

# Melbourne Rudolf Steiner Seminar Ltd

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## Advanced Diploma of Rudolf Steiner Education

Course code: 10825NAT, CRICOS course code 107755A



## International Student Handbook for the Advanced Diploma of Rudolf Steiner Education

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## WELCOME

Thank you for your interest in studying at the Melbourne Rudolf Steiner Seminar (the Seminar). The purpose of this handbook is to introduce you to the services available to you to help you succeed and enjoy the time you are living and studying in Australia. This handbook provides you with information you need to know about the course, your visa, and arriving and living in Australia. If you have questions, please do not hesitate to contact us.

More information about the course can be found on the website [steinerseminar.net.au](https://steinerseminar.net.au).

This *International Student Handbook* should be read in conjunction with the *Seminar Student Handbook*.

## ABOUT THE MELBOURNE RUDOLF STEINER SEMINAR

The Seminar offers a unique human education in art, science and philosophy based upon Rudolf Steiner's spiritual-scientific view of the human being as an enlightened thinker in an intelligent universe. The Rudolf Steiner approach of education offers a way of teaching which works with universal understanding of the ever-developing human being, an understanding which can be applied to the needs of children in different countries and cultures.

The Seminar's courses are offered for students interested in teacher training, Anthroposophy, artistic development, and individual self-development after the teachings of Rudolf Steiner.

Rudolf Steiner was an Austrian philosopher who developed a view of the world known as Anthroposophy. His ideas have inspired many activities in the fields of architecture, agriculture, medicine, the arts and education. Anthroposophy shows that by growing our capacities of thinking, feeling and willing new faculties of perception and awareness can develop.

The Seminar is a nationally recognised training centre offering a full-time Australian government accredited course. This course is presently not available to international students with any other provider.

Steiner Education is a rapidly expanding education around the world. In Australia there are over 60 independent schools including 5 public schools with Steiner streams and kindergartens.

## STUDYING WITH THE MELBOURNE RUDOLF STEINER SEMINAR

### Vision and mission statements

Our vision is to support healthy human development through education based upon anthroposophical insights, as a way of contributing to ethical social renewal and a sustainable future.

The practical expression of this vision will be brought through providing teacher development in Waldorf/Steiner education, and by growing a rich cultural community life out of anthroposophical initiatives.

## Course Information, Dates and Fees

The Advanced Diploma of Rudolf Steiner Education is offered as a full-time, face-to-face or online course of study of two years' duration which equips students with a comprehensive grounding in anthroposophy and in the theory and practice of Steiner Education.

The course comprises only core units. There are no elective units.

For more information on the course content see our *Syllabus for the Advanced Diploma in Rudolf Steiner Education* and our *2025 Course Guide* both of which are on our website.

Current term dates and timetables, course information and the fee schedule can be found on our website.

## OUR OBLIGATION AS YOUR RTO

The Melbourne Rudolf Steiner Seminar is a Registered Training Organisation (RTO) that provides specialised industry training and provides Nationally Recognised Training in the accredited qualification course: Advanced Diploma of Rudolf Steiner Education (course code 10825NAT, CRICOS course code 107755A).

As an RTO registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We comply at all times with the ASQA *Standards for RTOs 2015* which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code).



To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well.

We issue the qualification, academic results and statements of attainment to students who are eligible and meet the course requirements in compliance with relevant legislation. (The Seminar reserves the right to withhold any award or certification documents to be issued where any fees are outstanding).

If the course has ceased or a sanction has been imposed on the provider or the provider ceases to operate, the Seminar will issue a Statement of Attainment to students who have completed one or more units from the qualification, and will issue the qualification certificate to students who are eligible to receive the qualification as per the issuing qualification policy.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook. The full policy can be found on our website.

## ON-CAMPUS STUDY LOCATION AND CONTACT DETAILS



37A Wellington Park Drive,  
Warranwood, VIC, 3134

Tel: +61 3 9876 5199

Email: [office@steinerseminar.edu.au](mailto:office@steinerseminar.edu.au)

Web: [steinerseminar.net.au](http://steinerseminar.net.au)

Our campus is situated on 5-acres of native bushland, with abundant wildlife, a biodynamic garden and beautiful architect-designed buildings.

### How to get here

The campus is easily accessible by road and by public transport. The closest train station is Ringwood Station and bus route 364 connects the station with the Seminar.

For up-to-date public transport information, visit Public Transport Victoria (PTV) <https://www.ptv.vic.gov.au/>

With a copy of your Confirmation of Enrolment, you may be eligible for a student concession for all fares.

### Facilities

#### Classrooms

Our classrooms are designed by anthroposophical architect Greg Burgess. The classrooms are furnished with appropriate classroom furniture and equipment for effective learning to take place. We also have dedicated art and sculpture rooms.

#### Resource Centre

The Library is equipped with a selection of text books. Photocopying and main lesson books are available for a small fee in the office.



