SIGNET INSTITUTE
SYMBOL OF EXCELLENCE



Student Handbook

www.signet.edu.au

RTO CODE: 40898 | CRICOS CODE: 03377J | ABN: 37 135 002 167

TABLE OF CONTENTS

COPYRIGHT **4**

QUICK REFERENCE GUIDE **5**

WELCOME FROM THE CEO **6**

WELCOME FROM THE GENERAL MANAGER **6**

PUBLIC HOLIDAYS 2025 ..... **7**

COURSE OVERVIEW **8**

GENERAL STUDENT INFORMATION **10**

Orientation 10

Student ID Cards 10

Campus Locations 10

Campus Facilities 11

Classrooms 11

Computer Laboratory 11

Training Workshops 12

Nursing, Pathology, and Dental Laboratory 12

Student Library and Resource Centre 13

Printing and Photocopying Hub 13

Student Lounge and Breakout Area 14

STUDENT SUPPORT SERVICES **15**

In-campus support 16

Health and Legal Aids 17

Medical Services 17

Places of Worship 17

Accommodation 18

Employment and Job Placement 18

Other Support Services 18

STUDYING AT SIGNET **19**

Unique Student Identifier (USI) 19

Credit Transfer 19

Recognition of Prior Learning (RPL) 19

Highly Qualified Staff 20

Class Schedule 20

Course Delivery 20

Student Excursions 20

Additional Costs 20

Attendance 20

Assessment 21

Work Placement Assessment 21

Prior to Work Placement 21
VET Qualification Recognition 22
Pathways to Higher Education 22
Student Welfare 22
Student Safety 23
ADDITIONAL STUDENT SUPPORT SERVICES 24
Academic and English Language Issues 24
Personal / Social issues 24
Work Issues 25
Student Welfare Committee 25
Student Support Staff 25
STUDENT CODE OF BEHAVIOUR 27
Non-Compliance with the Code 28
Plagiarism, Collusion, and Cheating 28
PERSONAL PROPERTY AND SECURITY 30
Mobile Phone Usage 30
Dress Code 30
Smoking 30
Drugs and Alcohol 31
Emergency Procedures 31
STUDENT COMPLAINTS AND APPEALS PROCEDURE 32
ACCESS AND EQUITY POLICY 34
PERSONAL INFORMATION PRIVACY AND SECURITY 34
FEES AND CHARGES 35
Payment of fees 35
Late or non-payment 35
Withdrawal from the course 35
Refund Requests 36
RELEVANT LEGISLATION 37
INTERNATIONAL STUDENTS 38
Education Services for Overseas Students (ESOS) 38
Change of Institution or Course 38
Incoming students 39
Outgoing Students 39
Deferred or Suspended Studies 40
Signet Institute-initiated Suspension 41
Refund Policy 41
Study Methods & Difficulties 41
Working in Australia 42
Use of Personal Information 42

STUDENT VISA OBLIGATIONS 43
ELICOS Attendance 43
Unsatisfactory Course Progress 43
VET Reassessment Fees 44
Change of Address 44
LIVING IN AUSTRALIA 45
Melbourne 45
Adelaide 46
Sydney 47
Multiculturalism 48
Language 48
Religion 48
Healthcare 49
Food 49
Sports and Recreation 49
Entertainment 49
Electricity 50
Public Transport 50
Telephones 50
Budgeting 51
Travel 51
Money and Banks 51
Accommodation 52
Cost of Living 53
Diversity and Inclusion in the Learning Environment 53
VERSION CONTROL 55

COPYRIGHT

© Signet Institute of Australia

All rights reserved. No part of this publication may be reproduced, repackaged, stored in a retrieval system or transmitted in any form or by any means whatsoever without the prior written permission of the copyright owner.

Prepared and published by Signet Institute:
Level 3, 45 Grenfell Street Adelaide SA 5000, Australia
T: 1300 223 312
E: info@signet.edu.au | W: www.signet.edu.au

DISCLAIMER

Every effort has been made to ensure that this student handbook is free from error or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this book. Signet Institute is not responsible for any injury, loss, or damage as a result of material included or omitted from this resource. Information in this student handbook is current at the time of publication. The time of publication is indicated in the version information printed at the end of the document.

QUICK REFERENCE GUIDE

Student Contact Details

Student Name	
Student ID	
Mobile Phone	
Email Address	

Important Contact Information

Reception/ Student Services / Administration	studentservices@signet.edu.au
Accounts	ar@signet.edu.au
Melbourne Campus	Level 5 & 9, 341 Queen Street, Melbourne, VIC 3000 Australia T: (03) 8638 9956 E: melbourne@signet.edu.au W: www.signet.edu.au
Adelaide Campus	Level 3, 45 Grenfell Street, Adelaide SA 5000 Australia T: (08) 8220 1088 E: adelaide@signet.edu.au W: www.signet.edu.au
Sydney Campus	Level 1, 54 Parramatta Road, Forest Lodge NSW 2037 Australia T: (02) 7804 6982 E: sydney@signet.edu.au W: www.signet.edu.au
Emergency Contact	During weekends and for after hours Melbourne: (+61) 4 02945563 Adelaide: (+61) 4 78672304 Sydney: (+61) 4 16704065

WELCOME FROM THE CEO

Welcome to Signet Institute of Australia, one of Australia's leading vocational education and training (VET) colleges!

