PRINCETON
INTERNATIONAL COLLEGE
RTO No: 46193 CRICOS No: 04250E

International Student Handbook

Princeton Education Group Pty Ltd t/a Princeton International College

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Audience	International students enrolling in VET and ELICOS courses
Purpose	Key information on enrolment, support, fees, student rights, and living in Australia
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Table of Contents

Guide to this handbook 4
About Us 5
Our Obligation to You 5
Our Contact Details 6
Courses We Offer 6
Visas and Conditions 6
Education Agents 7
RPL And Credit Transfers 7
Language, Literacy, Numeracy and Digital (LLND) 8
Course Orientation and Induction 9
Critical Incident 10
Training Safety 10
What Can I Expect During Training And (VET Students)? 10
What Can I Expect During Teaching And Assessments (ELICOS Students)? 10
Re-Assessment Arrangements 11
Support And Welfare 11
Reasonable Adjustment 13
Diversity and Inclusion 13
Discrimination and Harassment 14
Issuing Certificates (VET Students) 15
Issuing Certificates (Elicos) 15
Feedback 15
What's Required of Me As A Student? 16
How Can I Apply? 16
Policies And Processes 18
Fees And Refunds 18
Complaints And Appeals 23
Compassionate And Compelling Circumstances 26
Course Progress, Attendance and Monitoring 26
Deferring Your Course 28
Suspending Your Course 28

Transferring Your Course 28
Students Who Are Studying Principal Course with Other Provider 30
Discontinuing Your Studies 30
Privacy And Access to Records (VET Students) 31
Privacy Notice (ELICOS Students) ..... **Error! Bookmark not defined.**
Student Code Of Conduct 34
Your Rights 35
Important Information About Australia 36
Transport in Melbourne 40
Health And Safety 41
Working On a Student Visa 41
Overseas Student Health Cover (OSHC) 42
Emergency Contacts And Other Useful Number Information 42
Crisis Support 43
Student Support Services Referral List 43

Guide to this handbook

Getting started

- About us
- Contact details
- Location
- Courses we offer
- Visas and conditions
- Orientation and induction

Your learning journey

- Training and assessment
- Re-assessment
- Support and welfare
- Student code of conduct
- Course progress and monitoring

Fees, complaints and enrolment changes

- Fees and refunds
- Complaints and appeals
- Deferral, suspension and transfer
- Cancellation and withdrawal

Living and studying in Australia

- Privacy
- Melbourne information
- Accommodation, transport, safety, work rights, OSHC
- Emergency contacts and referral services

Welcome

Welcome to Princeton International College! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

About Us

Located in Melbourne, Princeton International College provides courses in the areas of workplace skills, business, leadership and management, project management, accounting and bookkeeping and civil construction design. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Princeton International College is a wise choice for your learning and future.

Princeton International College is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: Vocational Education and Training (VET)

As well as offering VET courses, we also offer English language courses (also known as ELICOS courses) which help you to develop your English language skills for everyday life, including work and study. To read more about English courses and the types of English language courses, follow the link: English Courses

Princeton International College does not enrol students under the age of 18. All students must be 18 years or older at the time of course commencement.

Our Obligation to You

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the 2025 Standards for Registered Training Organisations (RTOs), 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 Providers of Education and Training to Overseas Students 2018 (National Code) and the ELICOS Standards 2018.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

Princeton International College is committed to ensuring that all recruitment, enrolment, training, assessment, student support, and administrative practices are conducted ethically, responsibly, and in accordance with the ESOS Act, National Code 2018, ELICOS Standards 2018, and Standards for RTOs 2025

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents (VET courses only) once you have been found competent and with certification for ELICOS courses too. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals section of this handbook for information on how to do so.

Policies and forms are available on our website and from reception. If you need a printed copy, please ask Student Support Officer at the Reception.

Our Contact Details

Main telephone numbers: 0414 011 333/ 03 9191 1826

Email: info@princeton.edu.au

Website: www.princeton.edu.au

CEO / Primary Contact: 0452611084 **(Available 24/7 for emergency situations), udai@princeton.edu.au**

Training Manager: support@princeton.edu.au

ELICOS Coordinator: support@princeton.edu.au

Student Support Officer: support@princeton.edu.au (Available via the main contact telephone number).

Our Location

We are located at:

Suite 1, Level 12, 190 Queen Street, Melbourne 3000

Courses We Offer

Princeton International College offers the following courses to international students:

- General English (ELICOS): Elementary to Upper Intermediate
- BSB40520 – Certificate IV in Leadership and Management
- BSB50420 – Diploma of Leadership and Management
- BSB60420 – Advanced Diploma of Leadership and Management

Visas and Conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here:
https://immi.homeaffairs.gov.au/visas/getting-a- visa/visa-finder/study

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.

- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- 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.

What Is a USI And Why Do I Need One?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit https://www.usi.gov.au/.

For information on exemptions visit: VET exemptions from reporting the USI | Unique Student Identifier

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Should you provide Princeton International College with a copy of your USI Transcript, whether hard copy or in an electronic format, Princeton International College will not share the Transcript without your permission.

You grant Princeton International College permission to search for you USI number should the need arise. Please note that if you are only studying an ELICOS course with us, you do not need a USI.

Education Agents

Princeton International College uses education agents to assist us in recruiting students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: www.princeton.edu.au

RPL And Credit Transfers

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

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. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in

the relevant section. There is a charge for RPL, and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course. All RPL applications are assessed by a qualified assessor in accordance with the Principles of Assessment and Rules of Evidence.

Recognition of Prior Learning (RPL) is available to all students who believe they have relevant skills, knowledge, or experience gained through work, life experience, or previous study.

While many international students may choose to complete the full course for learning and visa purposes, students are encouraged to discuss RPL opportunities with the College if they believe they are eligible

Language, Literacy, Numeracy and Digital (LLND)

Princeton International College assesses the Language, Literacy, Numeracy and Digital (LLND) skills of students enrolling in VET courses prior to enrolment to ensure they are academically suited to undertake their chosen qualification and to identify any support needs.

LLND assessments are conducted using LLN Robot, an approved assessment tool that measures skills against the Australian Core Skills Framework (ACSF).

For students enrolling in ELICOS courses, an English Placement Test is conducted instead to determine the appropriate class level based on the student's English language proficiency.

How the LLND assessment works

- Prior to enrolment, students are sent a unique assessment link via LLN Robot.
- Students are required to log in using the provided details and complete the online LLND assessment independently.
- The assessment results are reviewed by the college to determine whether the student:
- meets the recommended LLND level for the course, or
- requires additional learning or support strategies.

Support following the assessment

If the assessment identifies that additional support may be required:

- A member of the Student Support Team will contact the student, and
- A meeting will be arranged with the Student Support Officer and/or Training Manager to discuss appropriate support strategies or a LLND Support Plan, which may include:
- additional learning resources
- language or study support
- reasonable adjustment to assessment (where appropriate)

The CEO may be involved where additional support approvals or complex matters are identified. LLND support is provided before enrolment is finalised to ensure students have the best opportunity to successfully complete their course.

