healthy and safe work environment for all staff, contractors and visitors and also a healthy and safe learning environment for our students.

EIA will endeavour to provide and maintain, so far as is reasonable and practicable, such a healthy and safe workplace as well as learning environment for our students.

EIA will also take all reasonable steps to identify, evaluate and minimise those factors in the working as well as learning environment, which cause or have the potential to cause injury or illness.

Student safety and campus security

EIA is committed to ensuring reasonable and practicable security and safety of all students, staff, visitors and contractors with the Student Safety and Campus Security Policy and Procedure. All students will be informed of the actions that can be taken, the key contacts of EIA and the student support services available, to satisfy the needs of different student cohorts. (refer to Student Support Services Policy)
All students, staff, contractors and visitors are required to:

- comply with the Student Safety and Campus Security Policy and Procedure
- conduct all learning, teaching and research activities in a safe and controlled manner that ensures no harm can come to other persons, property or the environment
- cooperate with EIA in the development, implementation and maintenance of safety procedures and practices
- participate in all levels of training programs
- immediately report hazards and incidents
- actively participate in sustaining the desired safety culture at EIA

First aid

Numerous staff members are trained as First Aid Officers and can be called upon for assistance in the event of an injury. The nominated First Aid Officers keeps first aid equipment. The first aid kit should not be misused and not subject to abuse and pilfering.
In the case of a Medical Emergency, the student's guardian or next of kin may need to be contacted. Students are required to update their emergency contact number promptly as stated in this student handbook.

Evacuation procedure

- Evacuate the building immediately once the siren sounds;
- Act by the emergency evacuation plan and gather at the designated assembly area;
- Obey all directions and instructions from the fire wardens;
- Do not take personal belongings as this may slow or delay the departure from the fire site;
- Do not use lifts;
- Do not run, push or overtake; and
- No one should return until the fire brigade personnel declare the building is safe.

Privacy

EIA recognises the right to privacy of students. Privacy Policy and Procedure outlines EIA's privacy obligations and the responsibilities of all staff when collecting, using and disclosing personal information. The procedure sets the guidelines for EIA to handle the information in a lawful and responsible manner. EIA complies with the privacy requirements of the Privacy and Data Protection Act 2014 (Vic) and Health Records Act 2001 (Vic), and the Australian Privacy Principles (APPs) in the Commonwealth Privacy Act 1988. EIA designates the IT Manager as the Principal Privacy Officer (PPO), responsible for EIA's overall compliance with its privacy obligations.

For more information, please refer to **EIA Privacy Policy and Procedure.**

Reporting critical incidents to Edvantage Institute Australia

Students are also encouraged to report all incidents of crime such as bullying, discrimination, sexual misconduct, violence, harassment, fire, medical emergency, accident and assault to Student Support, so the Institute may provide support as required and understand any area of risk to staff and other students. All reports will be treated with the strictest confidence.

Critical incidents could include all or some of the following:

- Death, Serious injury any threat of death or serious injury;
- Missing student;
- Natural disaster in Australia and student's home country;
- Acts of terrorism;
- Fire, bomb threat, explosion;
- Issues of domestic violence, physical, sexual or other abuse;
- Drug or alcohol abuse;
- Severe verbal aggression;
- Psychological aggression;
- Serious injury or any threat of such; or
- Other non-life-threatening events.

If any of the above were to affect a student or their family while they are living in Australia, this would be categorised as a critical incident.

Relevant documents for the detailed information that can be found at the EIA website, including:

Student Safety and Campus Security Policy and Procedure;
Student Wellbeing and Safety Policy and Procedure;
Privacy Policy and Procedure;
Critical Incidents Policy and Procedure;
OHS Risk Management Forms;
Accident and Injury Report Form;
Incident Report.



Overseas Student Health Cover (OHSC)

EIA can arrange health cover for its students on request. Below are several health insurance companies that provide health insurance for overseas students:

Medibank Private: *www.medibank.com.au*
OSHC Worldcare: *www.oshcworldcare.com.au*
BUPA OSHC: *www.bupa.com.au*
Australian Health Management: *www.ahm.com.au*
OHSC Australia: *www.ohscaustralia.com.au*

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

What am I covered for?

OSHC provides a safety net for medical expenses for international students, similar to that offered to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

How do I use my OSHC card?

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the medical centre may process the government fee component of that. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.



Healthy and safe learning and working environment



It is EIA's responsibility to keep you in a safe learning and working environment, and you must not be allowed any work to be done that is unsafe. EIA ensures that the work and learning environment under their control is safe and without risks to health and safety, which complies with the Higher Education Standards (Threshold Standards) Framework 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Standard 2.3. Therefore, EIA's staff and students has the obligations to comply with safety, health and environmental legislation to ensure EIA's activities do not put anyone at risk; and adhere to safe work and learning practices, policies, procedures, instructions and rules issued by EIA.

For more information, please refer to Occupational Health and Safety (OHS) Manual.

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life-threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia, police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation, you can contact the local police station directly on (03) 9637 1100 or 226 Flinders Lane, Melbourne East 3000.

Fire – Dial 000

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts to call 000 no matter how small or large the fire may be. See attached for the fire evacuation plans for all the levels of both La Trobe St Campus and Queen St Campus. Fire evacuation plans will be displayed clearly on each level.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to the hospital. In the case of a medical emergency call Triple Zero (000) and ask for ambulance.

State emergency service

The State Emergency Service (SES) is an emergency and rescue service dedicated to assisting in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132500.

Lifeline – Dial 131 114

Lifeline's 131114 services is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

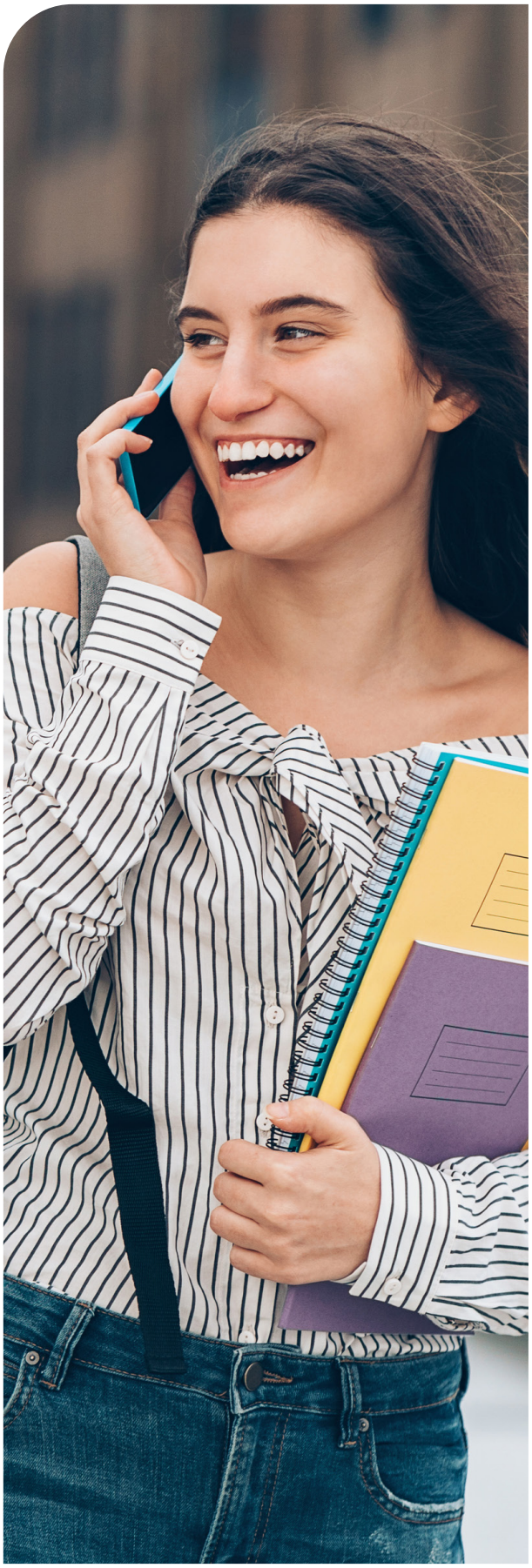
Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons information line - Dial 131 126

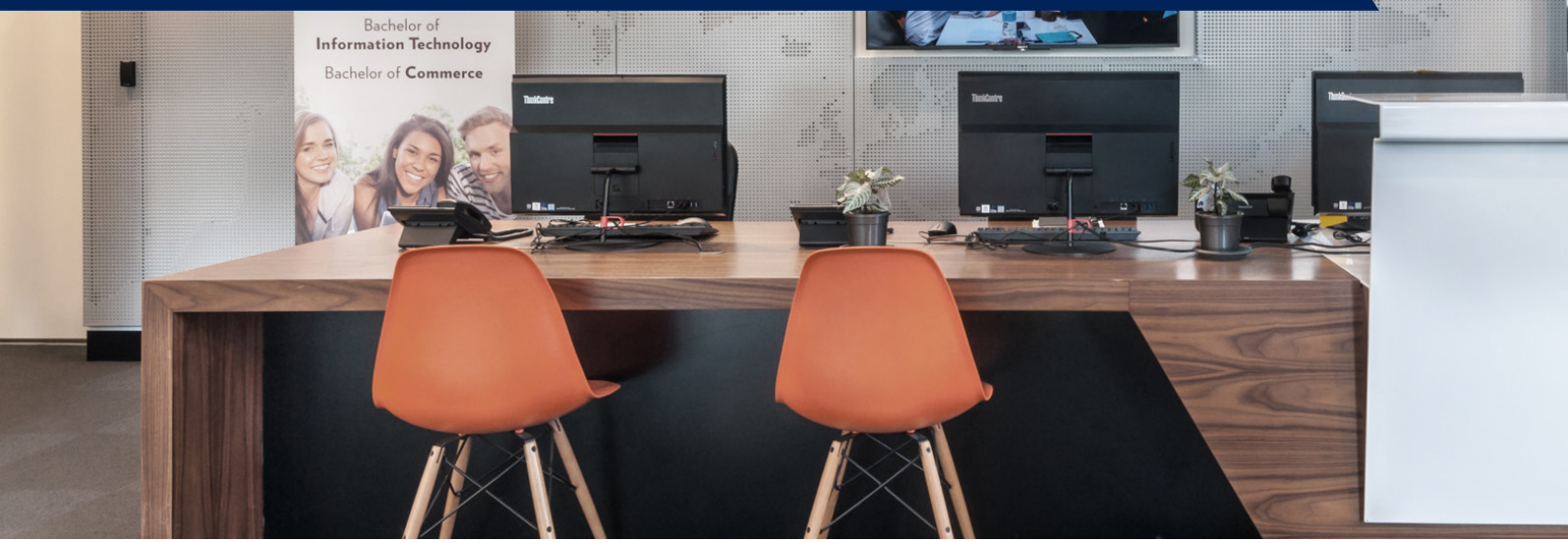
Poisons Information Line is for appropriate information and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Emergency translation - Dial 1300 655 010

For translation service in an emergency situation, please dial 1300 655 010.