At Signet Institute, our students are our priority, and we take pride in their achievements. Our fundamental objective is to provide students with an environment that enables them to reach their full potential. Our trainers provide quality training and relevant industry insight, equipping students with the necessary skills for them to embark on their career. Graduates will have the opportunity to enter either the relevant workforce arena or pursue further studies at university to achieve their career goals.

We fully understand the challenges students may experience while studying away from their home country. Our dedicated and professional staff support students' academic needs fully and are committed to looking after students' personal welfare and wellbeing. Students can speak with any of our staff members for assistance. Our purpose-built training facilities and our dedicated training and administration teams speak for themselves.

Welcome to Signet Institute, where an authentic Australian educational experience awaits!

Cheers,

Navdeep Kaur Roopan

Chief Executive Officer (CEO)

WELCOME FROM THE GENERAL MANAGER

Welcome to our vibrant and diverse community here at Signet Institute of Australia. Whether you're starting a new journey or continuing your educational pursuit, we are thrilled to have you join us!

At Signet Institute we believe in fostering an environment where every student feels valued, supported, and empowered to achieve their academic and personal goals. As you embark on this chapter of your life with us, know that you are not just another student, but a valued part of our college family. I encourage you to embrace the opportunities that come with studying at Signet Institute and to apply yourself diligently to your education journey. Not only will you improve your employability skills, but you will also gain lifelong friendships and have enriching experiences that will shape your future.

Our dedicated team of educators and support staff are here to guide you every step of the way, providing guidance and encouragement. Whether you need assistance with academics, work placements, or simply someone to chat with, we are here for you. It is our priority to see you succeed in your educational goals and help you unleash your full potential.

As you settle into college life, remember to embrace diversity, celebrate differences, and cherish the multicultural community that makes Signet Institute so special. On behalf of the Signet Institute team, I extend our warmest welcome and wish you a successful and fulfilling journey ahead.

Warm regards,

Matthew Harris

General Manager

PUBLIC HOLIDAYS 2025

Holiday	Adelaide, SA	Melbourne VIC	Sydney NSW
New Year's Day	01 Jan	01 Jan	01 Jan
Australia Day	27 Jan	27 Jan	27 Jan
Labour Day	06 Oct	10 Mar	06 Oct
Adelaide Cup	10 Mar		
Good Friday	18 Apr	18 Apr	18 Apr
Easter Saturday	19 Apr		19 Apr
Easter Sunday	20 Apr	20 Apr	20 Apr
Easter Monday	21 Apr	21 Apr	21 Apr
ANZAC Day	25 Apr	25 Apr	25 Apr
The King's Birthday	9 Jun	9 Jun	9 Jun
AFL Grand Final Friday		26 Sep	
Melbourne Cup		04 Nov	
Christmas Eve	24 Dec	24 Dec	
Christmas Day	25 Dec	25 Dec	25 Dec
Boxing Day / Proclamation Day	26 Dec	26 Dec	26 Dec
New Year's Eve	31 Dec		

COURSE OVERVIEW

CRICOS	National Code	Qualification Title	Duration
Business and Management			
104250F	BSB50420	Diploma of Leadership and Management	52 weeks
105858K	BSB60420	Advanced Diploma of Leadership and Management	52 weeks
105859J	BSB80120	Graduate Diploma of Management (Learning)	52 weeks
Community Services			
092131E	CHC33015	Certificate III in Individual Support	52 weeks
092132D	CHC43015	Certificate IV in Ageing Support	52 weeks
0101254	CHC43115	Certificate IV in Disability	39 weeks
0101255	CHC52015	Diploma of Community Services	104 weeks
0101256	CHC53315	Diploma of Mental Health	104 weeks
Health			
103326K	HLT37215	Certificate III in Pathology Collection	39 weeks
097989C	HLT55118	Diploma of Dental Technology	104 weeks
Automotive			
103635H	AUR30620	Certificate III in Light Vehicle Automotive Technology	78 weeks
107912D	AUR31520	Certificate III in Automotive Diesel Engine Technology	94 weeks
0101308	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	26 weeks
Building and Construction			
103838H	CPC33020	Certificate III in Bricklaying and Block laying	94 weeks
107916M	CPC31320	Certificate III in Wall and Floor Tiling	94 weeks
103770A	CPC50220	Diploma of Building and Construction (Building)	78 weeks
105234J	RII60520	Advanced Diploma in Civil Construction Design	104 weeks
English			
098555K	N/A	English for Academic Purposes 1	14 weeks
098557G	N/A	English for Academic Purposes 2	14 weeks
098556J	N/A	English for Academic Purposes 3	14 weeks
0100288	N/A	General English	60 weeks

Course information is subject to change. Download an electronic version of Signet Institute's International Student Prospectus at www.signet.edu.au Students can find further information at National Training Register at www.training.gov.au or speak with a Signet Institute staff member for details.