Purpose of the LLND Assessment Process

The purpose of this process is to ensure that Princeton International College staff and trainers understand and meet their obligations to:

- determine the recommended LLND levels for each course based on the ACSF
- conduct appropriate and consistent LLND evaluations for prospective students
- identify support needs early and
- provide LLND support services prior to enrolment, where required.

Outcomes of the LLND Assessment

LLND assessments are undertaken before an enrolment application is completed to identify whether a prospective student:

- has the LLND skills required to successfully complete the entire qualification or part of the qualification, or
- requires additional learner support services to successfully complete the course or part thereof, or
- currently has insufficient LLND skills to successfully undertake the course.

Where a student does not meet the minimum LLND requirements and appropriate support cannot reasonably be provided, the student may be advised of alternative study pathways. LLND support needs may also continue to be reviewed after enrolment where a student is identified as requiring additional support during training or assessment. In such cases, the College may implement further support strategies, monitor progress, and document agreed actions through a LLND Support Plan where appropriate.

Course Orientation and Induction

Princeton International College orients and inducts new students to introduce them to the staff and familiarise them with the campus and facilities. We will also introduce and discuss policies and procedures for students at Princeton International College.

It's vital that you attend Orientation/Induction as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already (VET students only).
- You must attend Orientation session before you start the course (training).
- Date and time will be provided by Administration staff at least one week prior to the course commencement date.

Critical Incident

A critical incident is a sudden or unexpected event that may cause significant distress or harm to a student, such as serious injury, illness, mental health crisis, or loss of accommodation. In the event of a critical incident, students should contact the College immediately or seek emergency assistance by calling 000. Princeton International College has a Critical Incident Policy and Procedure to ensure appropriate support, response, and referral services are provided.

The College will respond promptly to critical incidents and provide appropriate support, including referral to external services where required.

Training Safety

Princeton International College is committed to the proper management of safety in support of our training. We will provide a safe training environment for our staff, students, contractors and visitors by having a planned and systematic approach to the management of training safety. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures. Training safety will be managed through Princeton International College management meeting and in close consultation with staff, students, contractors and visitors. The Princeton International College regular management meeting will also act as a work health and safety consultative committee.

What Can I Expect During Training And (VET Students)?

Vocational training and assessment are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities depending on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

What Can I Expect During Teaching and Assessments (ELICOS Students)?

ELICOS courses help international students to develop their English language skills for a variety of purposes, and you can find out detailed information about the English language courses we offer in our course information brochures.

When you enrol in our ELICOS course you will complete an English Placement Test and be placed in a suitable level for your current English skills.

All of your learning will take place in the classroom, and you will complete a range of theoretical and practical activities. You will be required to attend 20hours per week face-to-face classroom sessions. You will also have access to a variety of multimedia resources to help you too. You are required to undertake a range of assessment activities dependent on the course you are undertaking, and your teacher will explain these to you, as well as timing of the assessments and the criteria against which you will be assessed and the marks you must achieve.

If you pass the course, you will be awarded a certificate.

Re-Assessment Arrangements

Re-Assessment (VET Students)

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. To pass each unit you must be deemed satisfactory in all tasks. To gain your qualification, you must achieve a result of competent for each unit.

Re-Assessment (ELICOS Students)

Arrangements for reassessment will be arranged with you directly with your teacher if, and as, necessary. To pass the course you must achieve a minimum grade of 60% in reading, writing, speaking and listening.

Re-Assessment (All Students)

You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information and this will also be outlined in your Student Agreement signed at enrolment. Please refer to the "Fees and Refunds" section for more information.

We can't guarantee that you will be awarded your qualification or certificate as this depends on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers/teachers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training/teaching and a relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

Support And Welfare

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. Students are encouraged to seek support at any time.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Social events.
- Buddy program.
- Information about external sources of support.

You may not have studied for a while, may have English as a second language or need additional assistance. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you in accessing services from them.

How To Access Support

If you need support, you should speak with the Student Support Officer, your trainer/assessor, or reception staff as soon as possible. Support can be requested in person, by phone, or by email. Where needed, a confidential meeting will be arranged to discuss your circumstances and determine suitable support options. If required, a Student Support Plan may be developed and implemented to document agreed support strategies, responsibilities, and review dates.

Support may be requested for a range of matters including:

- academic difficulties
- language, literacy, numeracy or digital skill needs
- health or wellbeing concerns
- disability or medical needs
- personal or family issues
- accommodation difficulties
- financial stress
- cultural adjustment or homesickness
- concerns about safety, discrimination, bullying, or harassment.

The College will assess each request individually and provide reasonable support within the scope of its services and available resources. Where specialist or external assistance is needed, students will be referred to an appropriate external service provider.

All requests for support will be handled respectfully, sensitively, and confidentially in line with the College's privacy obligations.

Some support services are listed in our 'Important information about Australia' section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

Students identified as at risk of unsatisfactory course progress or attendance may also receive additional support through an Intervention Strategy.

Please refer to our Student Support and Wellbeing Policy and Procedures for more details and refer to the Student Support Services Referral List at the end of this handbook. You can also speak to our friendly Student Support Officer for more information at the college reception.

Reasonable Adjustment

Princeton International College may provide reasonable adjustment to support students with identified needs to participate in learning and assessment on an equitable basis. Reasonable adjustment may include changes such as additional time for assessment, modified assessment presentation, assistive technology, alternative assessment arrangements, or additional support sessions.

Any reasonable adjustment must be appropriate to the student's individual needs and must not compromise the requirements of the training product, learning outcomes, English language outcomes, or the integrity of assessment. Requests for reasonable adjustment will be assessed on a case-by-case basis, and where approved, the agreed arrangements may be documented in a Student Support Plan.

Diversity and Inclusion

Princeton International College is committed to providing a safe, respectful, inclusive, and supportive learning environment for all students. We recognise that students come from diverse cultural, linguistic, educational, social, and personal backgrounds, and we are committed to ensuring that all students have equitable access to training, assessment, support services, and campus facilities.

We do not tolerate discrimination, harassment, bullying, victimisation, or exclusion on the basis of race, nationality, ethnicity, language, religion, gender, gender identity, sexual orientation, disability, age, marital status, pregnancy, family responsibilities, or any other protected attribute under Australian law.

Princeton International College promotes diversity and inclusion by:

- treating all students fairly, respectfully, and with dignity
- providing clear information about student rights, responsibilities, and available support services
- identifying student support needs before enrolment and throughout the student journey
- providing reasonable adjustment where appropriate
- supporting access to internal and external welfare services
- encouraging students to raise concerns early
- maintaining confidentiality and privacy when handling support matters.

Students may request support at any time before enrolment, during orientation, throughout their studies, or whenever their circumstances change. Support needs may also be identified by trainers, assessors, student support staff, or administration staff where a student appears to be at risk or requires additional assistance.