EXPLORING YOUR EIA CAMPUS



ABORIGINAL AND TORRES STRAIT ISLANDER STUDENT SUCCESS

WE ACKNOWLEDGE:

Edvantage Institute Australia is committed to Aboriginal and Torres Strait Islander student success. To work with students towards this goal, we respect for the rights of Aboriginal and Torres Strait Islander Australians and develop and promote their education, employment and social developments in their best interests.

EIA campuses are located on Aboriginal Land, and it is important that staff and students understand the significance of observing protocols in recognising the Traditional Owners of the Land.

Observing cultural protocols demonstrates the respect that EIA staff and students have for Aboriginal and Torres Strait Islander (ATSI) people.

Aboriginal Country boundaries are not always clearly defined and acknowledging one people over another may unintentionally exclude some people. Specifically acknowledging the people and land of particular Aboriginal communities on which the event is taking place should recognise the people and the country.

The Traditional Owners of the land where Melbourne CBD is located are the Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Kulin Nation.

CAMPUS & FACILITIES

Edvantage Institute Australia campuses are purpose-built learning environments with the latest campus facilities and services, including excellent teaching and learning facilities, modern computer labs, networking studio labs, wireless internet, comprehensive library with the latest electronic information services, computer shop, student lounge, prayer room, campus security, first-aid facilities, career advisory, study support and counselling.

Building Regulations

Students are required to obey the following building regulations:

- No smoking on campus and within 6 metres of any areas outside of a campus building entrance;
- Do not use the emergency button in the lift except when there is an emergency.
- A penalty may be applied to any violation of these behaviours;
- To maintain a clean, tidy and a comfortable learning and working environment;
- Food and drinks must not be consumed in computer labs or near the quick print stations;
- All rubbish should be placed in rubbish bins provided in EIA;
- Common areas needed to be kept clean and tidy after use.

Students are welcome to utilise the student kitchen for food and drink consumption. EIA provides access to microwaves and refrigerators in the student kitchen. The common area is shown on your campus map displayed in public areas. Students who breach the code of conduct will be subject to disciplinary action. This includes but not limited to suspension, issue of a warning letter. In serious breaches, permanent expulsion from EIA may occur, and a referral of the matter will be made to the relevant authority.

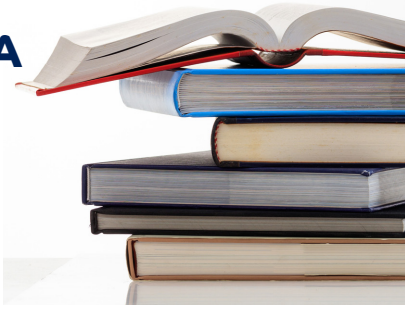
Queen St Campus

338 Queen St Melbourne VIC 3000



LIBRARY

The EIA Library is designed to provide a learning environment that enables and supports teachers' and students' teaching, learning and research needs. A range of relevant resources in a variety of formats is provided to support the successful completion of all the Edvantage Institute Australia courses.



About the library

Collections

The general collection contains all the required textbooks, along with additional references that are recommended for each course taught at EIA. An Academic and Career support collection is included to empower students to succeed both at EIA and afterwards in their respective careers. Support materials for the international students' study of the English language are also provided. Course relevant magazines and daily newspapers are provided to ensure that students' and teachers' knowledge is current regarding their field of study and international events.

The Library collection includes items in the Course Reserve section with a Short Loan of 3 Days to ensure that the core texts are always available. There are also items within the collection with a Short Loan of 3 and 7 days so that key texts are available to ensure that everyone has an opportunity to use the texts. The primary collection, including fiction and non-fiction, is available for a three-week loan with three renewals.

Contact the library

If you are experiencing difficulty, or wish to discuss or appeal a fee, or require assistance with renewing or reserving an item, please contact the Library via one of these methods below:

Phone: +61 3 9326 9677
Email: Library@eia.edu.au
In person: Level 1, 338 Queens Street, Melbourne VIC 3000

Communications: All communications from the Library to you will be via the email address you have provided to the Library or student services. If you are not receiving emails, when you think that you should, please check that we have your current and most used email address.

Opening hours

The EIA Library is open 9am to 5pm, Monday to Friday.

If you need a library outside these hours, please use the State Library Victoria on the corner of Swanston and La Trobe Street.

They are open 10am – 9pm Monday to Thursday and 10am – 6pm Friday – Sunday.

Also, the Melbourne City Library at 253 Flinders Lane, Melbourne is open 8am – 8pm Monday to Thursday, 8am – 6pm on Friday and 10am – 5pm Saturday and 12 – 5pm Sunday.

Any variation to these open hours will be announced on EIA Library webpage http://eia.edu.au.

Library services

Ask a librarian/ask advisor

Assistance is available for all EIA staff and students. Please see the Ask a Librarian / Ask Advisor information at EIA website.

Borrowing, lending, loading and notification

All EIA staff and students are welcome to borrow items from the EIA Library. Please see the Borrowing information at EIA website.

Catalogue searching help

For all EIA staff and students, the Library Catalogue is available on the EIA website. For assistance in using the Catalogue, please see the How to Use the EIA Library Catalogue information at EIA website.

IT support

There are computers in the library for your use. The library provides necessary IT support. Our IT Support Officer will assist you with any computer-related issues such as problems with connecting to the wireless network, setting up software or logging in. You can contact IT Support Officer, via email: itsupport@eia.edu,au or visit reception at Level 1, 338 Queen Street, Melbourne, VIC 3000.

Printing & photocopying costs

The Library provides colour and black and white photocopying, printing and scanning services.

Adding print credit

As a new EIA student, you received $2 credit in your PaperCut printing/photocopying account. When you need more credit to print or photocopy, or to pay any Library fees, please ask the Library staff.

You can deposit the required amount to your PaperCut account in the Library by cash, or credit card via the Online Payment option on the EIA website http://eia.edu.au/students/. Use your student number and 'Library Services," e.g. u3128767 Library Services in the Customer Reference Number field. You will need to provide a copy of the receipt to show your online payment or make the payment with the Library staff. You will be issued with a PaperCut receipt which includes your current balance. To see your printing history and payments, please ask the Library staff member.

Fines, fees and replace items

To ensure the equity of access to library resources, fees are imposed to encourage borrowers to return items on time. Please renew or return your item on time to avoid fees, or contact the library. Please see the Fines, Fees and Replacing items information at EIA website.

Paper Size	Colour One Side	Black & White One Side	Two-sided Colour	Two-sided Black & White
A4	25 Cents	10 Cents	19 Cents a Side	9 Cents a Side
A3	25 Cents	10 Cents	19 Cents a Side	9 Cents a Side
Other	25 Cents	10 Cents	19 Cents a Side	9 Cents a Side

Renewing items

Library users are able to renew their loans up to three times if there are no requests for the item. To learn how to renew your items, please see the Renewals information at the EIA website.

Reserving items

All EIA staff and students are welcome to reserve items from the EIA Library. Please see the Reserving Items information at EIA website.

Returning items

Please return your items on or before the due date to the Library. If, for any reason, the Library is not open, please return the items to the reception and send an email to Library@eia.edu.au to let the Library know that you have returned them. If you are unable to do so, please renew your items or contact the Library.

Study skills

The library intends to empower students to be successful. The Library staff do not do the work for the students in any way.

A range of regular classes is available in the library to assist you to have the skills you need to study successfully. The classes include:

- How to study and manage time successfully
- How to use Microsoft Excel at a basic level
- How to communicate and work together in a team
- How to search the Internet and evaluate the information
- How to search for databases and find journal articles
- How to write a report
- How to give a presentation and use Microsoft PowerPoint at a basic level
- How to reference to avoid plagiarism
- Exam preparation

The timetable for the classes will be available on the events page of the EIA website. If you are unable to attend any of the scheduled classes, or would like a specific class, or a class to be given to all of your students in your classroom, please contact the Library on Library@eia.edu.au.

Study skills consultations

One on one consultations is available to be booked with the Librarian for 20 minutes. Please ensure that you bring your unit outline with you and have done the best you can to solve these queries yourself prior to requesting assistance. Assistance can be given with:

- Understanding assessment task requirements
- Assignment writing and structure
- Feedback on assignment drafts (not proofreading)
- Researching and finding journal articles and other information resources
- Referencing and avoiding plagiarism
- Time management, study planning and exam preparation

If you are a teacher and wish to refer a student to participate in a one on one consultation, please email the Library first on Library@eia.edu.au to ensure that assistance can actually be provided for this particular situation.



Library resources & research

Copyright is a form of intellectual property that protects a person's creative skills and labour. In Australia, copyright law is governed by the Copyright Act 1968 (the Act), and the Act is amended from time to time to keep the law up to date. Material protected by copyright includes but is not limited to:

- Literary works such as books, journal articles, novels, reports;
- Computer programs;
- Compilations such as databases;
- Sound recordings such as recordings of music or words;
- Cinematograph films such as feature films, television programs and commercials and
- Artistic works such as photographs, maps, plans and paintings.

All students conducting their own research can rely on provisions in the Australian Copyright Act 1968 called "Fair Dealing for the purposes of research or study" meaning that you can copy the following:

- One article from a periodical publication (e.g., journal) or more than one article from the same issue if they relate to the "same research or course of study";
- One chapter (or 10% of the pages) of a literary, dramatic or musical work (e.g., book, play or sheet music);
- 10% of the number of other types of works and subject matter, such as audio-visual material, for study purposes (e.g., clips from films);
- Fair dealing for research or study allows you to make use of a copyrighted work for your assessment. It will not cover you if you intend to publish or communicate the work to the public (e.g., put it on a website).

** DO NOT PHOTOCOPY WHOLE TEXTBOOKS **

For more information, visit the Australian Copyright Council website at *http://www.copyright.org.au/*

Database, journal articles, eBooks and other online resources

Online resources are available for all EIA staff and students. For information on how to access these resources, please see the Databases, Journal Articles, eBooks and Other Online Resources link at EIA website.

Newspapers, journals and magazines

The EIA Library provides a range of course, relevant newspapers and magazines within the library.
For free access to electronic journals, magazines and newspapers, please see the Databases, Journal Articles, eBooks and Other Online Resources link at EIA website.

Other libraries

If the EIA Library is not open when you need a library, please see the Other Libraries information at EIA website for both physical and electronic library services.

Referencing and avoiding plagiarism

EIA is committed to assisting staff and students to ensure that there is a clear understanding of what plagiarism is and how to avoid it by referencing correctly. To access information, please select the relevant link at EIA website.

Student learning resources

To enable you to teach yourself a range of relevant study skills, please use the Academic learning support Moodle page, which has a large variety of resources for students.



START YOUR LEARNING JOURNEY AT EIA

The first thing to start your learning journey at EIA on your calendar should be the enrolment, which happens early in each term. The following five sections would help you start your journey.

It's time to create your new story.