Signet Institute handles all superseded qualifications as per our Course Transition Policy and Procedure also available at www.signet.edu.au.

Any mention of course tuition fees are quoted in Australian dollars (AUD)and are subject to change.

GENERAL STUDENT INFORMATION

Orientation

Orientation is conducted prior to the commencement of the course. New students are introduced to studying at Signet Institute, course information, facilities and resources information, Australian cost of living, transportation, facilities, banking, and accommodation. Questions can be answered, and issues clarified during the orientation.

Student ID Cards

Signet Institute issues students with student ID cards at the time of orientation which must be carried always when on campus.

Campus Locations

Signet Institute offers nationally recognized qualifications across three (3) locations in Australia.

Melbourne Campus

Signet Institute's Melbourne Campus is conveniently located at Level 5 & 9, 341 Queen Street, in the heart of Melbourne's Central Business District (CBD). The campus is a short distance from Flagstaff Train Station and tram terminals. The campus is spread across 2 floors (Level 5 & 9). Both floors can be accessed via lifts or staircase.

Take a virtual tour of the campus here.

Adelaide Campus

Signet Institute's Adelaide campus is conveniently located in Adelaide CBD (Level 3, 45 Grenfell Street Adelaide). This campus is spread across whole level 3 which can be accessed via lifts. Campus is well furnished with modern facilities and amenities.

Take a virtual tour of the campus here.

Sydney Campus

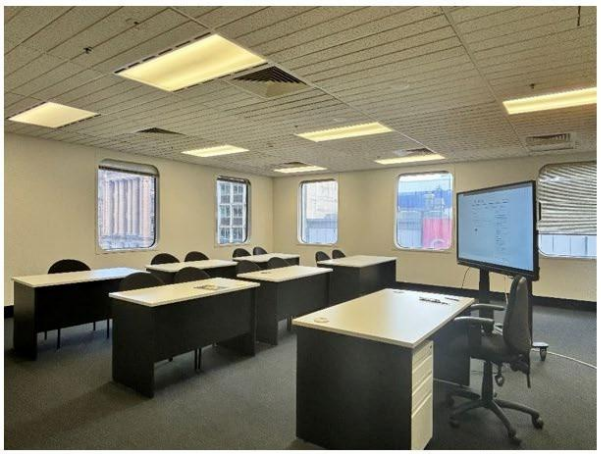
Signet Institute's Sydney Campus is located just 10 mins from Sydney CBD, close to shopping precinct at Level 1, 54 Parramatta Road Forest Lodge. The campus is spread across whole level 1 which can be accessed via lifts or staircase. Accommodation and apartments for students are also nearby, which is advantageous for interstate and international students. Sydney Campus is well furnished with modern facilities and amenities.

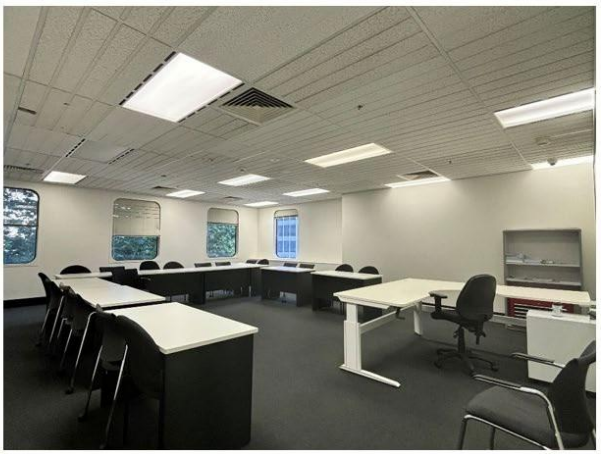
Take a virtual tour of the campus here.

Campus Facilities

Classrooms

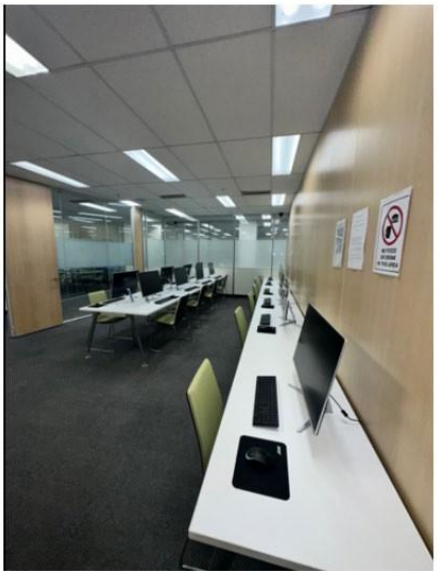
Classrooms are modern, air-conditioned and are well-equipped for effective learning. Most enjoy natural light and good views. These are accessed via elevators or stairs.