Where a support need is identified, the College will follow a structured support process, which may include:

- the student will be invited to discuss their needs with the Student Support Officer or relevant staff member
- the matter will be reviewed confidentially to determine the nature and level of support required
- where required, the student may be referred to the CEO for further review
- appropriate support strategies may be agreed and documented in a Student Support Plan
- the support arrangements will be implemented, monitored, and reviewed as required throughout the student's enrolment.

Support strategies may include, where appropriate:

- academic and study support
- language, literacy, numeracy and digital support
- additional learning resources

- study skills assistance
- referral to counselling, wellbeing, legal, accommodation, or community support services
- reasonable adjustment to assessment methods
- flexibility in learning arrangements where permitted
- welfare check-ins and progress monitoring.

Reasonable adjustment may be provided to support a student's participation in learning and assessment where this does not compromise the integrity of the course requirements, unit outcomes, English language outcomes, or assessment standards. Reasonable adjustment may include changes to the way assessment is presented, additional time, assistive technology, modified learning materials, or other approved arrangements based on the student's needs.

All support arrangements are assessed on a case-by-case basis. Princeton International College will provide support where it is reasonable and within the scope of its services and resources. Where a student requires specialist or external support beyond the role or expertise of college staff, the student will be referred to an appropriate external service.

Students who experience discrimination, harassment, bullying, or exclusion should refer to the Discrimination and Harassment section of this handbook and may report the matter to the Student Support Officer, or CEO, to access the Complaints and Appeals process. All such matters will be handled seriously, confidentially, fairly, and without victimisation.

Princeton International College is committed to continuous improvement in inclusive practice and student wellbeing and will regularly review feedback, student support needs, and referral arrangements to ensure that students are appropriately supported throughout their studies.

Discrimination and Harassment

This section outlines unacceptable behaviour and how complaints are managed.

Princeton International College is committed to maintaining a learning and working environment that is free from discrimination, harassment, bullying, and victimisation. Discrimination or harassment on the basis of race, colour, nationality, ethnicity, language, gender, gender identity, sexual orientation, age, disability, religion, marital status, or any other protected characteristic is not tolerated.

This includes verbal, physical, written, visual, social, or online behaviour that is unwelcome, offensive, intimidating, humiliating, threatening, or creates a hostile environment. Bullying, exclusion, inappropriate comments, offensive jokes, unwanted behaviour, or unfair treatment are examples of conduct that may be considered unacceptable.

All students have the right to be treated with dignity and respect and to study in a safe and supportive environment. Any student who experiences or witnesses discrimination, harassment, bullying, or victimisation is encouraged to report the matter to the Student Support Officer, or CEO to access the College's Complaints and Appeals process.

All reports will be handled confidentially, fairly, promptly, and without victimisation. Appropriate action will be taken in line with College policies and applicable legislation. Students who require immediate support will also be offered referral to appropriate internal or external support services.

Issuing Certificates (VET Students)

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 calendar days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

Re-Issuing Certificate Douments

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualifications, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds section for more information.

Issuing Certificates (Elicos)

Once you have successfully completed the course you are enrolled in and have paid all your relevant fees – we will issue you with your certificate of completion and/or statement of result within 30 calendar days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a partial completion certificate within 30 days of withdrawal for the number of weeks you have completed. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or if you have a feedback suggestion by emailing or calling us.

You may also receive surveys from us from time to time. Please complete these and return as advised.

If you are a VET student, you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). We hope you will complete this as it's an important way of us getting feedback.

If Your Details Change...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records –

Please let us know so we can amend your records and correct it.

What's Required of Me as a Student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: Education Services for Overseas Students Act 2000

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

How Can I Apply?

Princeton International College follows a clear and supportive enrolment process to ensure that you are enrolled in a course that is suitable for your skills, qualifications and study goals.

Before your enrolment is finalised, the College will complete a pre-enrolment assessment to confirm that the course is appropriate for you and that you have the support needed to succeed.

Information about courses, fees and enrolment is available through the Student Handbook, direct communication with the College and the Letter of Offer and Written Agreement.

As course fees may vary based on promotions or individual circumstances, students are encouraged to contact the College directly to obtain the most up-to-date fee information.

Step 1 – Submit Your Application

To apply, you must complete the Application for Enrolment Form and provide all required supporting documents.

These may include:

- a copy of your passport
- academic qualifications and transcripts
- English language test results (if applicable)
- any other relevant documents

Providing complete and accurate information will help us process your application more efficiently.

Step 2 – Application Review

Once we receive your application, our team will review your documents to ensure that:

- all required information has been provided
- you meet the basic entry requirements for your chosen course

If any information is missing or unclear, we will contact you to request further details.

Step 3 – Pre-Enrolment Assessment (Suitability Check)

We will assess whether the course is suitable for you. This step is important to help ensure your success.

This assessment may include:

• review of your previous education and experience
• assessment of your language, literacy, numeracy and digital (LLND) skills to determine your suitability for the course
• completion of an LLND assessment (for VET students) or an English Placement Test (for ELICOS students)
• discussion of your study goals and future plans
• identification of any support services you may need during your studies

You may be required to attend a pre-enrolment interview (in person or online) to further assess your suitability for the course and discuss your study goals and support needs.

If additional support is required, the College will discuss suitable support options with you before enrolment.

Step 4 – Outcome of Assessment

After the assessment:

If you are assessed as suitable:

• you will receive a Letter of Offer and Written Agreement outlining your course details, fees, duration and conditions

If you are not assessed as suitable:

• the College will inform you of the outcome
• alternative study or pathway options may be recommended

Princeton International College will only enrol students where the course is assessed as suitable.

Step 5 – Accepting Your Offer

To accept your offer, you must:

• carefully read the Letter of Offer and Written Agreement

• ensure you understand all fees, conditions and policies

• sign and return the Written Agreement

The College will only accept tuition fees after the Written Agreement has been signed by both the student and the College.

• make the required initial payment as outlined

Your enrolment is confirmed only after these steps are completed.

In accordance with the ESOS Act 2000, students are not required to pay more than 50% of tuition fees before the course commences, unless they choose to do so.

Step 6 – Confirmation of Enrolment (CoE)

Once your signed agreement and payment are received:

• the College will issue your electronic Confirmation of Enrolment (CoE)

This document is required for international students to apply for a student visa.

Step 7 – Visa Application and Travel Arrangements

After receiving your CoE:

• you can apply for your student visa through the Department of Home Affairs
• you should arrange your travel to Australia
• ensure you arrive in time for your course commencement

Step 8 – Orientation and Course Commencement

Before starting your course, you will attend an orientation session at Princeton International College.

Orientation will provide important information about:

• your course structure, schedule and assessments
• attendance and course progress requirements
• student rights and responsibilities
• available academic and support services
• campus facilities and safety information
• complaints and appeals processes

Attendance at orientation is important to help you understand your course and settle into your studies successfully.