The Seminar uses MS Teams, a learning management system, to provide further resources, information and communication for each unit of study.

### **Student Meeting Areas**

The Steiner Seminar provides comfortable meetings area where students can relax, meet with others, and socialise. There is a shared bulletin board where information is posted on social activities, accommodation available to rent/share, and other general information of interest.

### **Kitchen**

The Michael Building is equipped with a small kitchen and dining room for students. Hot water, milk, tea and coffee are available to students.

### **Printer availability**

Students are expected to have their own computers to access the learning management system and download and submit assessments. There is a printer available in the office for students to print documents for a small fee.

## **ON-LINE STUDY**

MS Teams is the Seminar's on-line learning management system for staff and students.

MS Teams serves the following purposes:

1. shares the student resource library of documents that we have for each unit
2. allows students to upload assignments
3. allows all to post notices
4. gives students a working Seminar email account
5. gives students access to a free version of Microsoft 365 applications for the duration of enrolment
6. provides a bulletin board/chat room facility
7. video and live-stream sessions (like Zoom) for the online courses

## **WHAT YOU WILL NEED FOR ADMISSIONS AND ENROLMENT**

### **Application for enrolment**

To maximize your chances of success, the Seminar has some important entry requirements. These are stated in our International Student Enrolment Policy available on the Seminar's website..

To apply to enrol in a course, you must complete an online Application for Enrolment Form and submit it along with supporting documentation <https://www.steinerseminar.net.au/international-student-information/>. The enrolment process is also fully described on the Seminar's website.

Supporting documentation (as indicated in the enrolment form) will include verified copies of qualifications, schooling and evidence of English Language level (within the last 2 years) such as IELTS and identification including your passport,

Please see the Seminar's *International Student Enrolment Policy* and the *Transfer of International Students between Providers Policy*.

## Eligibility and English language ability

To be eligible for the course, International students must:

- be 18 years of age or older.
- be proficient in the English language and have the equivalent of an IELTS score of 6.0 or higher with no band less than 5.5.
- have the equivalent of an Australian high school education or higher. If you do not have high school qualifications, you will need to pass an online Literacy, Language and Numeracy test and achieve language and literacy scores of level 4 and numeracy skills of level 3 of the Australian Core Skills Framework (ACSF). You will be advised if you need to take this test.
- Once arriving in Australia you will need to apply and provide evidence of a current Victorian [\*Working with Children Check\*](#). Only a volunteer WWCC is required. (on-campus students only)
- On-campus students [apply for a Unique Student Identifier](#) once they are in Australia. (Off-shore students do not need a USI.)
- The ability to pay the tuition fee. See [Fees page](#). Enrolment is subject to the *Tuition Fee Policy*. See the [Policy page](#) on this website.

The Seminar accepts the results from International English Language Test Score (IELTS). Where a student's first language is not English, entry to the course requires a minimum score of 6, with no band less than 5.5, of the Academic IELTS testing system or equivalent. The student should feel comfortable with speaking, writing and listening at a university level.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not just how long spent in training or the amount of knowledge acquired in a formal learning environment.

You may be able to shorten the length of your chosen course by measuring your skills acquired through work or life experiences, or through qualifications obtained from formal studies or training. The Seminar may give RPL if you have studied Rudolf Steiner Education or have had experience teaching in a Steiner setting.

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning application. This requires the students to provide detailed explanation of how the learning was gained and provide evidence of how such skills and knowledge meet the detailed requirements of the Unit of Competence recognition is being applied for. Any applications for Recognition of Prior Learning must be submitted before the beginning of the relevant unit.

A fee is applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the office.

Please refer to the Seminar website for the *RPL Policy*.

## Visas – on-campus students

For those students studying on-campus, after your application to enrol has been accepted and you receive your Confirmation of Enrolment from the Seminar, you will need to apply for your visa from your nearest Australian embassy or consulate. Information about applying for an Australian Student Visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> .

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. To ensure that your application is filled out correctly, please go to the website, 'Check Twice, Submit Once' at <https://immi.homeaffairs.gov.au/check-twice-submit-once>

If your visa is not approved, you will receive a full refund for any tuition fees that you may have paid.

### Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and your enrollment.

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

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

## Overseas Student Health Cover (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out-of-hospital and in-hospital medical services to help you maintain your health. We recommend you compare different policy providers at

<https://oshcaustralia.com.au/en> .

## Unique Student Identifier (USI) – on-campus students

A USI is your unique individual education number issued by the Australian government which gives you an online record of any nationally recognised and university training you do in Australia.

You will need a USI to study at the Seminar. Without one, you can't receive your qualification or a statement of attainment. After you have received your visa and have arrived in Australia, you may apply for your USI at <https://www.usi.gov.au/>. Please provide the Seminar with your USI once you enter Australia.