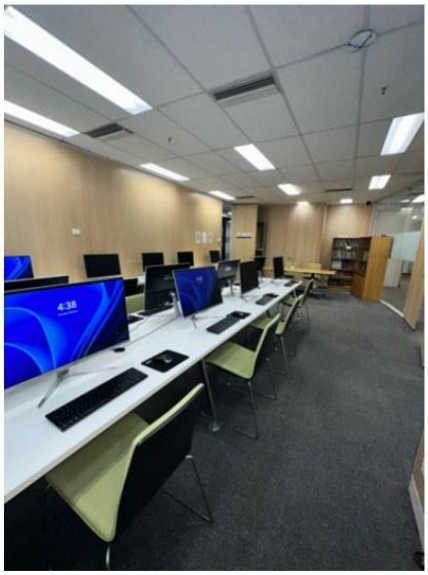




Computer Laboratory

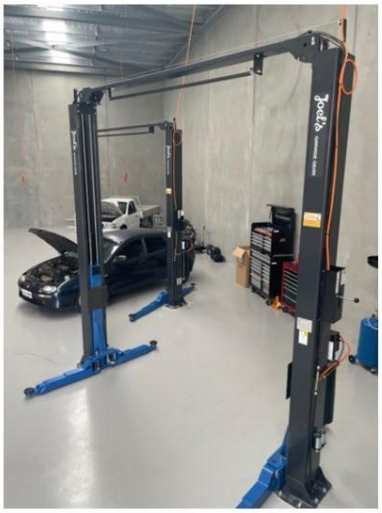
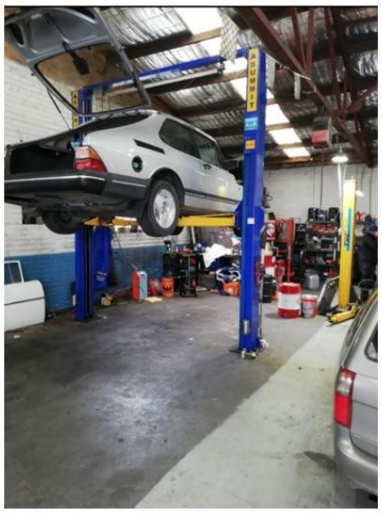
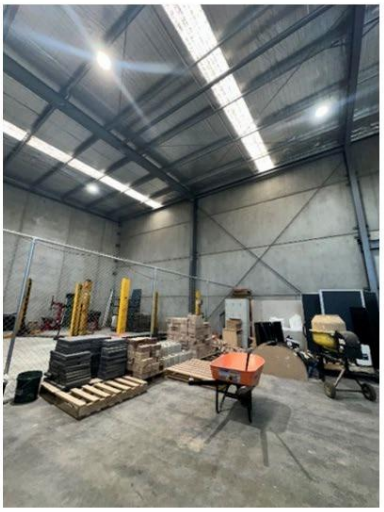
Computer rooms are in every campus and are equipped with modern computers, giving students ease to do their assignments / activities or for general use in their day-to-day life when on campus.





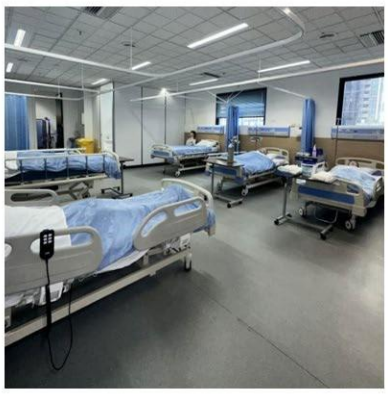
Training Workshops

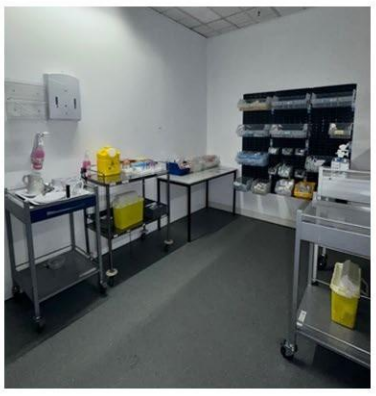
The purpose-built workshop facilities in all 3 locations are fully equipped to commercial standards and can cater for all the required relevant course practical requirements. You will demonstrate your theoretical and practical knowledge to your trainer and peers with confidence in our simulated workshops.