Important Information

• All final decisions regarding course suitability and enrolment are made by Princeton International College
• The College ensures that all information provided to students is accurate, current and consistent across the website, Student Handbook and all communication
• If you have any questions at any stage of the application process, you are encouraged to contact the Student Support Officer or Administration team for assistance by either calling at 03 9191 1826 or emailing at info@princeton.edu.au

Policies And Processes

Fees And Refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can obtain information about current course fees by contacting Princeton International College directly.

All fees associated with your course, including any applicable promotional pricing, will be clearly outlined in the Letter of Offer and Written Agreement provided prior to enrolment. The Written Agreement also includes a detailed payment schedule, payment options, and information about your rights and obligations.

Princeton International College may offer promotional pricing from time to time. Students will always be provided with the most up-to-date fee information prior to entering into a Written Agreement. A Written Agreement is entered into prior to the acceptance of any fees.

Once a Written Agreement is signed, the agreed fees will not change for the duration of the course, unless otherwise specified.

All applicable fees are clearly detailed in:

- The Letter of Offer
- The Written Agreement

We protect your fees at all times:

- by maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid
- through our membership of the Tuition Protection Service (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees
- by not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 25 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the tuition fees. Non-tuition fees that may apply include:

Fee Structure

Fees may include, but are not limited to:

- Tuition Fees – Fees directly related to the delivery of training and assessment
- Registration and Administration Fees – Non-tuition fees associated with enrolment
- Material Fees – Costs associated with learning resources
- Overseas Student Health Cover (OSHC) (where applicable)
- Other Fees – Including reassessment fees, repeat unit fees, or re-issuance of certification

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Registration or Administration Fees	As per course offer and written agreements
Material Fees	As per course offer and written agreements
Course Fees	As per course offer and written agreements
Re-assessment Fee – Applicable from the 3rd attempt onwards (first two attempts are free).	$350 per unit
Credit transfer (VET students)	No Charge
Recognition of Prior Learning (VET students)	Application fee of $250 Unit fee $600
Repeat Unit Fees	Repeat unit fees are calculated based on the tuition fees outlined in the student's Letter of Offer and Written Agreement. The fee for a repeat unit is determined by dividing the total tuition fees for the course by the total number of units of competency within the course. The resulting amount will apply as the repeat unit fee for each unit required to be repeated.
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Outsourced- contact College for details
Late Payment Fees	$75 per month applies where fees remain unpaid after the due date.
Re-issue of a testamur (Certificate or Statement of Attainment)	$25 Each
Airport meeting	Outsourced- contact College for details

OSHC (Overseas Student Health Cover)	Outsourced- contact College for details

Tuition fees do not include non-tuition costs such as OSHC, materials, or optional services, unless explicitly stated. Additional fees such as reassessment, repeat unit fees, and RPL fees are applied in accordance with the College's Training and Assessment Policy and Procedure and are clearly outlined in the Written Agreement

Assessment-Related Fees

Reassessment will only be offered to the students who have submitted their assessments but failed to achieve the satisfactory outcome and are marked NYC.

Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment tasks. First 2 attempts will be free, and 3rd will be charged as per the offer letter and written agreements. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. The repeat unit fee will be calculated on a pro-rata basis by dividing the total tuition fees for the course by the total number of units of competency within the course. The resulting amount will be applied as the fee for each individual unit to be repeated. Any NYC marked due to being absent will not be eligible for this entitlement. More details are in the student prospectus/relevant policy procedure which is available by sending your request to: support@princeton.edu.au

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

At Princeton International College, all students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.

Where fees are overdue and you have not made alternative arrangements, a reminder letter and warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- Reminder Letter and SMS

In case the student instalment falls on a particular month, a friendly SMS reminder along with the Notification Letter (Reminder to Pay) is sent to all students in the first week of that month to give the students ample time to arrange their funds.

- Intention to Cancel Enrolment notice

If a student's fees remain unpaid, an Intention to Cancel Enrolment notice will be issued on the 18th of the relevant month. From the date of this notice, the student will have 20 working days to either lodge an appeal or pay all outstanding fees. Any overdue payments will incur a late fee of $75 per month for each month the payment remains outstanding.

If the student chooses not to appeal against the decision, then the student enrolment will be cancelled after the end of appeal period.

However, in case student appeals against the decision, the cancellation will be kept on hold and the student's appeal will be assessed in line with Complaints Handling Policy and Procedure, and Appeals Handling Policy and Procedure.

Refunds

Please carefully read the following information about refunds. This applies whether you paid the fees yourself or if an education agent or another party paid on your behalf.

All application fees are non-refundable except where Princeton International College is unable to deliver the course.

If the College is unable to deliver the course, either before or after it starts (for example, due to unforeseen circumstances, insufficient enrolments, or regulatory requirements), you will receive an automatic refund and are not required to submit a Refund Application Form. Refunds in this case will be processed within 14 days of the course ceasing, in accordance with ESOS requirements.

In all other circumstances, students are required to complete and submit a Refund Application Form, which can be obtained from the College.

Refund applications should be submitted as soon as possible and must include all relevant supporting documentation to enable assessment of the request.

Princeton International College will process approved refunds:
• Within 4 weeks of receiving a complete written application and all supporting evidence; or
• Within 14 days in the case of provider default, in accordance with ESOS requirements.

Refunds will be paid in Australian Dollars to the student or to a person authorised by the student.

This refund policy does not remove the student's right to take further action under Australian Consumer Law.

International Student Refund

In addition to the above circumstances, refunds apply as follows:

Reason for asking Refund	Refund protocols in place
Visa refusal prior to course commencement	The amount of a refund is calculated as the initial deposit paid minus the lesser of the following amounts: (a) 5% of the amount of course fees received by the provider in respect of the student before the default day. (b) $500.
Visa refusal after to course commencement	Refunds will be calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024. It is explained at the bottom of this table. Please note that there is No refund of the registration fees.
Withdrawal from the student before the course commencement	**10 business days or more prior to the commencement of a course:** Full refund of the tuition fees paid to the college as initial deposit.

	No refund of the registration, administration of any other non-tuition fees. **9 business days or less prior to the commencement of a course:** 75% refund of the tuition fees paid to the college as initial deposit. The amount retained (25%) by Princeton International College is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training. No refund of the registration, administration of any other non-tuition fees.
Withdrawal from the student after the course commencement	Refund will be calculated in accordance with ESOS legislation and the Refund Calculation Instrument, which is explained below#. There is no refund of the non-tuition fees and charges.
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next course (If the residency status has changed after the start of the current course).
Airport pick-up	These services are arranged through third-party providers. Refunds, where applicable, are subject to the terms and conditions of the respective service provider
Home stay fees and accommodation booking fee	These services are arranged through third-party providers. Refunds, where applicable, are subject to the terms and conditions of the respective service provider
OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If Princeton International College has organized the OSHC, we will refund the OSHC directly to the student under following conditions: Refunds for OSHC will be processed in accordance with the policy of the OSHC provider.
Overpayment	Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned in the Written Agreement)
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of Tuition fees paid
Course withdrawn by the College after commencement (Provider default)	Refund of unspent tuition fees, calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024
Students breach the college's policies and procedures or the signed written agreement	No Refund

#Refund Calculator:

#Refund Calculator as per Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

Method for working out amount of refund:

Refund amount = weekly tuition fee × weeks in default period

Source: Education Services for Overseas Students (Calculation of Refund) Instrument 2024 - Federal Register of Legislation

Explanation:

What does "default" mean?