GENERAL INFORMATION

Census date

Each study period has a Census Date as outlined in EIA's Academic Calendar. Students can access Academic Calendar of the relevant year. The census date is the last day for all students to withdraw from a course or unit without reference on academic records and liability of fee.

Enrolment final date

The last day for continuing students to finalise their enrolments without any financial penalties as stipulated in Fees and Charges Policy and Procedure.

Student ID card

All EIA students will be able to get their student ID cards during orientation from the Student Admissions & Enrolment Officer.

The first student ID card will be free of charge to all EIA enrolled students, and the ID cards will allow them to borrow items from EIA library, attend examinations, as well as other services or facilities which require swipe-card.

All Students must bring their ID cards when they are at EIA campus to promote and ensure a safe and accessible learning and working environment.

Students who fail to present their ID card

- denied access to lessons and assessments/ examinations;
- denied access to computers; and
- remove from EIA campus.

Students who lose their student ID cards should have them replaced and pay an administrative fee of $20.

Email

All EIA students will be allocated an EIA email account. This is the address EIA will use to contact with their students. Your email account will be in the form of eiastudentid@eia.edu.au

Computer and Wi-Fi access

All EIA students will have free access to EIA's Wi-Fi network, using their student ID and password to log in.

Bring your laptop

You are recommended to bring your own laptop with Microsoft Office 2007 or a later version installed for face-to-face classes.

For more information, please refer to
EIA's Student Enrolment Policy and Procedure.

CRITICAL INFORMATION

Student support

EIA provides many student learning and support services.

For more information, please refer to page 56.

Other emergency contacts

Victoria police: 000
William Angliss Medical Centre: 03 9606 2208
Latrobe Medical Centre: 9650 0023
Department of Home Affair (For Visa Issue): 131 881



PERSONAL INFORMATION

Change of personal details

Students must inform EIA within seven days after they change any of the following information:

- Name
- Gender
- Date of Birth
- Address
- Mobile/landline telephone numbers
- Email address
- Visa status

The above information is what that Department of Home Affairs requires EIA to keep.

To make these changes, students also need to attach supporting documents when they submit their application form for information change.

Both the Department of Home Affairs and EIA need your updated current address and contact details in order to provide you with the appropriate information.

Use of personal information

Student information may be shared between EIA and relevant regulatory bodies and law enforcement agencies after the request has been reviewed by the Principal Privacy Officer (PPO). Such information may include personal details, course enrolment details, any conditions that involved a suspected breach of student visa conditions. EIA designates the IT Manager as the Principal Privacy Officer (PPO), responsible for EIA's overall compliance with its privacy obligations.

Transcripts and certificates

Students who have completed a qualification will be provided with a transcript with all the units they have completed and the final grades. They will also be issued a certificate stating the obtained qualification.

Students who need to access their records or to obtain a transcript, certificate or report replacement are advised to request them from the Registrar.

Deferment & Suspension

An interruption of studies is an authorised delay of study by a student who is enrolled in a course. Students may encounter unforeseen or extenuating circumstances which prevent them from undertaking their study as scheduled. Should this happen, students may apply for a deferment, suspension or termination of their study. EIA may also suspend or terminate the study of a student due to academic misconduct, a serious breach of the Student Code of Conduct or his/her inability to meet the minimum academic requirements.

Deferment

Students who receive an enrolment offer may apply for a deferral of enrolment in the following circumstances:

- Visa is not granted on time;
- Internationally recognised English language proficiency test delays;
- or compassionate or compelling circumstances;

Students who receive an enrolment offer may defer commencement of their studies for a maximum of six (6) months. Students who wish to defer their studies must submit a complete Student Deferral Suspension Cancellation form to the Student Admission and Enrolment Manager with relevant supporting documentation by the Census Date of the first study period. Late application will not be considered.

Suspension

Student-initiated suspension

EIA may approve a suspension if the student:

- has been enrolled with EIA for at least one study period, and
- has compassionate and compelling circumstances which mean they will be absent for more than or equal to 25% of the study period.

Students who wish to apply for a suspension must lodge a Student Deferral Suspension Cancellation form to Student Admission and Enrolment Manager with relevant supporting documentation by the Census Date of the relevant study period. EIA may require the student to provide additional supporting documentation as deem necessary to assess the case.

Suspension and cancellation initiated by EIA

EIA may suspend or cancel a student's enrolment on the basis of:

- Misbehaviour by the student;
- The student has failed to pay the required amount to undertake or continue the course as stated in the enrolment offer; or
- A breach of course progress or attendance requirements.

Where a suspension or cancellation has been initiated by EIA, the student will be given a written notice of intention to suspend or cancel that includes the reasons for the suspension or cancellation. The student will be informed that they will have twenty (20) days to lodge an appeal in accordance with EIA's Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters and/or Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters.

For international students, a course deferral, suspension or termination will have serious implications on their study visa conditions. It is EIA's legal obligations to report all student progress to the Department of Home Affairs (DHA) of any deferral of enrolment through the Provider Registration and International Student Management System (PRISMS), which will update the conditions of the respective student's visa. Students should contact the Student Admissions & Enrolment Officer for more information or by email to Admissions@eia.edu.au. Further details can be found in the following policies:

Student Enrollment Policy and Procedure

Student Admission and Selection Policy and Procedure;

Student Course Progress and At Risk Policy and Procedure.

Withdrawal/discontinuation from a Course

Students may apply to cancel their studies at any time before or during enrolment. Students who withdraw from or discontinue from a Course due to compassionate and compelling circumstances or other issues including but not limiting to mental health deterioration, family issues, learning disability that may develop during their study can seek assistance and support with the Academic Learning Support Officer (for academic matters) or the Welfare Support Officer (for non-academic matters). Students are required to complete the Course Withdrawal/Discontinuation Request Form and submit to the Student Admission and Enrolment Manager for consideration.

Withdrawal from a unit

Students may withdraw from a unit(s) of study within a study period and according to the schedule of specific dates and course rules and ensure that their withdrawal will not have adverse impact of their progression of study. Students can self-withdraw from a unit(s) any time before the Census Date of the relevant study period. Students must be aware and understand the implications of the withdrawal or changes in their units on their study load and take full responsibility for their study progression.

IF students request for withdrawal from a course or a unit, please refer to EIA Student Enrollment Policy and Procedure.

Overseas Student Transfer

Applying for a release

Students must apply for a release using the release application form. Students should submit supporting evidence together with the release application form. A valid enrolment offer from another registered provider must be submitted together with the release application form.

A release will normally be granted (at no cost to the student), within 15 working days of the application, in the following situations:

- EIA 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 EIA staff or its agent regarding the EIA 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.
- In exceptional compassionate or compelling circumstances beyond the students' control; such as serious illness or death of a close family member which has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate (independent evidence of the exceptional compassionate or compelling circumstances is required).
- 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 EIA's intervention strategy to assist the overseas student in accordance with EIA's Student Progress and At Risk Policy and Procedure and the Standard 8 (Overseas student visa requirements). In the event that the release is granted based on 5.4.6, EIA will still report the overseas student course progress, which may affect the student's visa.

Enrolling a transferring student

EIA will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- The original registered provider has agreed to release the student and recorded the date of effect and reason for release in PRISM.
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- For a student who enrol into a package course, a student has gained the subsequent registered provider's agreement to delay the start of those courses.

For more information, please refer to EIA Overseas Students Transfer Policy and Procedure, EIA Student Application Policy and Procedure (International/ Domestic) and Student Enrolment Policy and Procedure.

Course progress requirements

- EIA will provide advice about the course and study requirements to students in the Student Handbook and unit outlines and during the orientation. Any variations to these requirements will be advised to students in writing before commencement of the course or unit (as applicable).
- The academic progress of all students must be monitored. The Academic Director is responsible for monitoring the academic progress of all students and academic staff are responsible for monitoring the students in their unit of study.
- In particular data relating to the retention, progression and completion rates of student cohorts through units will be used to inform reviews and improvement of admission policies and teaching and learning strategies.
- Students must meet and maintain minimum academic standards in order to complete within specified time limits and maintain satisfactory course progress. This is to ensure the currency of knowledge and skills is maintained in the qualification awarded.
- Students who are deemed to be in need of support or at risk of unsatisfactory progress will be identified and provided with advice and assistance to support successful course completion.
- The specified time limits or the number of years allowed to complete the requirements of a Bachelor Degree course is seven years from the first enrolment by a student in a unit of the course. The normal period for completion is three years. For international students, please see specific conditions in the Period of Candidature section below.
- Students who fail to meet satisfactory progress by falling below the minimum academic standards and/or are unable to complete the course within the specified time limits despite support and intervention may be excluded from the course, their enrolment may be terminated, and they may be unable to reapply for admission for at least one term.

Refer to EIA Academic Progress and Students at Risk Policy and Procedure for more detail.

Attendance

Students should attend all classes as per the schedule. Attendance will be taken during each class by the lecturer. The attendance records will be saved on the attendance log of RTO manager.

Unsatisfactory progress

A student is deemed to have made unsatisfactory progress if they satisfy any of the following conditions:

- failing fifty percent or more of their enrolled subjects in any term; and/or
- failing the same subject more than once; and/ or
- failing to make sufficient academic progress to complete the course within the maximum candidature.

Academic progress monitoring (APM) program

EIA implements an ongoing formal Academic Progress Monitoring (APM) program for monitoring students' academic progress.

Overview of the staged APM program:

APM Stage 1: A student who is identified as demonstrating unsatisfactory academic progress is placed at APM Stage 1.
Students who have achieved satisfactory academic progress for two consecutive terms after they have been placed at APM Stage 1 are removed from the APM program.

APM Stage 2: A student is identified at APM Stage 2 if:

- that student has been previously identified at APM Stage 1;
- that student does not achieve two consecutive terms of satisfactory academic progress after they have been placed at APM Stage 1.

Students who have achieved satisfactory academic progress for two consecutive terms after they have been placed at APM Stage 2 are removed from the APM program.
Students who are identified as demonstrating unsatisfactory academic progress again after they have been removed from the APM program will be placed at APM Stage 1.

APM Stage 3: A student is identified at APM Stage 3 if:

- that student has been previously identified at APM Stage 2;
- that student does not achieve two consecutive terms of satisfactory academic progress after they have been placed at APM Stage 2.

If a student proceeds through two stages of APM, they may have their enrolment cancelled.

Appropriate actions/escalated interventions will be applied to each intervention case.

APM Stage 1 (first instance)

Examples of recommended Stage 1 Intervention actions include requirements for the student to:

- attend academic or study skills programs;
- maintain a minimum 80% attendance at scheduled classes in specified units;
- attend counselling for managing personal, financial and other issues which may be affecting student progress;
- participate in a mentoring program to improve student progress;
- change course;
- reduce study load;
- undertake any other recommended actions that assist the student to meet satisfactory academic progress, or
- a combination of the above.

APM stage 2 (second instance)

Appropriate escalated interventions will be applied, including requirements for the students to:

- attend academic or study skills programs;
- maintain a minimum 80% attendance at scheduled classes in specified units;
- attend counselling for managing personal, financial and other issues which may be affecting student progress;
- participate in a mentoring program; change course;
- reduce study load;
- undertake any other recommended actions that assist the students to meet satisfactory academic progress, or
- a combination of the above.