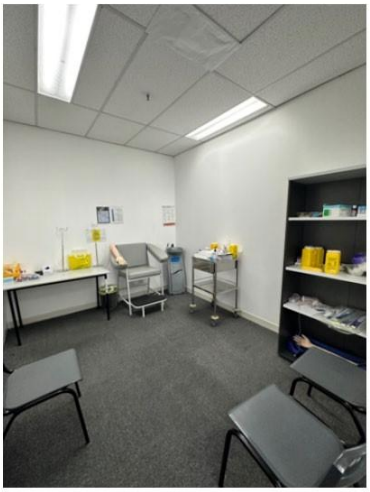




Nursing, Pathology, and Dental Laboratory

Signet Institute focuses on theoretical as well as practical training in our simulated laboratories. Our training facilities are designed to offer practical training in a realistic setting to make you confident in your knowledge and work ready. Our purpose-built facilities provide students with a realistic setting in which to demonstrate their theoretical and well as practical understanding of classes to their teachers and peers. Signet Institute, through training in our laboratories, prepares students for training for diverse employment, including opportunities in a variety of clinical settings such as aged care, mental health, sub-acute and acute settings in public and private hospitals, nursing, and community healthcare facilities.



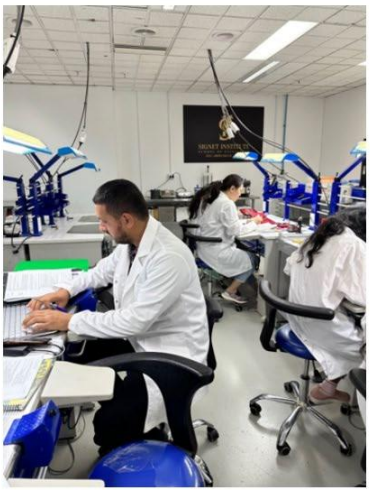












Student Library and Resource Centre

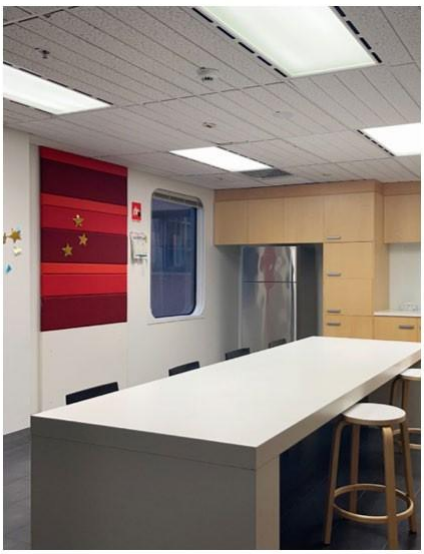
There is student library nook available in campus located which is also equipped with free Wi-Fi Internet access and has a range of textbooks, magazines, periodicals, newspapers, self-paced learning. This library is maintained and updated regularly with appropriate materials. Student notice boards outside the library offer information on various things and other general information related to campus life, events, jobs and living in Australia.

Printing and Photocopying Hub

Printing and photocopy facilities is available on every campus and more information can be taken from reception.

Student Lounge and Breakout Area

Every campus is well equipped with student lounge area and break out area. All campus student lounge areas are well equipped including a semi kitchen, student notice board, televisions, and rest room amenities.





STUDENT SUPPORT SERVICES



Signet Institute of Australia acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 8:00AM – 5:00PM.

The Student Administration and Student Support Services is available on every campus. A Student Support Officer will provide details about the services during the orientation program.

Our Trainers and Assessors are also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: email@email.com.au

Contact number: Phone number

Both our Student Support Officers and Trainers and Assessors will strive to respond immediately where possible, and within two business days at most.

Students requiring special or intensive assistance must contact the Campus Manager or Student Support Officer, who may refer them to external support services if required.

Adelaide Campus Manager
manager.adl@signet.edu.au

Sydney Campus Manager
manager.syd@signet.edu.au

Melbourne Campus Manager
manager.mel@signet.edu.au

All referrals and support information listed in this handbook are provided free of charge to enrolled students.

In-campus support

Reception

- General course queries
- Enrolment queries
- Administrative queries

Student Administration

- Specific enrolment and course queries

Trainers and Assessors

- Specific subject and assessment issues

Student Counsellors

- For all issues such as stress, financial difficulties, health, family, bullying, relationship issues, living-away-from-home and social issues.
- To speak with our onsite student counsellors, make a booking through Reception. If you require psychological services, our counsellors will refer you to an appropriate service.

Student Administration

- Specific enrolment and course queries

Trainers and Assessors

- Specific subject and assessment issues

Accounts Department

- All queries and transactions regarding tuition fees, receipts, fines, or private health insurance transfers are handled by Accounts Department and these are to be emailed to:
  ar@signet.edu.au

Your Feedback

- Signet Institute values your feedback and is committed to the continuous improvement of the Institute for your benefit. Please take time to fill out Student Feedback Forms during your course of study. Forms are available on request.

Personal Support Services

- The following support services are free. They can provide you with immediate telephone-based counselling and further referrals to help you deal with your issue.
- Be advised that 1300 numbers incur a local call cost. 1800 numbers are free calls.