## Working With Children Check

The completion of in-school teaching Practical Placements (8 days in 1<sup>st</sup> year and 2 x 16 days in second year) are a requirement of the course, so students will need to obtain a *Working With Children Check* once in Australia.

To apply see <https://www.workingwithchildren.vic.gov.au/>

- If you do not have the documents listed, you will need to go to Australia Post and present your proof of identity documents at Australia Post when you lodge your application.
- **International students may provide the following at Australia Post** to verify their identity: current visa, a copy of their Residential Rental Agreement, a utility account e.g. electricity, a copy of their Health Insurance
- Once you complete your form, you will be emailed a QR code and instructions for lodgment. You need to lodge your application at Australia Post
- Australia Post will take the photograph free of charge.
- You will only need the free Volunteer Working With Children Check for the practical placement.
- You will receive your Working with Children Check application number in an email from the department within 2 hours of lodgment. Once you receive it, give a copy to the office at the Seminar.
- Most applicants can commence 'child related work' using their receipt whilst the application is being processed. There are certain circumstances when an applicant cannot work on the receipt, please [click here](#).

## Study Equipment and Materials

Students will be expected to have their own computer and access to the internet with sufficient bandwidth to be able to send and receive email communications with the Seminar and to access resources and to download and submit assignments. A tablet or mobile phone alone will not be adequate to complete your coursework.

A book and supplies list will be provided to students at the time their enrolment is accepted.

# ENTRY INTO AUSTRALIA FOR ON-CAMPUS STUDENTS

## Your travel plans

Before you leave home, you should provide your family, friends and the Seminar with details of your flights to Australia and where you will be staying when you arrive. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

## Arranging travel and travel documents

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne in plenty of time before the course commences to give yourself time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid and current passport
- a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Copies of documents such as your birth certificate, medical records, overseas student health cover and educational qualifications if advised by the Seminar at the time of confirmation of enrolment.

If you intend to bring your family with you, each family member will also need to have a passport and visa and be covered by health insurance. Family members include your partner (married or de facto) and your children. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

## COVID travel restrictions

COVID travel restrictions are changing frequently. Please read the most current information at <https://covid19.homeaffairs.gov.au/before-i-travel> to understand the conditions under which you may travel.

## Permitted and prohibited items in Australia

Australia has strict quarantine laws to prevent certain food and plant items and other goods being brought into the country. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that an item or items you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. For further information, visit the Australian Quarantine and Inspection Service (AQIS) website at: <https://info.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

## Melbourne International Airport

Melbourne's main airport at Tullamarine is located 23kms from the Melbourne city and 48 kilometers from the Seminar.

Airport address: Departure Drive, Melbourne Airport VIC 3045

Phone: (03) 9297 1600

Web: <http://melbourneairport.com.au/>

## Transport from the Airport

On arrival, you will find many transport options (see below) and information access points in the terminals. All terminals are close or adjoin each other and you will not need to get a bus to go to other terminals.

Below is a short summary of the main transport options and prices to the city centre:

Taxi: \$55 - \$65 (up to four people) - 20 - 40 mins.

Skybus: \$22 per person - 20 - 40 mins.

Starbus, VHA Airport Shuttle: \$27 per person - 20 - 40 mins.

Public Transport: \$4 + \$6 for Myki - 70 - 90 mins.

## Arranging your finances

The currency of Australia is the Australian Dollar (AUD). Ideally, you should change some of your money into Australian dollars before you arrive. Otherwise you will need to change some as soon as you arrive at the airport. Airport rates of exchange will be less favourable than those you can arrange through a bank.

Once you have arrived into Melbourne you can change more money into Australian dollars at any bank or currency exchange. Note however, that banks are not open on the weekend.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia once you have established a bank account.

Find out more about the cost of living in Australia by visiting <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## INTERNATIONAL STUDENTS IN AUSTRALIA

Insider Guides is an internet site with lots of information for international students.

<https://insiderguides.com.au/city/melbourne/> They also have a free Welcome Course, an email course that will welcome, prepare and help you enjoy your new home like a local.

The content is written by locals, international students and experts who understand what you're looking for when you first arrive.

This course covers topics such as:

- Arranging the essentials like phone, bank account and Tax File Number
- Choosing the right accommodation
- Exploring your new city
- Transport
- Preparing for study
- Working in Australia
- Making friends and socialising
- Health and wellbeing

To register go to: <http://insiderguides.com.au/insider-guides-welcome-course/>

### City of Melbourne International Student Welcome Desk

International students who will be living and studying in Melbourne are encouraged to visit the City of Melbourne's Student Welcome Desk at Melbourne Airport. The desk is located at Travelers' Information Service, International Arrivals Hall, Ground Floor, Terminal 2, Melbourne Airport. It is open 7am to midnight, seven days a week.