In simple terms, "default" means that the course does not continue as planned — either because the college cannot deliver the course, or the student stops studying in certain circumstances.
There are two types of default under Australian law:
Provider default (the college is at fault)
Student default (the student is at fault)

What is a Default Day?

The default day is the date on which the problem occurs.
Examples:
If the college cancels your course →
👉 the default day is the date the course is cancelled.
If the college closes or loses registration →
👉 the default day is the date teaching stops.
If you withdraw from your course →
👉 the default day is the date you officially notify the college in writing.

What is a Default Period?
The default period is the unused part of your course after the default day. It is the time you paid for but did not get to study.

Important things for you to know:
Refunds only apply in situations allowed under law and college policy
Registration, administration, material, and other non-tuition fees may not be refundable
Refunds are paid in Australian dollars
Refund rights under ESOS do not remove your rights under Australian Consumer Law

Complaints And Appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal to a decision we have made. We take your complaints and appeal seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Princeton International College, as well as any third party that provides services on our behalf such as education agents.

Complaints can be made in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Princeton International College. An appeal is a request for Princeton International College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you could access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception
- submit your complaint or appeal within 20 working days of the incident or of the decision being made.

We will acknowledge receipt of your complaint/appeal in writing within 24 hours.

We will commence review within 5 working days of receiving your complaint/appeal

We aim to finalise the process as soon as practicable and within 10 working days. However, Where additional time is required, the student will be informed in writing of the reasons for the delay and provided with regular updates on progress.

All complaints and appeals are assessed in a professional, fair, and transparent manner. Students will be provided with regular updates on the progress of their complaint or appeal following its submission.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing, and this will include the reasons for the decision. We also keep a written record of the complaint or appeal in your file, including a statement of the outcome and reasons for the outcome

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies. Your enrolment will be maintained and no reporting will occur until the appeals process is completed

If a student's complaint or appeal is not successful through Princeton International College's internal complaints handling and appeals process, the College will notify the overseas student in writing within 10 working days of the conclusion of the internal review of the outcome and of the student's right to access an external complaint handling and appeals process at minimal or no cost. Princeton International College will provide the overseas student with the contact details of the appropriate external complaints handling and appeals body.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the outcome of any internal or external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, Princeton International College will immediately implement the decision or recommendation, including any required corrective or preventive action, and will promptly advise the overseas student of the action taken.

Princeton International College has a formal arrangement with an independent external dispute resolution body, Resolution Institute, to provide external complaints and appeals services where required.

If a student is not satisfied with the outcome of the internal complaints and appeals process, the student may be referred to Resolution Institute to access an independent and impartial review.

The College will provide the student with the relevant contact details and support the student in accessing this external process.

Independent Parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the Overseas Students Ombudsman (OSO).

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Princeton International College
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement. More information can be found at:

International student complaints | Commonwealth Ombudsman. You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full of the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Online: Department of Department of Employment and Workplace relations online complaints form (dese.gov.au)

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

Tip-off report | Australian Skills Quality Authority (ASQA) Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Compassionate And Compelling Circumstances

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

• are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and

• present you with limited or no choice.

Course Progress, Attendance and Monitoring

Princeton International College monitors each student's progress, participation, and wellbeing to support successful completion of their course.

VET Students – Course Progress and Engagement

For VET students, the main requirement is to make satisfactory course progress. Attendance is monitored as an indicator of engagement, but it is not the only measure.

Students are expected to:
• attend classes and participate in learning activities
• complete all assessment tasks on time
• stay in regular contact with trainers and College staff

The College monitors student engagement through:
• participation in class
• completion of assessments
• communication with trainers and staff

If a student is identified as being at risk of falling behind or becoming disengaged, the College will provide support. This may include:
• contacting the student by phone, email, or SMS
• arranging a meeting to discuss any issues
• developing an Intervention Strategy to support the student
• referring the student to academic or wellbeing support services

Students who stay in contact with the College and show a willingness to continue their studies will be supported. For VET students, attendance alone will not automatically result in cancellation where the student continues to demonstrate engagement and satisfactory course progress

If a student cannot be contacted or does not respond to repeated attempts to communicate, the College may issue an Intention to Cancel Enrolment notice.

The student will have 20 working days from the date of the notice to access the Complaints and Appeals process.

During this period, the student's enrolment will be maintained, and the College will not report the student through PRISMS.

If the student chooses not to access the appeals process within the required timeframe, withdraws from the process, or the appeals process is completed and the decision is upheld, the College may proceed with cancellation of enrolment and report the student to the Department of Home Affairs via PRISMS.

ELICOS Students – Attendance and Course Progress

ELICOS students must meet both attendance and course progress requirements as part of their student visa conditions.

ELICOS courses are scheduled for 20 hours of face-to-face classes per week. Students are expected to attend all scheduled classes and maintain satisfactory attendance of at least 80%.

Students are expected to:
• attend at least 80% of their scheduled classes
• actively participate in learning activities
• complete all required assessments

Attendance is recorded for every class and monitored regularly.

If a student's attendance drops or their course progress is not satisfactory, the College will:
• contact the student to discuss the issue
• provide support and guidance
• implement an Intervention Strategy where required

If there is no improvement, the student will receive formal warning notifications.

If attendance falls below 80% or course progress remains unsatisfactory, the College may issue a Notice of Intention to Report.

Students will have 20 working days from the date of the notice to access the Complaints and Appeals process. During this time, the student's enrolment will be maintained, and the College will not report the student through PRISMS.

Reporting to the Department of Home Affairs
The College will only report a student after all required steps have been followed.

A student may be reported via PRISMS if:
• the student does not access the appeals process within 20 working days; or
• the appeals process is completed and the decision is upheld; or
• the student withdraws from the appeals process

The College will not report a student until all appeal rights have been exhausted, unless there is a serious concern for the student's safety or wellbeing.

Extension of Course Duration

A student's course duration may be extended in certain situations, including:
• compassionate or compelling circumstances (such as illness or personal issues)
• when the student is participating in an approved Intervention Strategy to help them successfully complete their course

Deferring Your Course

Princeton International College allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contact the Department of Home Affairs.

Suspending Your Course

Princeton International College allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

Transferring Your Course

If you wish to transfer to another RTO, English course provider or university within the first six months of your main course of study, you will need to apply for release from Princeton International College. If you wish to

transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search-CRICOS course and institution search.

Princeton International College will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy
- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Princeton International College, or by an education or migration agent, regarding the Princeton International College or the course, and the course is therefore unsuitable.