Health and Legal Aids

Melbourne

Hospitals and Medical Issues

- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111

Victoria Legal Aid

- www.legalaid.vic.gov.au

Living in Melbourne (Mosques)

- www.living-in-melbourne.com/muslims-mosquesin-melbourne.html

Adelaide

Hospitals and Medical Issues

- Royal Hospital: (08) 7074 0000
- Calvary Adelaide Hospital: (08) 8227 7000
- The Memorial Hospital: (08) 83663800
- Calvary North Adelaide Hospital: (08) 8239 9100
- Women's and Children's Hospital: (08) 8161 7000

South Australia Legal Aid

- www.lsc.sa.gov.au

Sydney

Hospitals and Medical Issues

- St Vincent's Hospital: (02) 8382 1111
- Royal Prince Alfred Hospital: (02) 9515 6111
- Royal North Shore Hospital: (02) 9926 7111
- Westmead Hospital: (02) 8890 5555
- Cumberland Hospital: (02) 9840 3000
- Prince of Wales Hospital: (02) 9382 2222

New South Wales Legal Aid

- www.legalaid.nsw.gov.au

Medical Services

National Health Services Directory (NHSD) by Health direct Australia: 1300 135 513, 1800 022 222
www.myhospitals.gov.au

Remember, if you are absent from class because you are sick, you must have a medical certificate from a doctor, also commonly known as General Practitioner, or GP, in Australia. If you do not live in or near the city, it is wise to find a GP near your home, so it is easy to make an appointment if you fall ill.

Places of Worship

Australian Churches
www.australianchurches.net

Hindu Council of Australia
www.hinducouncil.com.au

Jewish Australia
www.jewishaustralia.com/prayer.htm

Accommodation

- www.au.easyroommate.com
- www.realstate.com.au
- www.domain.com.au
- www.gumtree.com.au

Employment and Job Placement

Signet Institute supports students by enhancing their employability skills with updated information and tips on job hunting, applying for jobs and interviewing skills. Trainer's assist, where possible, in directing students to job opportunities. Students are also encouraged to monitor employment websites such as:

www.seek.com.au
www.jobsjobsjobs.com.au
www.mycareer.com.au
www.careerone.com.au
www.job.com.au

For good job-hunting tips, including how to apply for jobs, how to write a resume and how to conduct yourself in interviews visit:

https://www.youthcentral.vic.gov.au
https://www.youth.nsw.gov.au/
https://sacommunity.org/

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Mensline Australia: 1300 78 99 78
- Griefline (Telephone Counselling Service): 1300 845 745 (12 noon - 3:00am, 7 Days a Week)
- Crisis Help: 1800 627 727
- Direct Line (Drug and Alcohol Use): 1800 888 236
- Crisis Contact Service (Homelessness Help Services): 1800 627 727
- Safe Steps: Family Violence Response Centre: 1800 015 188
- Gambling Help Online: 1800 858 858

STUDYING AT SIGNET



Unique Student Identifier (USI)

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the institute during the enrolment process. If students do not provide USI, the Training Providers will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USIs visit www.usi.gov.au

Credit Transfer

Students who have completed identical units from their VET course at other institutions will be given recognition for these units on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing. The Application Form is available during formal enrolment.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the VET course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof that you currently have the required competencies. An application must be made using the RPL Application Form that will be made available during formal enrolment.

Highly Qualified Staff

All our trainers and assessors are highly qualified experts in their fields with extensive industry experience and have completed the required qualifications.
Education Integrity

Signet Institute has a rigorously monitored and executed compliance framework to ensure the Institute meets all Commonwealth and State legislations and regulations including SRTO 2015, National Code 2018, Equal Opportunity Act 2010, Workplace Injury Rehabilitation and Compensation Act 2013, Occupational Health and Safety Act 2004, and Commonwealth Privacy Act 1988.

Class Schedule

Signet Institute runs classes seven days a week. Classes are scheduled between 8:30am and 9:00pm, depending upon the course. Maximum study hours in a day do not exceed eight hours but may be less than this depending upon the course timetables. Please refer to your course timetable for precise details. Timetables are available from Student Services.

In case of trainer absences, affected students will be notified as soon as is practicable via their registered emails and/or contact numbers.

Course Delivery

Institute staff use several approaches for course delivery. These may include teacher-led classroom delivery, workshops, practicals, seminars, e-Learning resources, tutorials, and self-supervised study. During class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Student Excursions

Signet Institute has an active student excursion program for most courses aimed at enhancing the learning experience and providing enjoyable social, academic, and networking opportunities.

Additional Costs

Students are required to pay for their own textbooks, uniforms, and other equipment (iPads, laptops for Business and relevant courses). Further information is provided during your Orientation session, and trainers also offer advice on local suppliers. Please refer to Fees & Charges in this handbook.