The friendly staff can provide you with:

- information on temporary accommodation options – YHA has great deals for new students
- transport options from the airport to central Melbourne or your educational institution – if you haven't booked with your education provider, Skybus is the best option
- general information you may need upon arrival
- a free welcome pack with information on:
- how to use Melbourne's public transport and Myki ticket system
- the latest Vodafone phone and internet options, and a sim card to get you connected straight away
- our recommendations for shopping, cafes and entertainment in Melbourne
- how to find employment, plus information on tax and banking in Australia
- our welcome desk accommodation partners' information and advice.

Some staff can speak languages other than English.

International Student Events in your city: <http://insiderguides.com.au/international-student-events-city/>

## Accommodation

The Seminar does not have any accommodation. We recommend students organize their accommodation before they arrive if possible. Otherwise, you may wish to book temporary accommodation before you arrive. This gives you a base from which to look for long-term accommodation.

The Seminar may have a short list of local homes and rooms for rent. We can give you details on some accommodation possibilities in the area.

If you would like to live close to the Seminar, look for accommodation in Warranwood, Warrandyte, Croydon, Croydon Hills, Croydon North, Ringwood, Ringwood North

There are a range of long-term accommodation options for international students.

### Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules. <https://www.realestate.com.au/rent/> or <https://www.domain.com.au/?mode=rent> .

### Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. <https://flatmates.com.au/>

### Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner. <https://www.melbournhomestay.org/>

It is important to remember that as an international student, you have the same renting rights as residents.

Review the information below about renting and tenants' rights. Consumer Affairs Victoria has a specific page for international students at: <https://www.consumer.vic.gov.au/internationalstudents>

## Childcare

If you have dependent children that need to attend childcare, you should be aware of the following costs:

Typical childcare costs in Melbourne may be as follows

- Centre-based childcare AUD\$70 to AUD\$185 per day
  - Family day care AUD\$6 to AUD\$17 per hour
  - Nannies AUD\$20 to AUD\$35 per hour
  - Au pairs (living in your home) AUD\$170 to AUD\$250 per week
- Find out more at: Childcare in Victoria, Australia - Live in Victoria

[www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare](http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare)

## Government (Public) schools

If your school-aged children will be coming with you, you are required by law to ensure that they are enrolled in



a school—either a public or private school.

For school children at a government public school, there may be some costs involved. Your child's school can ask for payments for the materials and services your child uses at school.

To find out more go to: <http://www.education.vic.gov.au/school/parents/financial/Pages/costs.aspx>

## Steiner schools and private schools

For students attending Steiner or other private schools, fees vary depending on the school.

There are four categories of charges:

- Tuition fees
- essential education items, which you need to buy for your child or pay the school to buy for you, these can include stationery, text books and school uniforms
- optional extras, which are offered on a user-pays basis and you can choose whether or not your child will use, such as school magazines, music lessons or extracurricular programs
- voluntary financial contributions, which your school may ask you to make.

The Seminar will not arrange enrolments into schools.

## Transport

International students can save up to 50% on transportation by purchasing an international student myki card.

<https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/children-and-students/international-students/>

You can buy a myki card at the following outlets:

- Hundreds of shops including all 7-Elevens
- myki machines at selected stations and stops
- [Your Android phone](#), via Google Pay
- [premium station ticket offices](#)
- [PTV Hubs](#)
- [online](#)
- [by calling 1800 800 007](#). Allow seven days for delivery of a myki and around 90 minutes for online top ups.
- [Register or log-in](#) to manage your myki and set [auto top up](#)

## Post Offices near the Seminar

Australia Post - 188 Warrandyte Rd, Ringwood North VIC 3134

Australia Post - Shop 1/48 McAdam Square, Croydon VIC 3136

Post offices are open from 9:00am until 5:00pm Monday to Friday and till noon on Saturday.

## Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

### Police

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.

### Fire

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, call 000 no matter how small or large the fire may be.

### Ambulance

In an emergency, ambulances provide immediate medical attention and emergency transportation to hospital if needed. To call an ambulance, call 000.

## Health

### Emergency medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centers. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

### Local medical and dental centres

The Seminar can refer students with contact details of relevant professionals for any matters that require medical attention. The Seminar does not charge a fee for such referrals; however external providers, referred to by the Seminar, may charge fees to the student for services provided. These should be clarified by the student prior to using such services.

In exceptional circumstances, at the discretion of the Seminar, students may be offered up to 4 counselling sessions provided by the Seminar at no cost to the student.

Medical Services	Name & Location	Contact Phone
Seymour Street Medical Clinic (7 days a week 8.00 am-10.00p.m.)	11 Seymour St, Ringwood	9955 0606
Maroondah Hospital	1-15 Davey Drive, Ringwood East	1300 342 255 9871 3333

Melbourne Therapy Centre	221 Wonga Road, Warrnawood (walking distance from the Seminar)	9876 3011
Ringwood Plaza Dental	Shop 4, Ringwood Plaza Ringwood	9870 6030

### Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

You can choose to take out OSHC with a provider of your choice. For more information see <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>.