APM stage 3—Intend to Cancel

- A student who is identified at APM Stage 3 will be notified via email.
- Show cause - the student is required to "Show Cause" (provide reasons) why their enrolment should not be cancelled within ten (10) working days from the notification.
- If the 'Show Cause' application is successful, the student is able to continue with their enrolment and remain at APM Stage 2.
- If the 'Show Cause' application is unsuccessful, then the student will receive an 'Intent to Cancel' notification via email.
- A student is allowed twenty (20) working days to lodge an appeal from the date of 'Intent to Cancel' is sent.

At risk students

Students are classified into the following stages of academic progress:
At risk: an 'at risk' student is one who is deemed to be in danger of unsatisfactory progress. A student is deemed as "at risk" if they satisfy any of the following conditions:

- Fail the formative assessment in a unit.
- Fail any assessment in a unit with a mark below 40%.
- Fail two or more assessments in a unit.
- Attendance falls below 80% in a unit.
- No activity in the designated Learning Management System.

The Course Coordinator and/or Lecturer will arrange an academic counselling session for any students who are deemed to be at risk. Assistance from the Academic Learning Support Officer and Welfare Support Officer will also be arranged for academic and non-academic matters, respectively.

Refer to EIA's Academic Progress and Students At Risk Policy and Procedure and Student Enrolment Policy and Procedure.

Course Credit and Articulation

EIA may grant credits for the following, either individually or in combination: Specified credit; Exemption; Unspecified credit; or Block credit via recognition of prior learning to students who have achieved equivalent learning outcomes through other forms of formal, non-formal, of informal learning. Credit can be granted to allow a student to enter the qualification and/or to offset units of a course. The latter option will reduce the time (volume of learning) required to complete the course. EIA will not usually grant credit for units completed more than five years before the application unless there is evidence of how the student's skills and knowledge have remained current. For more details or to apply for credit transfer and/or RPL, please refer to Course Credit and Articulation Policy and contact the Student Admissions and Enrolment Officer.

Credit Transfer and Exemptions Procedures

Application for credit transfer or exemption should be submitted to the Student Admissions & Enrolment Officer before the commencement of the course, precisely six weeks prior to the enrolment deadline. Please include original certified copies of all Certificates / Statements of Attainment or certified transcripts of original documents (if the original document was not issued in the English language) that includes the following information:
1.RPL and Credit Transfer Application Form
2.Formal learning

- A certified transcript of your academic records indicating the unit(s) completed, year completed, and grade obtained,
- Details for the grading system,
- An official course outline (or similar) showing the weighting of the unit as a proportion of the total course,



- A copy of the unit outline, including the syllabus, Student Handbook (or similar) detailing the expected course learning outcomes and specified unit learning outcomes.

3.Non-formal and informal learning (including RPL)

- Position description,
- A written reference from line managers, trainers or supervisors to support and validate the evidence of prior learning,
- Portfolio of work related to the learning outcomes of the unit in question (e.g. projects, reports, articles),
- Any other information considered relevant by the student.

The Student Admissions & Enrolment Officer will communicate to students in writing the outcome of their application. Students will receive this confirmation two weeks prior to the enrolment deadline for the unit(s) in question. A COE with a reduced duration will be issued to the student.

Appeals against credit assessments and admission decisions may be made in accordance with the Student Grievance and Appeals Policy and Procedure (for Academic Matters).

International student visa conditions

Student visa (subclass 500)

This visa allows you to stay in Australia to study a full-time Higher Education course.

Student visa holders are bound by certain visa Conditions governed by Department of Home Affairs. Not complying with these conditions may result in Visa Cancellation/Refusal or deportation. Following are the important student visa conditions:

- You cannot work more than 40 hours per fortnight when your course is in session.
- Meet course requirements: You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa, and you must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
- You must maintain adequate arrangements for health insurance during your stay in Australia.
- You must continue to satisfy the requirements for the grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.
- You must tell your education provider: If you change the address where you live in Australia within seven days of arriving in Australia.

PAYMENT AND REFUND

Payment of fees

EIA Fees and Charges policy outlines the fees and charges levied by EIA on students for various activities and any penalties for non-payment. EIA ensures that both prospective and enrolled students are aware of the different fees and charges. This policy complies with the Higher Education Standards Framework (Threshold Standards) 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Standard 1.1.



EIA has the right to amend fees and charges from time to time with consideration of annual inflation factors, costs of delivery, market trends, changes in legislation and regulation and budgetary concerns and may include other important factors.

EIA may increase course and other associated fees by 2% - 15% annually for students currently enrolled in any EIA course. The total increase shall not exceed 30% over any consecutive 3-year period for a given course. Once the student signed the student acceptance agreement and paid the deposit as required on the Letter of Offer & Student Acceptance Agreement, the course fee will remain the same for the duration of the course as per the Letter of Offer.

Electronic Confirmation of Enrolment (eCoE): This definition only applies for students who are on student visas at the time of enrolment. This is an official document printed via PRISMS (Provider Registration and International Student Management System) on behalf of the Australian Government confirming the enrolment of a student in a course. This document is required for an international student to apply for a student visa.

Tuition Fees: Tuition fees are compulsory fees levied to cover the cost of the delivery of the enrolled course and payable by student undertaking the course. Students are responsible for paying the tuition fees specified in the Letter of Offer. By signing a Student Written Agreement, students accept liability for tuition fees.

Enrolment Fee: The fee payable when an application is made to Edvantage Australia for an enrolment to a course or qualification. This fee is a non-refundable fee covering the cost of administration. There is an Enrolment Fee applied to every course application.

Non-tuition fees: Non-tuition fees cover items not directly related to tuition; this includes Material Fees.

Other Fees: Other fees include, but are not limited to, Overseas Student Health Cover (OSHC) and homestay/airport pickup fees (where applicable).

Payment Schedule: Students may sign a schedule which allows them to pay tuition fees in instalment. If a student is in breach of their payment schedule, EIA reserves the right to cancel the agreement and pursue the entire course fees owed.

International student: It is a requirement of the student visa for international students to purchase Overseas Student Health Cover (OSHC) that covers their stay in Australia. Students are required to purchase their own OSHC and provide evidence to EIA. This may be a written statement showing proof of purchase, or their valid OSHC card. International students are required to pay fees in advance before the Confirmation of Enrolment (COE).

How to pay tuition fees:

- Pay fee directly to EIA in person to Level One 337 La Trobe Street, Melbourne VIC 3000, or
- Electronic/Online payment via EIA's website
- Transfer of fund to EIA's account (as indicated on the letter of offer)
- DO NOT pay tuition fee to a third party. EIA will not be responsible for tuition fee paying to a third party

For more information, please refer to EIA Fees and Charges policy.

Scholarship

Edvantage Institute Australia is here to support you along the way. EIA believes that one of our many scholarships and financial assistance can help you explore your rewarding and fulfilling journey.

Are you eligible for a scholarship?

Learn more about scholarships; please visit the EIA website for more details.
https://eia.edu.au/

Refund policy

The process starts when a student withdraws or cancels his/her enrolled course(s) by submitting the Cancellation Form. If the student believes he/she is due or according the policy is entitled to a refund, the student is advised to complete a Fee Refund Application Form which will be available from the student reception area or EIA's website. The submitted Form is reviewed by the Student Administration department to ensure completeness. The Student Administration department then signs and enters the date of receipt. The Form is then passed to the Finance department to review the student's current payment status and amounts owing. The student file is checked against the EIA's designated Student Management System (SMS) to confirm the agreed course commencement date. The refund is then calculated based on the Refund Tables (see below).

For more information, please refer to EIA Refund Policy and Procedure.

Refund table for international students

Student refused an Australian Student Visa and has not started the course (refusal letter required)	100% refund *3
Student refused an Australian Student Visa and has started the course (refusal letter required to determine default date)	100% refund **3
Edvantage Institute Australia fails to start course or the course ceases to be provided after it starts (provider default)	100% refund **
Withdrawal notified in writing and received by Edvantage Institute Australia 28 calendar days or more prior to course commencement (student default) when a student is not on a package course	75% refund [1, 2]
Withdrawal notified in writing and received by Edvantage Institute Australia less than 28 calendar days prior to course commencement (student default) when a student is not on a package course	50% refund [1, 2]
Withdrawal notified in writing and received by Edvantage Institute Australia when a student is on a package courses and uses EIA's CoE as a principle course of study	No refund of fees paid[1]
Withdrawals notified in writing and received by Edvantage Institute Australia on or after the course commencement date or student did not commence study at campus location identified (student default)	No refund of fees paid [1]
Student visa cancelled due to actions of student	No refund of fees paid [1]
Other circumstances including but not limited to: • Changes occur in student work hours, student changes/leaves work • It becomes inconvenient for a student to travel to class • A student moves to a different location • A student enrolment is cancelled for misbehaviour / breach of the Edvantage Institute Australia's Student Code of behaviour.	No refund of fees paid [1]
Student's enrolment is suspended or cancelled by Edvantage Institute Australia due to the student being in breach of the student acceptance agreement (student default)	No refund of fees paid [1]

* indicates amount minus 5% of the course fees received; or $500; whichever is less.
** indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).
[1] Student defaults if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day); or Edvantage Institute Australia refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to Edvantage Institute Australia for the course; the student breached a condition of his/her student visa; misbehaviour by the student.
[2] A refund processing fee of $500 will be deducted in cases that relate to student default (except when a student is refused a student visa)
[3] Refunds for OSHC purchased from other agencies will need to be applied for directly with the relevant supplier.

Refund table for domestic students

EIA cancels its course (provider default)	100% refund of course fee*
Withdrawal notified in writing and received by EIA 28 calendar days or more prior to course commencement (student default)	100% refund of course fee*
Withdrawal notified in writing and received by EIA less than 28 calendar days prior to course commencement (student default)	50% refund of course fee*
Withdrawals notified in writing and received by EIA on or after the course commencement date or student did not commence study at campus location identified (student default)	100% refund of unspent tuition fee *1

* A refund processing fee of $500 will be deducted
1 unspent tuition fees are calculated from the last date of attendance until the end date of the period to which the payment relates.





STUDENT SUPPORT

ORIENTATION AND TRANSITION SUPPORT

Students are advised to attend the orientation program before commencing their courses, to become familiar with EIA staff, facilities, living and studying in Melbourne. For information about student orientation, please contact student. support@eia.edu.au.

The Student Handbook contains information that will prepare and help students with their moving to Australia and studying at EIA. It also provides important information about EIA's focus on upholding academic integrity and promoting a diverse environment and culture on EIA campuses. The contents of the orientation program entail, but is not limited to:

- A tour of EIA
- Details of the course, schedule, staff members contact details
- Academic and welfare issues
- Details of Student Services which are available in the Student Handbook
- Information on other support services available, e.g. legal, emergency and health services
- Visa requirements and student safety for international students

If you need more information, please refer to our EIA Orientation Program online.