Attendance

Student attendance is recorded daily, including late arrivals and early departures. International ELICOS students must attend at least 90% of classes in each study period. If an ELICOS student's attendance is not regular and the attendance falls between 85%, Student Services will send the student a warning letter. A student will be reported to the government department issuing the student's visa if the student's attendance falls below 80% in a study period. International students studying VET courses are expected to attend all classes, however, these students will be reported to the Department of Home Affairs only on the basis of unsatisfactory course progress (if the students are not performing as required).

Assessment

Assessment approaches used by trainers may include observation of performance in class, practical demonstrations, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams, and work placement assessment.

Students will be notified in advance of the time and form of an assessment. Students will be given the opportunity of at least two re-assessments for any competencies not achieved on the first attempt. If even after re-assessment attempts, student still fails to achieve the competency, then student will need to redo the unit and fees may apply for subsequent theory attempts and for practical units. Please refer to our Training Assessment Policy for full details.

Work Placement Assessment

Work placement assessment, also referred to as practical placement, is a compulsory requirement for completing certain qualifications at Signet Institute. Work placement assessment involves students working in a commercial enterprise to demonstrate their skills and to complete assessment requirements.

Signet Institute will arrange practical placement at a commercial enterprise for students. The number of hours that a student must work is determined by the course requirement. While working in the commercial enterprise, students will be supervised by staff there, and/or by Signet Institute staff. Students will be covered by Work Cover insurance for the time they spend on work placement.

As part of work placement assessment, students are required to maintain a logbook that records their experience and attendance at both the commercial enterprise and Signet Institute. The logbook forms an essential part of course assessment and will be monitored regularly.

In situations where a student's logbook does not show completion of the required workplace experience, the student must undertake additional work placement experience to meet the assessment requirements.

Prior to Work Placement

Students will receive induction training at both Signet Institute and/or their place of work before commencing work placement. Occupational Health and Safety training is part of Signet Institute course

content and takes place at Signet Institute. Signet Institute trainers simulate work-place situations within the classroom so that students can practice their knowledge and skills. Induction at the workplace allows students to become familiar with the workplace, procedures, and staff.

Qualification	Duration
CHC33021 Certificate III in Individual Support	120 hours
CHC43015 Certificate IV in Ageing Support	120 hours
CHC43121 Certificate IV in Disability	120 hours
CHC52021 Diploma of Community Services	200 hours
CHC53315 Diploma of Mental Health	160 hours
HLT37215 Certificate III in Pathology Collection	35 hours
HLT55118 Diploma of Dental Technology	120 hours

VET Qualification Recognition

Qualifications gained at Signet Institute are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF), VET Quality Framework (VQF) and are recognised nationally.

Students who complete all assessment requirements for a VET qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g., licensing, professional registration etc.) may apply to some occupations and locations.

Pathways to Higher Education

Graduates of Signet Institute may seek credits to the relevant degree programs in Australian Universities. Signet Institute has no special arrangements with any Australian University and there is no guaranteed entry into university programs.

As a general rule, students with high competency will have the best chance of being accepted by a university.

Student Welfare

Signet Institute's student policies are designed to ensure you receive fair treatment and are given the best opportunity to complete your studies in a supportive environment. These policies include Access and Equity Policy and Procedure, Student code of conduct, training and assessment policy procedure, Training assessment policy and procedure, Complaints and Appeals Policy and Procedure etc.

If you do experience any personal problems or study difficulties, it is important to speak to a staff member as soon as possible who will do their best to help you resolve the situation. More information on these and more policies can be found on our website at www.signet.edu.au

Student Safety

When you are out and about, particularly at night, it is important to be alert and aware of your personal safety. In particular:

- Think ahead; consider how you are going to get home (e.g., taxi, friend, etc)
- Try to remain with friends at all times.
- If you are going somewhere alone, ensure someone is aware of your movements.
- Make sure you carry your mobile phone at all times in case of emergency.
- Be wary of casual requests from strangers, like someone asking for a cigarette or money - they could have ulterior motives.
- Try not to carry your wallet or valuables in a way that might attract the attention of others walking.
- When going to your car or home, have your keys in your hand and easily accessible.
- Consider carrying a personal attack alarm.
- Ensure that key contact information such as police and security are either in your mobile phone or in your purse/wallet.
- Never leave your belongings unattended

To avoid being the victim of theft, always keep an eye on your belongings. You should treat your campus like any other public place, which means that your laptop, phone, and bag should never be left unattended. When you are studying in the library, it helps to have a friend with you who can look after your belongings if you need to grab a coffee or go to the bathroom.

If there are any security issues which are causing you concern, please advise the Student Support Officer or any staff member.

ADDITIONAL STUDENT SUPPORT SERVICES



Academic and English Language Issues

Poor attendance, poor academic performance and other related issues may place students at risk of not achieving course requirements. Students can get advice and support to ensure they maintain appropriate academic and attendance levels.

If any student feels as though their level of English language proficiency causes them difficulties, they are encouraged to contact Student Services Department, where they will receive guidance and referrals to English language support services if necessary. Students' progress and attendance are monitored, and guidance and support provided where non-satisfactory results are identified.