# LIVING IN AUSTRALIA

## Living Costs

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

The Australian Government estimates general living expenses to be at a minimum of \$25,000 per year (depending on living arrangements and personal choices). This does not include living expenses for a spouse and dependents.

For more information about costs of living and budgeting go to:  
<https://costofliving.studyaustralia.gov.au/>

## Working in Australia

As a student visa holder, you are allowed to work during term time. Visit the following website to find out more about working in Australia, including how to find a job. <https://www.studyaustralia.gov.au/en/work-in-australia>

## Climate and Clothing

Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This temperature differential is most pronounced in the spring and summer months and can cause strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, minor temperature drops, and heavy rain. The city experiences little humidity in summer, except at the end of hot spells following thunderstorms and rain.

Melbourne does not have a specific wet season—it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

<https://www.climatestotravel.com/climate/australia/melbourne>

If you are coming from a warm tropical country you will need to have additional clothes to keep you warm in our winter.

The cost of clothing in Australia can vary widely. There are a number of variety stores such as Target, K-Mart and BigW where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher-end clothing labels.

## Smoking

Smoking is not permitted at the Melbourne Rudolf Steiner Seminar in any buildings or anywhere on the grounds other than in the designated smoking corner located near the carpark. For more about the smoking laws in Victoria visit: <https://www2.health.vic.gov.au/public-health/tobacco-reform/smoke-free-areas>

## **Holidaying, entertainment and sightseeing**

If possible take advantage of being in Australia and visit its beautiful beaches, mountains, deserts, and forests and get to know its diverse geography, culture and plant and animal life.

<https://www.lonelyplanet.com/australia/melbourne>

<https://www.visitvictoria.com/>

## **Beaches—their beauty and their risks**

As beautiful as Australian beaches are, they can also be dangerous. It is important to inform yourself of the risks and the safety protocols. Please read through the following websites before visiting any ocean beach.

<https://www.royallifesaving.com.au/stay-safe-active/locations/beach-safety>

<https://www.healthdirect.gov.au/beach-safety>

## OUR COURSE

### Fees and Refunds

#### Protection of fees paid in advance

Prospective and current students are advised of course fees on the pre-enrolment information available on the website and on the *Enrolment Agreement*.

Please see our website and our *Tuition Fee Policy* for the following information:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Deposits and refund information and conditions relating to these
- The learners' rights as a consumer including any cooling off period

The Seminar protects the fees that are paid in advance by international students in the following ways:

- All pre-paid course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- The Seminar does not require international students to pay more than 50% of course fees prior to course commencement.
- The Seminar pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Fees will only be collected once a signed copy of the Enrolment Agreement is received by the Seminar. Refund information is outlined in the *Tuition Fee Policy*.

Please see the Seminar's *Tuition Fee Policy* for more information about fees, payments and refunds.

### Assessment

Assessment is both a competency-based assessment and a graded assessment

**Competency Based Assessment.** This is an assessment process of collecting evidence and making judgments on whether competency has been achieved.

This statement of 'satisfactory' or 'not yet satisfactory' will be given on a marking guide/rubric, which clearly outlines the performance criteria and tasks. The assessor in addition comments in writing as to how the performance criteria were met.

NOTE: Assessment is based on the criterion of competency in all elements at a given time.

Therefore, a student cannot be given an overall assessment of "Competent" for any unit unless they have been assessed as 'Satisfactory' in ALL the elements in the assignments covering that unit.

**Graded assessment:**

While all assessments are competency-based assessments, the majority (75%) of assessments are also graded. Graded assessment uses a hierarchy of result outcomes to describe student academic performance in a course. Examples of graded assessment include HD (High Distinction), D (Distinction), C (Credit), and S (Satisfactory) and NYS (Not yet satisfactory). Graded assessment requires the corresponding use of a numeric marking scheme and grading rubric and a grading system. The grading system used by the Seminar is set out in the Grading Outline for Students and Trainers.

Students must be assessed as competent in the unit to be eligible to receive a graded result. To understand the grading system, please refer to the Seminar's Grading Outline for Students and Trainer/assessors.

**Teaching placements**

Part of the training will involve teaching placements in Steiner schools in Victoria. Placements at Steiner schools outside of Victoria can be arranged in certain circumstances.

You will undertake three required Practical Placements over the 2 years, comprising 44 days in total. Students begin with observation, progressing to increased participation in classroom activities, and culminating in teaching some planned lessons, with the support of the supervising teacher.

**Student plagiarism, cheating, use of AI and collusion**

The Seminar has a no-tolerance policy for plagiarism, cheating, the use of AI programs and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

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

## STUDENT ORIENTATION AND SUPPORT SERVICES

The Seminar is committed to ensuring that all enrolled students get a fair chance and the support they may need to succeed in an environment of equal opportunity. The academic and support staff at the Seminar are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education program and to ensure that they have a rich and enjoyable learning experience.