Princeton International College will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

Where a release is approved, no fee will be charged for issuing the Letter of Release

How To Apply

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or English course provider or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

Appealing The Decision

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

Transferring The Course

Princeton International College offers students the options to transfer to other courses within Princeton International College. Princeton International College will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met. Princeton International College will not approve your request if:
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

How To Apply

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

Appealing The Decision

If your application for internal transfer is unsuccessful, you will be advised in writing, and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students Who Are Studying Principal Course with Other Provider

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at Princeton International College alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

Princeton International College will not admit students for concurrent study within their first six months of their principal course.

Discontinuing Your Studies

Princeton International College understands that students' personal, academic or professional circumstances may change during their studies. Students who are considering discontinuing their studies are encouraged to speak with the Student Support Officer or relevant staff member before making a final decision so that available support options, alternative pathways or possible solutions can be discussed.

Students who wish to withdraw from their course or discontinue their studies must complete and submit the appropriate Withdrawal Form and provide any supporting documentation where required.

International students should be aware that withdrawing from studies, deferring, suspending or cancelling enrolment may affect their student visa conditions and Confirmation of Enrolment (CoE). Students are

encouraged to seek independent visa advice from the Department of Home Affairs or a registered migration agent where required.

Students should carefully review Princeton International College's Fees and Refund Policy and Procedure and their Written Agreement to understand any financial implications associated with withdrawal. Refund eligibility and refund calculations are assessed in accordance with the applicable refund conditions, ESOS legislative requirements and the student's individual circumstances.

Where a student withdraws after successfully completing one or more units of competency, Princeton International College may issue a Statement of Attainment for completed units in accordance with AQF and regulatory requirements.

Suspending Or Cancelling Your Enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Princeton International College will not report a student through PRISMS for unsatisfactory course progress, attendance, deferment, suspension or cancellation matters until:

- the student has been provided with written notification of the decision
- the student has been given access to the internal appeals process within the required 20 working day period
- the internal and external appeals processes have been completed, unless the student withdraws from the appeal process or the appeal supports Princeton International College's decision

This does not prevent Princeton International College from taking immediate action where required to protect the wellbeing, safety or welfare of the student or other persons, or where otherwise permitted or required under legislation.

It is important for you to contact the Department of Home Affairs (DHA) to seek advice on your student visa. Department of Home Affairs

Privacy And Access to Records

Why We Collect Personal Information

Princeton International College collects personal information to process and manage student enquiries, enrolments, training, assessment, student support and administrative activities relating to VET and ELICOS courses delivered by the College. If you do not provide the required information, Princeton International College may be unable to process your enrolment or provide services to you.

Princeton International College manages personal information in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles (APPs), Standards for Registered Training Organisations (RTOs) 2025, ESOS Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018 and other applicable legislative requirements.

How We Use Your Personal Information

Princeton International College uses personal information to:

• process student applications and enrolments

• deliver VET and ELICOS training programs

• conduct training, assessment and learner support activities

• manage student wellbeing, welfare and support services

• maintain student records and academic information

• meet regulatory, reporting and compliance obligations

• communicate important information relating to enrolment, academic progress, attendance, support services and compliance matters

For overseas students, personal information may also be used to support compliance with the ESOS Act 2000, National Code 2018, ELICOS Standards 2018 and associated regulatory reporting obligations, including PRISMS reporting requirements.

How We Disclose Your Personal Information

Princeton International College may disclose personal information where authorised or required under legislation, regulatory obligations or with the student's consent.

As a Registered Training Organisation (RTO), Princeton International College is required by law under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose personal information collected about students to the National VET Data Collection held by the National Centre for Vocational Education Research Ltd (NCVER).

Princeton International College may also disclose personal information to:

• Australian Skills Quality Authority (ASQA)

• Department of Employment and Workplace Relations (DEWR)

• Department of Home Affairs

• Tuition Protection Service (TPS)

• relevant State or Territory authorities

• authorised government agencies and regulatory bodies

• organisations engaged to conduct surveys, research or regulatory activities on behalf of authorised agencies where permitted by law

Student information may also be used for AVETMISS reporting and other regulatory reporting obligations required under applicable VET legislation and standards.

How the NCVER and Other Bodies Handle Your Personal Information

NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), NVETR Act and other applicable legislation.

Personal information disclosed to NCVER may be used for purposes including:

• administration of the VET system

• regulatory monitoring and reporting

• authenticated VET transcripts

• education-related research and statistics

• surveys and data linkage activities

• workforce planning and policy development

NCVER may disclose personal information to Commonwealth and State Government agencies, VET regulators and organisations engaged by NCVER to conduct authorised research activities on its behalf.

NCVER does not intend to disclose personal information to overseas recipients.

For more information regarding how NCVER manages personal information, please refer to the NCVER Privacy Policy available at: www.ncver.edu.au/privacy.

The Department of Employment and Workplace Relations (DEWR) is also authorised by law to collect, use and disclose personal information to fulfil regulatory and administrative functions relating to the VET sector.

Further information regarding DEWR privacy obligations is available at: https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys

Students may receive surveys, questionnaires or feedback requests conducted by Princeton International College, government departments, NCVER, authorised third-party contractors or other authorised agencies for quality assurance, compliance, statistical, research or continuous improvement purposes.

Participation in surveys is generally voluntary unless otherwise required under legislative or regulatory obligations. Students may choose to opt out of certain surveys at the time of being contacted.

Feedback collected through surveys may be used by Princeton International College to support continuous improvement activities, student experience monitoring, regulatory compliance and enhancement of training, assessment and student support services.

Contact Information

At any time, you may contact Princeton International College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, please read it from our website or contact the Student Support Staff at the reception or by emailing at support@princeton.edu.au

Student Code of Conduct

The following information outlines what's expected of you.

Your Responsibilities

You are expected to:

- read, understand and follow our policies and procedures. All College policies, procedures, and forms referred to in this handbook are available on our website, from reception, or by request from Student Support.
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Princeton International College expects all students to maintain academic integrity. Plagiarism, collusion, cheating, or the use of third-party services to complete assessments is not permitted. Any breach of academic integrity will be investigated and may result in reassessment, disciplinary action, or cancellation of enrolment in accordance with college policies.

Learning And Assessments

You are expected to:

- attend scheduled classes

- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

Classroom Conduct

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

Respect And Ethics

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

Your Rights

Policies And Procedures

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

Learning And Assessment

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need

- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

Classroom Conduct

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

Respect And Ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- Respect for yourself and your property.

Important Information About Australia

Living And Studying in Australia

Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: Study Australia | Study Australia

About Victoria

Victoria's welcoming and diverse society, world-class schools and education institutions, amazing liveability scene make it a popular destination for international students.

This compact state's capital, Melbourne, is one of the world's most liveable cities, which has been ranked by QS as Australia's best student city since 2015.

Diverse Study Options

Victoria is home to one of the world's most diverse and welcoming international student communities. In 2023, Melbourne hosted over 230,000 international students from more than 175 countries, creating a vibrant, multicultural environment where students feel supported and connected.