STUDENT SUPPORT CONTACTS

EIA provides many student learning and support services, see key contact details below. Operation hours: 9 am – 5 pm.

Department	Email Address	Phone Number
Accomodation, Logistics & General Enquiries	Student.support@eia.edu.au	+61390413050
After-hour Emergency Contact		+61478151051
Course Application & Enquiry	Enquires@eia.edu.au	
Course Admissions, Suspension and Termination	Admissions@eia.edu.au	
Unit Enrolment, Deferral and Withdrawal	Enrolment@eia.edu.au	
Library Learning Resources	Library@eia.edu.au	
Academic Learning, Study Skills and English Language Support Services	Learning.Support@eia.edu.au	
OHS, Wellbeing, Grievances & Complaints	Support@eia.edu.au	
IT Facilities and Support Services	ITSupport@eia.edu.au	
Academic Administration, Special Consideration, Graduation & Academic Records	HEd.Admin@eia.edu.au	
Fees and Charges	Fees@eia.edu.au	
General Feedback	Feedback@eia.edu.au	

STUDENT MENTORING PROGRAM

To further help support new students through their studies, EIA are implementing a Student Peer Mentoring Program. The main role of a peer mentor is to use their higher education experience and share their tips and guidance with first year students. This aims to give new students the confidence to make the most out of their higher education experience at EIA.

Meet up arrangements: EIA will organise a fortnightly set time for mentors to meet with their mentees on campus. EIA will also organise occasional special events and activities for the students in this program.

With our Student Mentoring Program, mentees can get help with:

- Developing academic skills
- Managing expectations
- Personal wellbeing support
- Transitioning into tertiary education

For further information about Student Mentoring Program, please visit EIA website.

STUDENT SERVICES SUPPORT

EIA has a Student Services team designated to support students. Our reception opens from 9.00am – 5.00pm every Monday to Friday. Students can approach any of EIA staff members to seek help of a general nature, for example, directions, public transport, banking and other day-to-day needs. The official contacts are Welfare Support Officer and Student Learning Support Officer who have access to updated details of EIA's support services. Students who cannot physically come to EIA can still access the EIA services by email and phone during the opening hour.

EIA offers services to meet the basic counselling demands of all students. Such services assist students who are experiencing difficulties in their lives, including academic issues or matter of a personal nature. The Welfare Support Officer will be the first point of contact for students and will provide initial counselling for non-academic matters. If an issue is beyond the scope of the Welfare Support Officer, EIA can refer the student to external services. The Welfare Support Officer is available to all students to help them access study support and welfare services such as:

- support services to assist students to transition into the study and living in Australia;
- welfare related support services;
- professional counselling;
- legal services;
- accommodation;
- campus safety and security;
- complaints and appeal
- sexual harassment
- bullying
- financial assistance
- industrial relations

Following are key points of student support contact:
Student support: student.support@eia.edu.au
Welfare Support Officer: welfare.support@eia.edu.au.
Phone: +61 3 9041 3050

For emergency contact after hours, students are advised to ring: + 61 478 151 051. For any other inquiries related to your course, IT problem and enrolment issues, please contact your unit coordinator or the following department:
Registrar: hed@eia.edu.au
Student Admissions: admissions@eia.edu.au
Student Enrolment: enrolment@eia.edu.au
IT Support Officer: itsupport@eia.edu.au



SUPPORT SERVICES FOR STUDENTS WITH SPECIAL NEEDS

EIA will provide a reasonable level of support for students with special needs. A student can be referred to these services by the Welfare Support Officer or other EIA staff.
Special support services include:

- Disability support
- Indigenous student
- Support Prayer room
- Adjustable chairs and table for students with

Student Disability Support will provide free services to eligible students to support their academic success. Some of these services include:
Academic Support Advice (ASA): Students can make free appointments with the Academic Learning Support (ALS) Officer at EIA to discuss any issues in their academic life. The ALS Officer can explain to students the types of support that are available and how they can be implemented into student academic life. Examples of academic support services include altered exam arrangements, note-taker programs and alternative formatting of course materials.

Assistive technology: Assistive technology rooms are equipped with specialised computing equipment, enabling students with a disability to access the various electronic materials that are essential for academic progress and student autonomy.

Campus access: EIA buildings have wheelchair access and facilities.

Students with disabilities, injuries or illnesses - both permanent and temporary (episodic or fluctuating) - are encouraged to contact the Welfare Support Officer.

EIA understands that indigenous students may have specific needs. The Welfare Support Officer is the designated Indigenous Student Support Officer. The role of the Indigenous Student Support Officer is to provide indigenous students with the assistance they need to succeed in their time at EIA. We can refer indigenous students who need special support (e.g. cultural, academic or wellbeing) to the indigenous centre. For spiritual reflection, the prayer room is open during business hours from Monday to Friday.

POLICIES, PROCEDURES AND FORMS

EIA is governed by a sound quality framework that consists of appropriate policies, procedures, guidelines and processes. Students can find a list of academic, governance, administrative and support services policies and procedures, and associated forms on the EIA website.



CODE OF CONDUCT

EIA has established operational standards based on its value statement. The Student Code of Conduct emphasises the importance of always treating each other fairly, ethically and with respect and dignity. The purpose of Student Code of Conduct Policy is to outline the system used for ensuring students meet the behaviour requirements of EIA. This Code of Conduct applies to all students at all times.

EIA expects students to:

- treat EIA's property and all community members with respect;
- refrain from any dishonest or unethical work and behaviour, avoid academic misconduct, such as contract cheating and plagiarism and comply with the Academic Integrity Policy and Procedure;
- submit assignments on time, be punctual for classes and maintain consistent attendance by attending all classes and assessments. EIA expects its students maintain a minimum of 80% attendance of the scheduled sessions.
- complete all assessments, meet the requirements, terms, and conditions contained in the Student Application Policy and Procedure (Domestic/International), the Student Enrolment Policy and Procedure;
- comply with the terms of any agreed intervention strategy as per the Student Progress and At-Risk Policy and Procedure; and
- make full payment of fees by the due date as per the Fees and Charges Policy and Procedure.

Classroom behaviour

A classroom is a place of learning. We expect that all students will:

- Arrive on time to all timetabled classes;
- Bring the appropriate textbooks, stationery and materials to class each lesson;
- Be respectful to your teachers and other students;
- Not disrupt the class or other students for inappropriate reasons;
- Speak English in class and on campus;
- Ask permission from the lectures or course coordinators before leaving the room;
- Switch off your mobile phones during class;
- Submit all assignments and other homework on time;
- Leave the classroom clean and tidy after each class;

Any form of assault and violence is strictly forbidden. This includes the following:

- Physical
- Verbal or written
- Electronic
- Sexual
- Racial

Any sharp objects that may be used as weapons (e.g. knives) are not allowed on campus.

EIA strictly prohibits any consumption of alcohol or illegal drugs on its on- and off-campus locations where EIA learning, events and activities.

Dress code

- Neat casual clothes and closed toe shoes.
- For health and safety concerns, students must wear shoes at all times.
- Thongs are not permitted in classroom.

For more information, please refer to EIA Student Code of Conduct Policy.

STUDENT GRIEVANCE, COMPLAINTS AND APPEALS



Student grievance, complaints and appeals

Grievance: A grievance can be defined as a student's expression of dissatisfaction with any aspect of EIA's services and activities.
Appeal: An appeal is a request by a student for reconsideration of the outcome of a grievance or complaint.

Please refer to the two policies listed below for further details of the student grievance and appeal process:
Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters
Student Grievance, Complaints and Appeals Policy and Procedure for Non- Academic Matters

Student grievance, complaints and appeals policy and procedure for non-academic matters

Non-Academic Grievance: A grievance can be defined as a student's expression of dissatisfaction with any aspect of EIA's services and activities. This includes but not limited to admission processes, enrolment processes, treatment from EIA students, staff, EIA's agents or any related party that EIA has an arrangement to deliver its services to EIA's students.

The EIA's Grievance and Appeals resolution process for non- academic matters comprises four stages. Every stage represents an increased level of formality. Lodgement of a formal complaint or appeal will not incur a fee. The stages entail:

- **Stage 1:** Informal discussion/negotiation between the student and staff member involved and/or the supervisor of the staff member involved. (NOTE: if the matter relates to the behaviour or conduct by a staff member, the supervisor is the appropriate person to contact);
- **Stage 2:** Formal Internal Grievance/Appeal to the Welfare Support Officer of EIA;
- **Stage 3:** Formal Internal Appeal to the Registrar;
- **Stage 4:** External Appeal normally to a person/body nominated by EIA as the External Review or the applicable higher education regulatory authority, or for the international student the Commonwealth Ombudsman.

Relevant Policy and Procedures for the detailed information:
Academic Progress and Students At Risk Policy and Procedure
Student Grievance, Complaints and Appeals Policy and Procedure for Non- Academic Matters

If you want to know more about Student Grievance, Complaints and Appeals for Academic Matters, please refer to the following session of EIA's academic support.

ACADEMIC SUPPORT



ACADEMIC AND LEARNING SUPPORT

Academic support is the responsibility of the Academic Learning Support Officer and the teaching staff. Students are advised to approach their lecturers/tutors, course coordinators, unit coordinators or the Academic Learning Support Officer if they need assistance with meeting course requirements.

Students are provided with access to a range of learning support services, including:

- Individual and group consultation sessions with lecturers/tutors
- Academic skills classes and workshops
- English language assistance classes
- Study research skills
- IT support
- Self-study modules addressing
    - Time management
    - Note-taking
    - Reading strategies
    - Essay/report writing
    - Referencing and plagiarism
    - Research
    - All assessments
- Materials and resources to enhance study outcomes
    - Collections of books, audios, journals in EIA library
    - E-library
    - Computers in the library
    - Printing facilities at each level

For more information, please refer to EIA Academic Skills Policy.

STUDENT GRIEVANCE, COMPLAINTS AND APPEALS POLICY AND PROCEDURE FOR ACADEMIC MATTERS

Academic Grievance: A grievance can be defined as a student's expression of dissatisfaction with any aspect of EIA's services and activities. This includes but not limited to students' course structure and information, intervention strategies, reviewing academic results, examinations or any other academic decisions and processes.

The EIA Grievance and Appeals resolution process for academic matters comprises four stages. Every stage represents an increased level of formality. Lodgement of a formal complaint or appeal will not incur a fee. The stages entail:

- Stage 1: Informal discussion between the student and Unit Coordinator/Lecturer involved and/or the Course Coordinator involved. (NOTE: if the matter relates to the behaviour or conduct by a staff member, the supervisor is the appropriate person to contact)
- Stage 2: Formal Internal Grievance/Appeal to the Course Coordinator of EIA.
- Stage 3: Formal Internal Appeal to the Academic Director
- Stage 4: External Appeal normally to a person/ body nominated by EIA as the External Reviewer or, for the international students, the Commonwealth Ombudsman.

Please refer to EIA Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters for more information.