### Language, Literacy and Numeracy (LLN) Training and Support

The Melbourne Rudolf Steiner Seminar (MRSS) establishes a student's capacity to succeed through the entry requirements.

Depending on the student's level of need, the Seminar may offer LLN skills tutorials as outlined in *Student Support Services Policy*.

The Melbourne Rudolf Steiner Seminar is committed to ensuring that all enrolled students get a fair chance and the support they may need to succeed in an environment of equal opportunity. If an applicant requires additional educational support, the Seminar will ascertain what reasonable adjustments can be made and will assess current resources available for any special support which may be required. See the *Seminar's Student Support Policy*.

There are support services available to international students which the Seminar provides and other services which are available externally.

Contact us at any time on (03) 9876 5199 to discuss your support needs.

### Welfare Support

Being an international student is exciting, but it can also be challenging. Students can approach their Year Coordinator or Enrolments to gain advice on academic and personal issues, or to provide links to external sources of support where the Seminar is not qualified.

The Student Support Officer refers students with academic issues to the appropriate support person within the Seminar.

The types of common issues for which the International Student Coordinator is able to provide support are:

#### **Academic issues**

Students are able to gain advice and support to help them maintain appropriate academic levels. All students' progress is monitored and guidance and support provided where non satisfactory results are identified.

#### **Personal / Social issues**

Students have access to their Year Coordinator through normal Seminar hours.



## **Accommodation**

The Seminar may be able to refer students to appropriate accommodation services and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

## **Social Programs**

The Seminar will occasionally organise social events that allow all students enrolled to relax and socialise. These events may include a dance or dinner. Students also organize outings and events with each other to get to know one another and enjoy each other's company.

## **External Support Services**

At times, it may be required to refer students to external support services to deal with their specific situations. Staff engaged in the student support services will ensure that the students are referred to appropriate organisations and services.

## **Your feedback**

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Course Survey at the end of each term and a Quality Indicator Survey at the end of the year. Please help us by completing the surveys that are provided to you by us.

You can provide additional feedback to us by:

- Completing the student survey at the end of your course
- Submit a suggestion or request in the Suggestions Box in the foyer.

# MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

## Academic Progress

Academic progress is cumulative as assessment builds over the 4 terms of each year level. Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is monitored by the Seminar. Where a student is unable to maintain satisfactory progress, the Seminar is obliged to notify the Department of Home Affairs. When this occurs a student's visa status may be affected. Support, guidance and intervention strategies will be implemented for students who are at a risk of not achieving a satisfactory academic progression.

Please read the Seminar's *International Student Academic Progress Policy and Procedure*.

## Attendance

International students are required to maintain a full-time study load as part of the student visa requirements. A full study load requires a minimum 80% attendance. The attendance of the student is monitored by the Seminar and, where a student

- has missed *1 full working week of classes without prior approval*; or
- has irregular attendance; or
- has a cumulative attendance that has fallen below 80%,

the Seminar will counsel and provide support to prevent an unsatisfactory attendance record. Where there is an unsatisfactory record of attendance the Seminar is obliged to notify the Department of Home Affairs. This may affect a student's visa status.

Refer to the Seminar's policy and procedures on *Student Attendance Policy (Recording, Monitoring, & Reporting)* for more details.

## Transferring to or from another course provider

The Seminar may not admit a student from another registered provider prior to the student having completed six months of his or her principal program of study except where:

- a. the releasing registered provider has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- b. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal program; or
- c. the releasing registered provider has agreed to the release and recorded the date of effect and reason for release in PRISMS; or
- d. any government sponsor of the student considers the change to be in the student's best interests and has provided written support for the change.

Students who have been issued with a Confirmation of Enrolment (CoE) by the Seminar and who have not yet completed six months of their principal program of study may be permitted to transfer to another registered provider where that transfer is in the student's best interests. The student must have a valid enrolment offer from the receiving provider and they must make a request in to the Seminar.

International students enrolled at the Seminar who have completed six months of their principal course of study who wish to transfer to another registered provider must follow the Seminar's withdrawal procedures.

Please see our *Transfer of International Students between Providers Policy* for further information.

## Deferral, suspension and cancellation

Students are able to initiate deferral or suspension of enrolment or the Seminar may initiate cancellation of a student's enrolment on the basis of **extenuating** or **compassionate** or **compelling circumstances**.

Full details are provided in the Seminar's *International Student Enrolment Policy* and *Communication Policy including complaints and appeals* available on the website and through the Seminar office.

Deferral, suspension or cancellation of enrolment **may affect your visa conditions** – please ensure that you read the *International Student Enrolment Policy* thoroughly.

## Student Code of Conduct and Student Rights

Students are required to follow all rules of the Seminar and the instructions from staff representing the Seminar.