Students in Melbourne enjoy a dynamic lifestyle combined with access to world-class education. Victoria's universities, schools, and training institutions are globally recognised for excellence in teaching, innovation, and research, producing leaders across a wide range of fields, including:

- Science, Technology, Engineering and Mathematics (STEM)
- Arts and Humanities
- Architecture and Design
- Fine Arts and Fashion
- Music and Film

Beyond Melbourne, Victoria also offers high-quality education opportunities in regional cities such as Geelong, Ballarat, Bendigo, Gippsland, Mildura, Shepparton, Swan Hill, Warrnambool, and Wodonga.

Studying in regional areas provides a more personalised learning experience, allowing students to build stronger connections with their education providers, local businesses, and the broader community.

Key Industries and Career Opportunities

Victoria has a strong and diverse economy and plays a significant role in Australia's global economic presence. The state offers excellent employment and career pathways for students and graduates.

Melbourne is a major hub for innovation and research, particularly in Information and Communication Technology (ICT), with one of the largest research and development clusters in the Southern Hemisphere.

Victoria is also home to world-class research facilities such as:

- The Australian Synchrotron
- CSIRO (Commonwealth Scientific and Industrial Research Organisation)

In biomedical research, Melbourne is recognised globally and is comparable to leading cities such as Boston and London. The Melbourne Biomedical Precinct is one of the world's leading centres for medical research and innovation.

Other key industries in Victoria include:

- Medical technologies and pharmaceuticals
- Health and aged care
- Agriculture and food production
- Clean and renewable energy
- Professional and financial services
- Transport and logistics
- Advanced manufacturing and construction

These industries provide valuable opportunities for practical learning, internships, and future employment.

Lifestyle and Natural Beauty

- Victoria offers a unique combination of vibrant city life and stunning natural landscapes. Many of the state's most iconic destinations are within easy reach of Melbourne, making it ideal for weekend travel and exploration.
- Students can enjoy:
- World-class wineries and regional food experiences
- Natural mineral springs and wellness retreats
- Famous surf beaches such as Bells Beach
- Snowfields and mountain resorts during winter
- Scenic drives such as the Great Ocean Road, home to the iconic Twelve Apostles
- Regional towns and villages offer charming markets, cultural experiences, and outdoor activities including walking trails, national parks, and coastal adventures.

A Supportive and Welcoming Community

Victoria is known for its inclusive, safe, and student-focused environment. International students benefit from strong support networks, multicultural communities, and a high standard of living.

Whether studying in Melbourne or a regional area, students will find a welcoming community that supports both their academic journey and personal wellbeing

For more information, go to: Victoria (Melbourne) | Study Australia

About Melbourne

Melbourne is consistently ranked as one of the world's most liveable cities by the Global Insights & Market Intelligence | Economist Intelligence Unit and it's easy to see why. The city offers world-leading stability, healthcare, culture, environment, education and infrastructure.

A Snapshot of Melbourne

Education Providers

Victoria, particularly Melbourne, is home to a large and diverse education sector, including:

- 10 universities
- 12 TAFEs
- Over 2,200 schools
- More than 400 private education providers

This wide range of institutions ensures students have access to high-quality education and diverse study pathways.

Population

Melbourne is a vibrant and growing city with a population of over 5 million people. Its multicultural community makes it a welcoming destination for international students from around the world.

Global Recognition

Melbourne is globally recognised for its excellence in education. It is the only Australian city with a university ranked among the world's top 50 according to Times Higher Education rankings, reflecting its strong reputation for academic quality and research.

Living in Melbourne – Your Student Experience

Living in Melbourne is more than just studying—it's about learning, growing, and creating lifelong memories. This section is designed to support you in making the most of your time as an international student by providing practical guidance for everyday life.

You will find helpful information on:

- Finding suitable accommodation
- Managing your budget and living expenses
- Getting around the city using public transport
- Building friendships and connecting with the community
- Staying safe and looking after your wellbeing
- Accessing support services when needed

If you require additional support, you are encouraged to connect with the Study Melbourne Hub. Their team can assist you with accommodation advice, employment guidance, and mental health and wellbeing support.

You can also register for a range of free events and workshops, which are great opportunities to meet new people, develop new skills, and enhance your career prospects. For more information, go to: Living here | Study Melbourne

Culture, Events and Lifestyle in Melbourne

Known globally as Australia's cultural capital, Melbourne offers an exciting and vibrant calendar of internationally recognised events and festivals. From major sporting events such as the Australian Open and the Formula 1 Grand Prix to renowned cultural celebrations like the Melbourne International Film Festival, the city provides year-round opportunities for entertainment and engagement.

Melbourne proudly celebrates its multicultural identity, hosting a wide range of festivals and community events that reflect its diverse and multi-faith population. This inclusive environment allows international students to experience cultures from around the world while also sharing their own traditions.

The city is also famous for its thriving music and arts scene, as well as its European-inspired café culture. Students can enjoy alfresco dining, explore buzzing rooftop venues, and experience a vibrant nightlife that caters to a variety of interests and preferences.

Within Melbourne's central business district (CBD), students will find an exciting mix of international and Australian fashion brands, along with restaurants offering authentic cuisines from across the globe. Whether it's shopping, dining, or socialising with friends, Melbourne offers a dynamic and memorable lifestyle experience.

Cost of Living in Melbourne

Melbourne is consistently ranked as one of the world's best student cities, known for its friendly and multicultural community, excellent public transport, and diverse food culture. While the cost of living in Australia can be relatively high, there are many affordable options available for students who plan and budget carefully.

Your living expenses will depend on your lifestyle, accommodation choice, location, and personal spending habits. It is important to budget effectively to ensure a comfortable and enjoyable student experience.

Cost of Living Calculator

To help you plan your finances, you can use an online cost of living calculator to estimate your weekly expenses in Melbourne.

These calculators allow you to:

- Select your preferred type of accommodation
- Choose your ideal location
- Estimate transport costs
- Include spending on food, entertainment, and personal expenses

Based on your selections, the calculator provides an estimated weekly cost of living, helping you better understand and manage your budget.

You can also compare different lifestyle options to find the best balance between your needs, preferences, and financial situation.

For an estimate of your living expenses, please visit: Cost of Living Calculator

Accommodation

Melbourne offers a wide range of accommodation options to suit different needs, preferences, and budgets. As an international student, it is important to choose accommodation that is safe, convenient, and suitable for your lifestyle.

Common accommodation options include:

- Rental properties (apartments or houses)
- Shared accommodation (share houses with other students or residents)
- Purpose-built student accommodation
- Homestay arrangements (living with a local family)
- Short-term accommodation such as hotels, hostels, or temporary stays upon arrival

Each option varies in terms of cost, location, facilities, and level of independence. Students are encouraged to carefully consider their budget, proximity to campus, access to public transport, and personal preferences before making a decision.

When renting accommodation in Australia, it is important to understand your legal rights and responsibilities as a tenant. This includes rental agreements (leases), bond payments, notice periods, and property conditions. Laws and requirements may vary across states and territories.