FREE INTELLECTUAL INQUIRY

EIA provides guidance on the principles and a commitment to support free intellectual inquiry by staff and students in their academic endeavours. EIA's Free Intellectual Inquiry Principles and Guidelines complies with the Higher Education Standards Framework (Threshold Standards) HES 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Standard 6.1 and B.1.

Free intellectual inquiry is defined as having the right and opportunity to undertake certain academic, intellectual and expressive activity without apprehension of hindrance or reprisal.

As an institution of higher learning, EIA recognises the importance of challenging accepted ideas, supporting the testing of theories and encouraging vigorous debate. Staff and students are expected to practice critical thinking, academic debate and innovative reasoning in their academic work.

Academic staff are expected to conduct scholarship, teach, speak, and publish, subject to the norms and standards of free scholarly inquiry, without interference or penalty, wherever the search for truth and understanding may lead.

Students are to be encouraged to develop a capacity for critical thinking, intellectual inquiry, academic debate and an independent search for truth.

Students have the right to:

- a learning environment that inspires inquiry and learning about society, culture, international environment, science, technology and industry;
- freedom of speech;
- examine and discuss all questions of interest to them; and
- express opinions publicly as well as privately.

For more information, please refer to Free Intellectual Inquiry Principles and Guidelines.

ACADEMIC DISCIPLINE & INTEGRITY

EIA is commitment to academic integrity, in promoting a professional, ethical, quality-driven learning environment within EIA as a shared responsibility to achieve a high academic standard. EIA Academic Integrity Policy implements the Higher Education Standards Framework (Threshold Standards) HES 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Section 5.2 Academic and Research Integrity.

Academic Integrity: The principle and practice that involves upholding ethical standards by being honest, fair and responsible, in all aspects of academic work, including learning, teaching and researching. It is also crucial to maintain the academic community integrity, including for students, teachers, coordinators, researchers and administrators and collaborators outside of EIA.

Academic Misconduct: Any activity or attempt by a person to gain an academic advantage or help others to gain an academic advantage, which TEQSA and the academic community deem as unethical and unfair behaviour.

Plagiarism: Intentionally or unintentionally using the work of another individual as his/her own original work and failure to acknowledge the source of the information or the author. Plagiarism may include collusion, contract cheating, or other acts of misconduct that wrongly represent the work of other individuals.

Referencing: Acknowledgement of information sources in academic work to give credit to the original author(s) of the source.

EIA requires all staff and students to adhere to the principles of academic integrity in their work and collaborations with EIA and non-EIA personnel in the academic community. The principles apply to the following areas:

a) Acknowledge the work or ideas by others in the research and teaching and learning work by EIA staff, and the learning activities and assessments by EIA students;

b) Comply with the intellectual property and copyright laws and regulations relevant to scholarly work and the study of courses at EIA;

c) Avoid plagiarising behaviour in all work, ideas, learning activities and assessment tasks.

EIA ensures all academic, higher education administration and support staff and students are aware of the organisation's policies and procedures regarding the expected level and types of academic integrity and penalties associated with any academic misconduct.

For more information, please refer to EIA Academic Integrity Policy and Procedure.

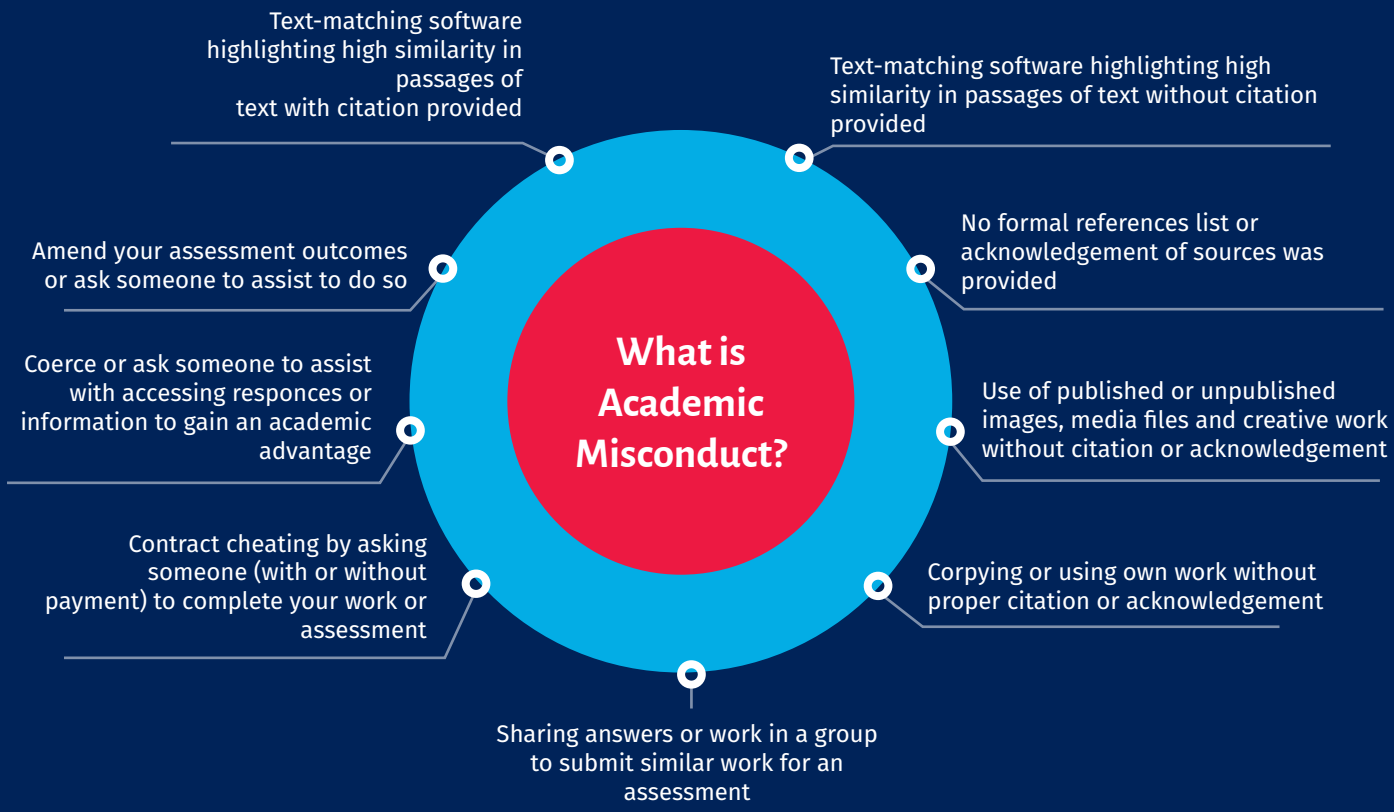
STUDENT ACADEMIC DISCIPLINE & MISCONDUCT

Where a student is suspected of academic misconduct

- The course coordinator will conduct a preliminary investigation and review evidence to establish the case.
- A formal review meeting will be set up to investigate alleged academic misconduct.
- Students will be notified with the outcome in writing. If the investigations have found that the student has committed academic misconduct, relevant penalties will be applied.

Penalties of Academic Misconduct

EIA emphasises fairness, equity and impartiality when it comes to assessing and imposing the outcomes of academic misconduct. A consistent approach is important to ensure those who have committed academic misconduct will receive an appropriate penalty in a transparent and accountable environment. The Academic Misconduct Penalty Diagram is used to ensure consistency and objectivity in the penalty imposed. The following penalties apply to all EIA students who commit any academic misconduct. The type of penalty to be applied depends on the severity of the offence. The decision is made through consultation with the Course Coordinator and the Academic Director based on the Academic Integrity Policy and Procedure.



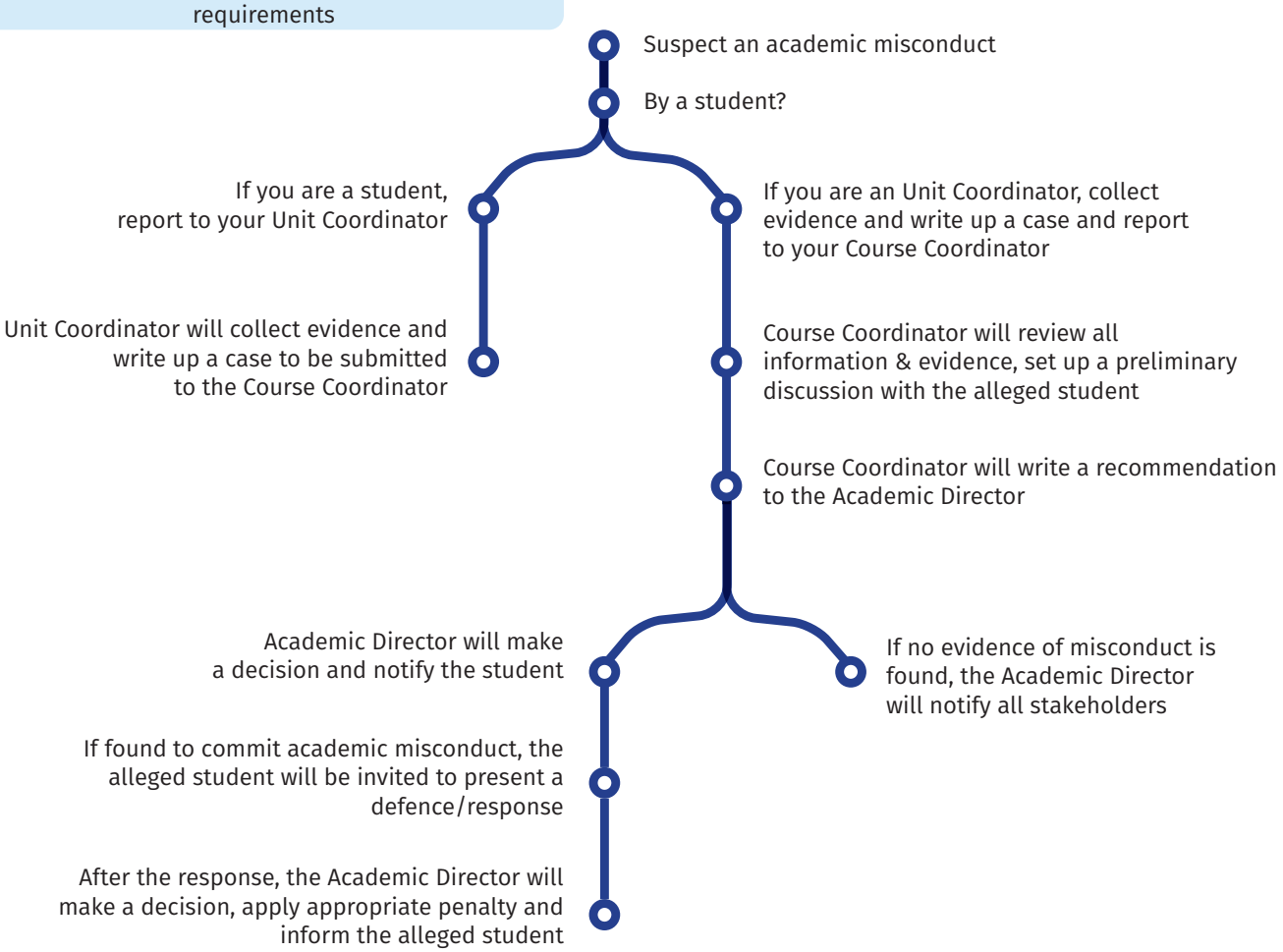
For more information, please refer to EIA Academic Integrity Policy and Procedure.