Each person will act at all times in a manner which a reasonable person would agree shows respect to all other persons and their property.

In the context of the Seminar's operations, it is considered that a reasonable person is able:

- To be sensitive to the norms of the community,
- To acknowledge that others may have viewpoints and values and beliefs which are valid even though they may differ from their own,
- To understand that another person may have unknown reasons and/or circumstances affecting their behaviour in any given situation,
- To reflect upon their own behaviour in considering how best to communicate and/or resolve issues, and
- To act in consideration of the nature of the relationship between any persons concerned.
- To act with integrity by dealing with others in an honest and straightforward way.

Students enrolling in any course presented by the Seminar agree to abide by the following expectations in relation to their conduct:

1. Students arrive at sessions on time to minimise disruption to fellow students and trainers.
2. Students participate in all tutorial activities in a courteous, respectful manner refraining from interruption or argument with awareness of the rights to equal participation by all students. The words spoken should not be intended to cause offence to fellow students or trainers.
3. Students do not participate in any course activities while under the influence of alcohol or drugs other than those medically prescribed.
4. Students refrain from smoking while on Seminar/School premises and during course events/activities.
5. Students adhere to the Seminar's *Harassment and Anti-discrimination Policy* in all their interactions with fellow students, staff, school personnel and school students and their parents.

6. Students dress in a manner which does not offend fellow students and trainers. In addition, students on a school campus are asked to dress in neat casual clothes at all times with those teaching in primary classes being especially mindful of individual school requirements for the need for plain clear colours without major motif/logo.
7. Students respect the classroom and outdoor environment and do not vandalize or disfigure the structures or aesthetics of any surroundings.
8. Students either at the Seminar or during work experience or on school campuses maintain professional confidentiality of all that they have witnessed.
9. Students adhere to the Seminar's Communications including Complaints and Appeals Policy.
10. Social Media:
  - a. Students, studying for the teaching profession and completing their work experience/practicum in schools, must be aware of the possible impact of their public profiles. All social media postings must be within the ethical standards and code of conduct for the teaching profession.
  - b. Students will not post inappropriate or derogatory comments about the seminar or the schools/workplaces they visit during their work experience/practicum time. This also includes any persons involved in their study at the Seminar. (Any concerns must be voiced directly to a Seminar representative and/or via the Complaints procedure.)
  - c. Students may not at any time exchange private details, social media contacts or phone numbers with school students from their work experience/practicum times.
11. Students involved in group work with fellow students share resources equitably and work to fulfil responsibilities of participation in a cooperative manner.

The Seminar will make all determinations about breaches of this code. Such determinations may include suspension or cancellation of the student's enrolment.

## **Student rights**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the Seminar holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Melbourne Rudolf Steiner Seminar on the services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

## **Other student responsibilities**

All students, throughout their training and involvement with the Seminar, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the Seminar in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify the Seminar if any difficulties arise as part of their involvement in the program.
- Notify the Seminar if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## Legislation and you

### Legal advice

If you need help understanding the law, talk to the Seminar's International Student Coordinator, who can guide you to your next step. The support staff at the Study Melbourne may also be able to help.

<https://www.studymelbourne.vic.gov.au/living-here/legal-support>

You may also be able to get help from a community legal centre for specialist legal advice. Community legal centres offer free advice.

### Education Services for Overseas Students (ESOS)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit

the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## **Workplace health and safety**

Under the Workplace Health and Safety Act 2011, Melbourne Rudolf Steiner Seminar must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Melbourne Rudolf Steiner Seminar has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety. Please see our *Occupational Health and Safety Policy*.

The Seminar complies with all relevant Occupational Health and Safety legislation. All Seminar staff will actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of Seminar staff.

We have one or more First Aid Officers on site in the event of minor illness or injury. We also have a policy and procedures in place for emergencies and critical incidents. See our *Emergency and Critical Incident Policy*.

For emergency safety procedures see the Seminar 'Critical Incident Policy' and the 'Seminar Fire and Evacuation Plan', available on the Seminar website.

## **Harassment, victimisation or bullying**

It is the policy of the Seminar that all students and staff enjoy a learning and working environment free from harassment and all behaviour that are uninvited and unwanted.

All harassment that is sexual, racist, gender-based, or relates to a person's marital status, age, disability, pregnancy or sexual preference is discriminatory and will not be tolerated by MRSS. Most types of harassment are also against state or federal anti-discrimination laws, and may be an offence under the Crimes Act.

Please read our *Harassment and Anti-discrimination Policy*. If you feel that you are being harassed, victimised or bullied you should lodge a complaint as per the Seminar policy and procedures outlined in the *Communications, Complaints and Appeals Policy*.

## **Equal opportunity**

All staff are required to have an awareness and understanding of access and equity issues, and will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. The Seminar has a complaints procedure in place to ensure any student concerns are dealt with immediately and appropriately (refer to the *Access and Equity, and the Communication, Complaints and Appeals Policy*).