For detailed and up-to-date information on accommodation options, as well as your rights and obligations when renting in Victoria, please visit: How to find accommodation | Study Melbourne

Students who require assistance with accommodation are encouraged to contact the Student Support team for guidance and referrals to appropriate services.

Transport in Melbourne

Melbourne has a well-developed and reliable public transport system, making it easy for students to travel across the city and surrounding areas.

Public transport options include:

- Trains – connecting suburbs and regional areas to the city

- Trams – a key feature of Melbourne, operating extensively within the CBD and inner suburbs
- Buses – servicing areas not covered by trains and trams

Students are required to use a myki card to access public transport services. Concession fares may be available for eligible students.

In addition, students can use:

- Ride-share services such as Uber and DiDi
- Taxis
- Cycling and walking paths throughout the city

Melbourne also offers affordable domestic travel options, allowing students to explore other parts of Victoria and Australia during their stay.

We recommend you purchase a Myki card for travel between trains, buses and trams. See https://www.ptv.vic.gov.au/tickets/myki/ for more information about purchasing, topping up and managing your Myki card

Health And Safety

Australia, and Melbourne in particular, is considered a safe place to live and study. However, it is important for students to be aware of potential risks and take responsibility for their personal safety and wellbeing.

Students should familiarise themselves with the following safety areas:

- Emergency services – Dial 000 for police, fire, or ambulance
- Personal safety – Stay aware of your surroundings, especially at night
- Transport safety – Follow rules and remain alert when using public transport
- Home safety – Ensure your accommodation is secure
- Fire safety – Understand evacuation procedures and use of smoke alarms
- Sun and water safety – Protect yourself from strong UV exposure and follow safety advice when swimming

Students are encouraged to seek support if they feel unsafe or require assistance. The Student Support team is available to provide guidance and referrals to appropriate services.

Working On a Student Visa

International students studying in Australia on a student visa are permitted to work under specific conditions set by the Department of Home Affairs.

- Students can work up to 48 hours per fortnight during study periods
- Students may work unlimited hours during scheduled course breaks
- Students must not commence work until their course has started

It is important to ensure that work commitments do not interfere with your studies and attendance requirements.

Students are also encouraged to understand their workplace rights and responsibilities, including minimum wages and conditions. For further information, please visit: Work in Australia | Study Australia or https://www.fairwork.gov.au

Overseas Student Health Cover (OSHC)

All international students must maintain valid Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. This is a mandatory requirement set by the Department of Home Affairs.

OSHC helps cover the cost of:

- Doctor visits (GP services)
- Hospital treatment
- Some prescription medicines
- Emergency ambulance services (depending on provider)
- Students are responsible for:
- Ensuring their OSHC policy remains active at all times
- Understanding what their policy covers
- Making claims directly with their OSHC provider (unless advised otherwise)
- Failure to maintain valid OSHC may result in a breach of student visa conditions.

For more information, please visit: Overseas Student Health Cover (OSHC) | Study Australia

Emergency Contacts and Other Useful Number Information

Emergency Numbers

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police Station

The nearest police station is:

Flinders Street Railway Station Police Booth Address: 226 Flinders St, Melbourne VIC 3000 Phone: 03 9637 1100

Website: http://www.police.vic.gov.au/

Department Of Home Affairs (Dha)

Address: 808 Bourke St, Docklands VIC 3008 Phone: 13 18 81

Website: https://immi.homeaffairs.gov.au/

Medical Facilities Near Campus

The closest hospital to campus with an Accident and Emergency Department is: St. Vincent's Hospital Melbourne

Address: 41 Victoria Parade, Fitzroy VIC 3065 Phone: 03 9231 2211

Website: https://svhm.org.au/

The closest medical Center is:

Collins Street Medical Centre - Local Melbourne City Doctors Address: 7/267 Collins St, Melbourne VIC 3000

Phone: 03 8575 6900

Website: https://collinsstmedicalcentre.com.au/

Transport Services

Victoria Public Transport: https://www.ptv.vic.gov.au/

Taxi Company

Black and White Cabs Phone: 133 222

Website: : https://www.blackandwhitecabs.com.au

Crisis Support

Liefline 13 11 14

Lifeline provides 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provides support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.

See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help- lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Student Support Services Referral List

The Student Support Services Referral List is maintained as a controlled student support resource and reviewed periodically to ensure contact details and referral information remain current, accurate and appropriate.

The Referral List is also made available through the Student Handbook published on Princeton International College's website to ensure students can access support information at any time throughout their studies.

Students may also request an updated copy of the Student Support Services Referral List directly from the Student Support Officer at reception or by emailing support@princeton.edu.au.

The following external support services are provided as general referral information to assist students in accessing independent support services where required.

Princeton International College does not guarantee the services provided by external organisations and students are encouraged to independently assess the suitability of external support providers based on their individual circumstances and needs.

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au Mental Health and Wellbeing telephone and online services	9879 5351
Anxiety	Arcvic Homepage - The Anxiety Recovery Centre Victoria (ARCVIC)	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com http://www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling	Abortion & Emotional Support | Sexual Health Victoria - Sexual Health Victoria Pregnancy Help Australia - After Abortion Support FREE 24-HOUR Confidential Pregnancy & Post Abortion Counselling – Birthline Pregnancy Support – Birthline Pregnancy Support	1300 363 550
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Australian Search and Rescue	Search and rescue | Australian Maritime Safety Authority Marine Search and Rescue | vic.gov.au	
Crime stoppers (report crime anonymously)	Crime Stoppers Victoria - Report Crime Information Report an incident or crime | Victoria Police	1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636
Department of Home Affairs	https://www.homeaffairs.gov.au/	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	Family violence statewide support services | vic.gov.au Safe Steps Family Violence Response Centre - 24/7 support for Victorians Family and domestic violence - Services Australia	1800 015 188
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728

Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)	Emergency services (police, fire, ambulance)	000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsg.or.au	1800774744
HIV/AIDS	Human immunodeficiency virus (HIV) and acquired immunodeficiency syndrome (AIDS)	1300 651 160
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	Helping Victorians with their legal issues | Victoria Legal Aid	1300 792 387
Mental health advice	About mental health | Australian Government Department of Health, Disability and Ageing Search results for: mental health | healthdirect	
Victorian Government Department of Health	Mental health and wellbeing reform in Victoria Mental Health and Wellbeing Locals | health.vic.gov.au Mental health and wellbeing support | health.vic.gov.au Mental Health and Wellbeing Hubs | Better Health Channel	9816 5688
Victorian Government - Study Melbourne	Resources and support for international students studying in Victoria Living here | Study Melbourne	1800 056 449
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444

Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Hub	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	Melbourne 614 | The Salvation Army Australia	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605
Housing and homelessness support	https://www.launchhousing.org.au	1800 825 955
Sexual assault support	https://www.sacl.com.au	1800 806 292
Overseas student complaints and support	https://www.ombudsman.gov.au	1300 362 072
Suicide support and crisis counselling	https://www.suicidecallbackservice.org.au	1300 659 467
Workplace rights and employment issues	https://www.fairwork.gov.au	13 13 94