First Offence

- Receive guidance and training by the academic integrity policy
- Re-submit assessment task
- Receive 'Failed' for the relevant assessment task
- Receive 'Failed' for unit(s) of study and re-enrolment is required
- Undertake study skills and/or English language workshops and meet satisfactory academic requirements

Subsequent Offence

- Undertake study skills and/or English language workshops and meet satisfactory academic requirements
- Suspension of the student's enrolment for one term
- Termination of the student's enrolment at EIA



STUDENT REPRESENTATION

EIA is committed to providing students with an opportunity to voice their views, suggestions and concerns through a student-led student association. There will be student representatives from all levels. All representatives will collect and present the views of their student constituency on relevant matters at regular intervals. The Student Admissions and Enrolment Officer will collaborate with student representatives to promote an environment which empowers and emboldens the student's voice. For further details, please refer to EIA Student Representation Policy and Procedure.

CAREER SUPPORT



JOB READY & CAREER READY & FUTURE READY

EIA make it our mission to ensure our graduates are job-ready, career-ready and future-ready with the knowledge and skills they need to be truly "globally employable".

Career Centre provides all EIA current students and recent graduates with a range of services and resources to help build their careers. Graduating from EIA means being able to facilitate businesses and industries around the world and in particular with global employability. In this aspect, you'll find ways to upgrade your EIA degree and get a head start in today's competitive global job market.

Our Career Advisors will help students with career-related inquiries or arrange job-preparation workshops which will be possessed throughout the academic year. Our career experts will provide personalised careers resources, advice and support for our global student community. Our outstanding awareness and understanding of what employers are seeking in potential employees is reflected in our approach, which integrates an integration of practical skills and self-reflective consciousness, empowering students to transform the world differently.

What we guarantee

- Career themed workshops or industry invited talks per month, or industry visits
- Guarantee internship opportunities to qualified students
- Guaranteed internship, including offshore opportunities (between 80-120 hours)
- Exciting volunteering opportunities in genuine marketing settings

Connection with Industries

- Job interview opportunities
- 3 weeks real consulting project guided by industry mentors
- Industry site visits opportunities
- Comprehensive career and industry advice
- Graduate and vacation employment information

Service we provide

- Career centre provides one-to-one career advice
- Profession resume preparation; job interview techniques; workplace attitude development; creating your own business
- Plan your career future, and give professional advice
- Engagement in experiential recruitment activities (mock interviews and assessment centre)
- Offshore career support in (Career training, internship and job opportunities)

What we have:

- 30+ industry partners
- 5+ passionate and experience Career Educator/ Counselor
- Long term collaborations with 20+ mentors from Industry
- Cross national service that we not only provide career support in Australia, but also in your country.

We also offer a range of online resources, including video tutorials in how to write an excellent CV and perform well in interviews, and live webinars encouraging you to recognise and reflect on your capabilities. There will also be regular career expos held by EIA Career Support during the year. All the services will be free-to-EIA-students that are aimed at providing students with opportunities to meet with potential employers. Please send us your queries via careercetre@eia.edu.au

You will develop and grow at EIA.

You will be tech and web savvy, you will understand numbers, you will be creative.....and importantly you will have a social conscience

ASSESSMENTS & EXAMINATIONS

All units in EIA courses are assessed, through either assessment tasks and/or examinations. The assessment criteria, assessment weighting and due date are contained in the unit outline, and final grades are published at the end of each trimester.

The conduct and processing of assessments will be in accordance with EIA Student Assessment Policy and Procedure, EIA Examination Policy & Procedure and EIA Special Consideration Policy and Procedure, which can be accessed via https://eia.edu.au/.

All assessment tasks must be submitted according to the respective Unit Outline and Assessment Brief. When completing written assessments, students must cite all sources and use the Harvard referencing style when copying or paraphrasing somebody else's ideas, words and work. Students must not use other people's ideas, words and work and pass them off as their own, to do so is considered plagiarism and an act of academic misconduct.

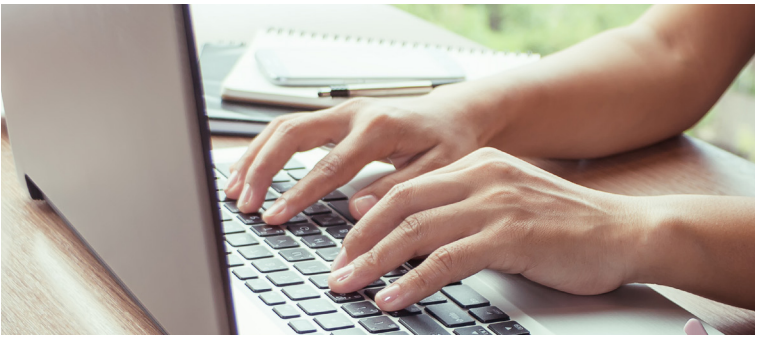
Students must make a reasonable attempt in all assessment and examination events in order to be eligible to complete the unit and must achieve a combined result of at least 50% to pass the unit.

RESPONSIBILITIES OF THE STUDENT

Assessment methods

Students are required to:

- Understand and satisfy the requirements to pass a unit
- Submit all assessment by the deadline
- Accept any penalties that apply to late submissions
- Display academic integrity and avoid plagiarism, cheating, or collusion
- Act on feedback on relating to assessments, academic performance and ongoing progress within and between units of study



Examinations

- Students whose actions are in breach of this policy and procedure, or the Academic Integrity Policy and Procedure, will be immediately expelled from the examination venue by the supervisor.
- Students must remain seated until all papers are collected by the supervisor(s), and the main supervisor has given permission to leave the examination venue.
- The supervisor will report any breach to the EIA's administration, which in turn will escalate the report to the Course Coordinator/Academic Director. Matters will be investigated in accordance with the Academic Integrity Policy and Procedure.
- The Academic Director will investigate allegations in accordance with the Academic Integrity Policy and Procedure.

RESPONSIBILITIES OF EDAVANTAGE INSTITUTE AUSTRALIA

Fairness and consistency

- EIA is committed to developing and implementing assessment strategies that support and maintain the quality of student learning and as against the expected learning outcomes. Examinations are consistent with the learning outcomes being assessed, are capable of confirming that students have achieved and demonstrated the specified learning outcomes and that the graded results reflect the appropriate level of student attainment.
- EIA is responsible for coordinating and monitoring assessments and examinations processes to ensure they are fair and consistent.
- Assessment methods and examinations will be designed so that they are specific, measurable, achievable and realistic. Assessment and examination items will be current, relevant and authentic so as to support graduate attributes and job readiness.

ASSESSMENT METHODS

Assessment methods may include but are not limited to:

- Written examinations with short answer questions, multi-choice questions, and/or essays
- Written assignments such as essays, reports and/or case study
- Observation or record of practice
- Audio and visual performance of presentationsAt the commencement of a unit, students will be informed of the:
- assessment details, such as the assessment methods and rubrics
- requirements for successful completion of the course and each unit
- relationship of each assessment to the learning outcomes
- criteria by which individuals will be assessed in group projects
- due dates and penalties for late submissions

Unit Coordinators will schedule assessments unit so that students will complete 40-50% of overall allocated marks within the first eight weeks of the term. The remaining 50-60% is allocated to a final examination or project during the examination period after the term.

Students must achieve a minimum Pass (50%) in the final examination/project/report/assignment/ other forms of assessment in order to pass a unit.



Submission of assessments

- Students are required to submit assessments on or before the due date specified in the unit outline.
- Students must complete the Declaration of Originality form and attach it to each written assessment including assignment, report, presentation, lab work and project (except quiz, test and exam). Students must attach an individual form to every individual work they submit. Each team must submit only one form that includes all the team member details for every teamwork they submit.
- If students require an extension longer than seven calendar days from the initial due date of an assessment, they must apply for special consideration with the Registrar.
- Compelling reasons for requesting an extension, and extenuating circumstances that may lead to a request for special consideration include significant concerns that may negatively impact on student's performance in an assessment, such as:
  - Medical problems
  - Physical trauma
  - Psychological trauma
  - Financial problems
  - Carer requirements linked to illness or medical treatment
  - Other emergencies.
- Acceptable forms of evidence include:
  - Medical/doctor's certificate
  - Police incident reports
  - Other documented evidence such as Statutory Declarations that support the request.
- Extensions will not be approved after the submission due date, except under special circumstances. Compelling reasons and evidence for the delay in requesting that extension must be given.
- Once approved, the Registrar will inform students of the amended due date. Penalties will apply to any submitted after that nominated date.
- Late submissions attract a deduction of 10% of the total marks possible for the assessment task, for every day that the submission is late.
- Students who cannot submit an assessment task on or before the due date due to sickness or other extenuating circumstances beyond their control may be eligible for special consideration. Students need to submit an application for special consideration to the Student Administration department within 3 days of the due date of the assessment task.
- If the special consideration application is approved, one of the following may occur:
  - The deadline for the assessment task is extended
  - An alternative form of assessment or supplementary assessment is provided
  - The student will be allowed to discontinue from the unit without penalty (upon which a grade of "WDR" will be recorded as their final result)
  - No further action is taken.

Supplementary assessments

- A supplementary assessment may be provided under the following circumstances:
  - When a student has failed the final unit marginally before completing a course (e.g., with a mark ranging between 45% to 49%)
  - When a student is granted special consideration.
- Where a student has marginally failed a unit and completes a supplementary assessment, the final grade awarded for the unit is limited to a Supplementary Pass (SP) or Supplementary Fail (SN).
- Where a student completes a supplementary assessment as a result of a successful special consideration application, his/her work will be assessed as per normal; standards grade allocation apply.
- Only one supplementary assessment per term is permitted, unless a student receives special consideration.

EXAMINATIONS

Examinations are held any time between 8am and 6pm Monday to Saturday, including public holidays.

- Examinations will be held at EIA, unless otherwise specified.
- Examination supervisors are authorised to take action as necessary to ensure the examinations run properly and smoothly.
- All enrolled students are expected to attend their scheduled examinations.
- All students are expected to demonstrate academic integrity at all times, including during examinations. Cheating will not be tolerated. See Academic Integrity Policy and Procedure for future details.

Special consideration

- If the student fails to attend the deferred examination due to the same or other extenuating circumstances out of their control, they may apply for another Special Consideration no later than three (3) days after the scheduled deferred examination date.
- Special Consideration is granted only under extenuating circumstances and with compelling reasons and evidence.
- If the student fails to attend this second opportunity to take the deferred examination, further deferral will not be granted, and the final result will be given based on their completed assessments.