The Seminar acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1995 (Victoria)

All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)

The Seminar fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

If you believe you have been treated unfairly please contact the your Year Coordinator.

The principles and practices adopted by the Seminar aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Melbourne Rudolf Steiner Seminar. Melbourne Rudolf Steiner Seminar provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Please see our *Access Equity Policy*.

## **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## **Privacy**

The Melbourne Steiner Seminar (MRSS) recognises the importance of protecting the privacy and the rights of all individuals in relation to their personal information. The Seminar's *Privacy Policy*, available on the website and in the Policy folder, outlines how we collect and manage your personal information.

We respect your rights to privacy under the Privacy Act 1988 and we comply with all of the Act's requirements in respect to collection, management and disclosure of your personal information.

Individuals have the right to access or obtain a copy of the information that the Seminar holds about them including personal details, contact details and information relating to course participation, progress and AQF

certification and statements of attainment issued.

In accordance with our *Privacy policy*, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for NVR Registered Training Organisations, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

Please note that the Seminar is required to keep the following personal information:

- **About the student:**
  - full name, gender, date and country of birth and nationality;
  - and once the student has established an address in Australia, the student's residential address
- **About the course:**
  - the CRICOS course code,
  - agreed starting date and if the student didn't begin the course when expected;
  - the expected completion date,
  - and any termination of the student's enrolment prior to the expected completion date;
  - and any change to the identity or duration of the course
- **About tuition fees:**
  - information about all tuition fee pre-payments made by student including the periods to which these payments relate, and
  - an estimate of the total amount the student will be required to pay to undertake the full course
- **About health insurance:**
  - whether the student has paid for Overseas Student Health Cover (OSHC) before the course starts
- **About English language proficiency:**
  - whether the student has undertaken a test to determine his or her level of understanding of English,
  - the name of the test and the score the student received for the test
- **About the student's visa:**
  - the Department of Immigration and Border Protection office where the application for a student visa was made or is expected to be made;
  - and if the student holds a student visa, the number of the visa; and once studying in Australia, the student's local Dept of Immigration and Border Protection office
- **About the student's passport:**
  - if the student was in Australia when he or she became an accepted student, the student's passport number
- **About any breaches of student visa conditions** relating to attendance or satisfactory academic performance.

What is this information used for?

The information may be shared between the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) Director for the purposes of:

- promoting compliance with the ESOS Act and the National Code;
- assisting with the regulation of providers;
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or
- facilitating the monitoring and control of immigration



Access by participants to their personal records is available upon request. A copy of the *Seminar's Privacy Policy* is available on the website.

### Notifying you of changes to the organisation

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Enrolment Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this unlikely event should occur, Melbourne Rudolf Steiner Seminar will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may advise you by letter, email or SMS. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by calling the office.

### Communications, complaints and appeals

The Seminar is committed to communication processes that

- ensure the principles of natural justice and procedural fairness;
- are fair and unbiased;
- are sensitive to and able to act upon individual and group needs, both inside and outside the classroom;
- provide appropriate and positive learning experiences, which cater for the range of student's needs and their abilities; and
- at all times are clear and respectful with definite and well understood boundaries.

The Seminar's Communications including Complaints and Appeals Policy provides clear expectations about and guidelines for clear, open and respectful communication to and between trainers, assessors, staff and students and any third party providing services on the RTO's behalf. It also ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, in line with the Standards for Registered Training Organisations 2015. We ensure that substantiated complaints or appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively in accordance with Standard 6. See the Seminar's *Communication, Complaints and Appeal Process*.

Students have access to the Seminar complaints and appeals process. Further information is available on the website, see the Communications Policy including Complaints and Appeals or through the Coordinator. There are two types of complains handling processes. One relates to general complaints and the 2nd to complaints concerning assessment.

In the case where a student's complaint relates to a general Seminar matter, he/she may lodge a general complaint in accordance with the Seminar's Communication Policy including complaints and appeals available from the office or on-line on the Seminar's Website at [www.steinerseminar.com](http://www.steinerseminar.com)

In the case where a student's complaint is related to an assessment, the Seminar will follow the steps outlined in

the Assessment Appeals Policy. This is available on the Seminar's Website and from the office.

## **Issuing of certification documents**

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification and a Record of Results within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course.

A statement of attainment showing any units completed will be issued if the student partially completes a qualification, such as in the case of withdrawal. A Statement of Attainment will only be provided if requested.

Melbourne Rudolf Steiner Seminar reserves the right to withhold the issuance of qualifications until all fees related to the course have been paid, except where Melbourne Rudolf Steiner Seminar is not permitted to do so by law.

Melbourne Rudolf Steiner Seminar must have a valid USI on file for the on-campus student for a qualification or Statement to be issued. This is not the case for the off-shore student.

## **Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.