Supplementary examination

- Where a student has marginally failed (the overall grade total 45%-49%) a final unit in a course before graduating, the Registrar will submit an application for the student to sit a supplementary examination.
- The Course Coordinator and the Academic Director must either approve this application or contact the student to explain the reasons for rejecting it. Supplementary examination will only be offered under strict conditions, the student's progress for the duration of the course.
- If the application is approved, the Registrar will notify the student with information about the supplementary examination.
- The final grades awarded limited to Supplementary Pass (SP) or a Supplementary Fail (SN).



Exam protocols

Timetable clash

Alternative arrangements will be made for students if they have:

- Two or more examinations scheduled at the same time
- Three examinations scheduled on a single day

Late arrivals

Students who arrive 30 minutes after the scheduled commencement of an examination will not be permitted to sit the examination.

Reading time

6.27 Students are given 15 minutes' reading time at the commencement of the examination. During the reading time, students are not permitted to write. Students may only commence writing when instructed by the supervisor(s).

Student identification

Students are required to bring their Student ID to the examination and place it on the desk so that the supervisor can confirm their identity and attendance. Students without their student ID may provide other forms of identification, such as a passport or driver's licence. Students without a valid photo ID will not be permitted to sit the examination.

Authorised materials

Authorised materials are limited to those specified by the Unit Coordinator. The list of authorised materials will be made known to students prior to the examination and will be stated on the examination cover sheet.
Authorised materials may include:

- **Dictionary** Students may take one (1) bilingual/translation dictionary (i.e., from their mother tongue into English and vice-versa) into the examination. This dictionary must use direct word-for-word translations and be in printed form only.
- **The dictionary** must not be marked in any way or include any additional information that is not part of the dictionary in its original form. Supervisors will conduct checks.
- **Calculators** may be permitted if specified by the Unit Coordinator and stated on the examination paper cover sheet. Calculators must be cleared of any programmed equations and memory. Supervisors will inspect devices.

Unauthorised materials include

- **Mobile phones** are not permitted in the examination. They should be switched off and stored in the designated storage area, and not on the student or in their pockets. Supervisors will confiscate any mobile phones brought into the examination venue.
- **Notes and course materials** are not-permitted in closed-book examinations.

Designated area for student belongings

- An area will be designated for students to leave their belongings and will be attended by EIA staff. EIA will not be liable for any belongings left outside of the designated area.

Leaving the examination venue

- Students are not permitted to leave the examination venue until 30 minutes after the examination has commenced, and during the final 30 minutes of the examination, unless permitted to do so by the supervisor (e.g. emergency).

Illness during the examination

- Students who become ill during the examination should notify the supervisor immediately.
- If a student briefly leaves the venue with supervision from the supervisor and returns to continue their examination, no extra time will be provided to the student to complete it.
- If a student is unable to continue, the supervisor will make a record of the situation and report it to EIA's administration.
- In order to be eligible for a deferred examination, the student will need to apply for special consideration.

Interruption to the examination

- In the case of an unexpected interruption to the examination (e.g. fire, evacuation, or other emergencies), the supervisor will provide instructions and take appropriate action.
- Depending on the nature of the interruption, the supervisor may:
    - ask students to return to their examination and providing additional time (equivalent to the interruption) for students to complete their exam.
    - seek the advice of the Academic Director/Course Coordinator and advise students, of the intended course of action, based on the options below:
    - the examination is void, and a new examination will be scheduled within the central/deferred examination period
    - examination papers will be marked, but students will be given an adjusted/ weighted result
    - an alternative assessment will be set in place of the examination, with an appropriate due date
    - examination papers will be marked, and students will also be given an additional assessment that will count towards their final result.

Conclusion of the examination

Students must remain seated until all papers are collected by the supervisor(s) and the main supervisor has given permission to leave the examination venue.



SPECIAL CONSIDERATION

EIA is committed to ensuring equity through its policies, practices and approaches to teaching and learning and recognises that some students in the course of their studies at EIA, may experience extenuating circumstances, that may negatively impact on their academic performance. This document is designed to accommodate for these extenuating circumstances.

Definitions

Extenuating Circumstances: An extenuating circumstance is an unforeseen or unplanned situation that is beyond a student's control, and which may affect academic/workplace performance. Such a circumstance may be related to, but not limited to, medical conditions, death in the family, work requirements, or personal trauma.

Special Consideration: The process by which an assessor considers the extenuating circumstances that may be impacting on a student's academic performance and provides the equitable adjustments to the student's planned assessments.

Policy

EIA will grant special consideration to students who present evidence of extenuating circumstances that may have negatively impacted on their academic performance. To ensure a fair and equitable response, assessors may:

- provide an extension to the original deadline for the assessment task;
- provide an alternative form of assessment;
- allow the students to discontinue a unit without penalty;
- take no further action.

Students who are granted special consideration will be not be receive allocated additional marks nor have their marks adjusted without first undertaking an alternative assessment.

Deferred examinations will only be granted to students who are able to prove that unexpected and/or exceptional circumstances prevented them from sitting a scheduled assessment item.



Procedures

- Students applying for special consideration must complete the Special Consideration Application Form, attach supporting evidence and submit it to the Higher Education Administrator as soon as possible, but no later than three days (i.e. within 72 hours) of the assessment deadline. Supporting documentation (e.g. letters, Statutory Declarations, medical certificates) issued by a professional or authority (e.g. doctor, police etc.), date and on official letterhead. Copies must be certified.
- Supporting documentation may include, but not limited to:
    - police reports
    - medical certificates
    - death certificates
    - statutory declarations
- Applications without supporting documentation will not be considered.
- The Higher Education Administrator processes review the application and the evidence provided to ensure the documents are in an appropriate form, then forward the application to the Course Coordinator for a final decision.
- The Course Coordinator reviews the application and assesses whether the circumstances justify special consideration based on:
    - the severity/seriousness of the event or circumstance
    - the student's performance in previous assessments
    - the student's track record for timely submissions.
    - the student's history of requesting extensions
- EIA may verify the authenticity of the supporting documents and contact the relevant parties to ensure they issued the documents to the students, as claimed.
- The Course Coordinator may choose to interview the student to confirm details, where necessary.
- The student will be notified of the outcome of their special consideration application in writing within ten (10) working days of receiving the application. If the special consideration application is unsuccessful, reasons for its rejection will be provided in this letter.
- All applications, including ten supporting documentation and outcomes, will be recorded and archived.
- Students who are not satisfied with their application outcome can submit an appeal in accordance with the Student Grievance and Appeals Policy.

GRADING SYSTEM

A final grade will be awarded to students based on their performance in all assessments completed during each unit of study.

Student performance in each unit of study will be graded using the grading system outlined in the table below. Ungraded results are not included in GPA calculations.



Code	Description	Mark (%)	GPA Value	Explanatory Information	Grade Status
HD	High Distinction	80-100	4	A high distinction indicates an outstanding level of performance against most/all of the learning outcomes and requirements. For example, the student's work is based on well-substantiated arguments (i.e., based on in-depth research and solid findings), reflects critical thinking and analysis, and provides unique insights.	Final (complete)
D	Distinction	70-79	3	Distinction indicates performance at a high level against most of the learning outcomes and requirements. For example, the students' work reflects well-thought-out arguments,	Final (complete)
C	Credit	60-69	2	Above average	Final (complete)
P	Pass	50-59	1	Average. Satisfies requirements. Competent and capable	Final (complete)
CP	Conceded Pass	45-49	0.5	The student has submitted all assessments and the unit is not a pre-requisite. This grade takes into account a student's performance during class and across a range of assessments.	Final (complete)
N	Fail	0-49	0	The student fails to achieve Pass grade in a unit having attempting to complete the assessments and/or the student fails to achieve 50% of the allocated marks in the final examination/project/report in a unit.	Final (incomplete)
NA	Fail-No Attempt		0	The student did not attend/submit assessments	Final (incomplete)
CON	Continuing		N/A	Unit in progress	Temporary
SP	Supplementary Pass	50	1	Student passed a supplementary assessment	Final (complete)
SN	Supplementary Fail	0-49	0	Student failed supplementary assessment	Final (incomplete)
WDR	Withdrawn		N/A	Student withdrew without academic penalty	Final (incomplete)
WF	Withdrawn Fail		0	Student withdrew after the academic penalty date	Final (incomplete)
SPC	Special Consideration		N/A	Special consideration has been granted	Temporary
DEF	Deferred Assessment		N/A	A deferred assessment has arranged	Temporary
GNS	Grade Not Submitted		N/A	A grade was not entered when results were certified	Temporary

REVIEW OF GRADES & APPEALS

- A student may request to review their grade for an individual assessment task, examinations or unit if they believe that a mistake may have occurred in the grading process and/or the compilation of their final result.
- The student should contact their Unit Coordinator to discuss their concerns about their grade within five (5) working days of being notified of the grade.
- The Unit Coordinator will review the grade and discuss the outcome of the review with the student within five (5) working days of the request being made.
- A student may appeal against a final grade for a unit within ten (10) working days of formal notification of the result as outlined in the Student Grievance and Appeals Policy and Procedure for Academic Matters.



GRADUATION

Whether you're finishing your studies or showing your support from the crowd, here's everything you need to know about graduating at EIA – from getting to the ceremony to what you need to do before the big day.

DEFINITIONS

Graduand: a student who has completed their course of study and is eligible to graduate.
Graduate: a graduand who has their award conferred by EIA.
Graduation in absentia: conferring a student without their presence at the graduation ceremony.

ELIGIBILITY TO GRADUATE

Students are deemed eligible to graduate from their enrolled course of study if the following is fulfilled:

- Completed all course requirements as stated in the course, including all required assessments;
- No outstanding or un-resolved grades;
- No outstanding payments owed to EIA;
- No current suspension.

GRADUATION APPLICATION

- Students need to apply to graduate in the last teaching period of their enrolled course by lodging the Graduation Application Form. Failure to do so will prevent the student from attending the next available graduation ceremony.
- If a student does not apply to graduate within 6 months of completing their enrolled course, they will automatically graduate in absentia.
- Students can apply to defer their graduation by notifying EIA.
- Students can choose to graduate in absentia by notifying EIA, within two weeks after the graduation ceremony, they will be mailed their academic transcript, certificate and any awards achieved. However, they will not be able to attend future graduation ceremonies for the conferral of that award.

AUTHENTICITY OF AWARDS

All awards/qualifications and academic transcripts follow the Certification Documentation and Prevention of Fraudulent Use Policy and Procedure.

Edvantage Institute AUSTRALIA

SMART KNOWLEDGE AND ABILITY FOR A BRIGHTER CAREER

CONNECT WITH EIA

CALL

03 9041 3050

EMAIL

enquiry@eia.edu.au

MAIL

Edvantage Institute Australia

338 Queen St, Melbourne VIC 3000

Edvantage Institute Australia

edvantage_institute_australia

@EdvantageInsti1

Edvantage Institute Australia

WWW.EIA.EDU.AU

Edvantage Institute Australia Pty Ltd

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