Students are encouraged to access Student Services Department to discuss any academic, attendance or other related issues to studying at Signet Institute at any time.

Personal / Social issues

If students experience any social, personal, or other issues affecting studies at Signet Institute, students are encouraged to seek support at Student Services Department.

Work Issues

If you need information on your workplace rights, please visit the website of the Fair Work Ombudsman at www.fairwork.gov.au/employee-entitlements

Students can find information on employment at the Government website at www.vic.gov.au/employment-workplace/wages-awards-conditions/employment-law

Student Welfare Committee

To provide ample services to our students and ensure they receive support and assistance during their studies, Signet Institute has a Student Welfare Committee. The Committee, composes of dedicated staff at all of its campuses from various departments, who oversee the management of student welfare and wellbeing. If you would like to talk to any one of the Committee members, you can do so by contacting the reception at either of our campus, or by emailing us at info@signet.edu.au

For further contact information, please refer to 'Student Welfare Officers and contact details' and 'Student Support Staff Contact Details' in the table below.

Student Support Staff

Signet Institute's Student Welfare Committee and team of student support and welfare staff in the Student Services Department are onsite daily to provide assistance and support services to its international and domestic students on a range of matters including general welfare and coping with change in lifestyle. Our student welfare and counselling staff offer confidential support services and external referrals, where necessary. Please do not hesitate to contact any one of the below from the Signet Institute team should you require any assistance.

Student Welfare Committee	**Matthew Harris** General Manager	
	Gurpreet Kaur Campus Manager, Sydney	**Juliet Presbiterio** Head Accountant
	Gina Griggs Campus Coordinator Melbourne	**Ernest John Ocio** Support Officer, Melbourne
	Ruby Palthasar Rony Campus Coordinator, Adelaide	**Parminder Kaur** Support Officer, Adelaide
	Mohit Sharma Operations Manager	**Joyce Flores** Support Officer, Sydney

Contacting the Committee	To speak with our onsite Support and Welfare Officers, make a booking: • At the reception in campus • Over the phone at: Melbourne: 03 8638 9956 Sydney: 02 7804 6980 Adelaide: 08 8220 1088 • Send an email to: studentservices@signet.edu.au If you require psychological services, our student services team will refer you to an appropriate service.

STUDENT CODE OF BEHAVIOUR



The Student Code of Behaviour serves the best interests of all students at Signet Institute. It is a code that requires the mutual respect of all students and must be adhered to, at all times. Signet Institute students should uphold:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly, and co-operative environment
- The right to have personal property (including computer files and student work), and the Institute's property, protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (through Signet Institute Australia's Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously at all times.

Non-Compliance with the Code

In the event of non-compliance with the Code of Behaviour, the following three-step procedure for discipline is applied.

STEP 1
An Institute staff member will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file.

STEP 2
If the issue or behaviour continues, students will be invited for a personal interview with the Campus Manager (or a nominee) to discuss this further. This meeting and its outcomes will be documented, signed by all parties, and included on the student's personal file on the student management system.

STEP 3
Should the issue or behaviour continue; the student is given a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file on the student management system.

If the behaviour persists after the three steps have been followed, training services will be withdrawn, and the student will be notified in writing that their enrolment has been suspended or cancelled. In the case of international students, suspension or cancellation of their enrolment will be reported to Department of Home Affairs and may affect the student's visa status.

At any stage of this procedure, students are able to access Signet Institute's Complaints and Appeals Procedure to settle any disputes that may arise.

Plagiarism, Collusion, and Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of work, incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute. All work submitted must be an accurate reflection of the student's level of competency. Please see our Assessment Policy for full details on the website.

PLAGIARISM
This means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own.

COLLUSION
This is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own.

CHEATING

This means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.

PERSONAL PROPERTY AND SECURITY



Students are responsible for safeguarding their own personal property. Signet Institute accepts no liability for lost or stolen student property.
If you have any concerns at all about your personal safety while on campus, please discuss this immediately with your trainer or Student Administration.

Mobile Phone Usage

Students are not permitted to use mobile phones in the classrooms during their training sessions.

Dress Code

Signet Institute requests that students dress in an appropriate and respectful manner, which excludes very short skirts, singlets, and thongs. Trainers have the right to refuse students permission to attend class if their clothing is deemed to be inappropriate.

Smoking

Smoking is strictly forbidden inside the building (including stairwells and toilets) and outside the front entrance.

Drugs and Alcohol

At no time will students under the influence of drugs and/or alcohol be permitted on campus. Taking drugs or drinking alcohol on campus is strictly forbidden.

Emergency Procedures

Please take time to familiarise yourself with the Emergency Evacuation diagrams and location notification of First Aid kits, which are visible on each floor in the foyers outside the elevators.
In the event of an emergency, such as a fire or bomb threat, you must be able to act swiftly and promptly. Emergency exit is via the building's stairwell.

STUDENT COMPLAINTS AND APPEALS PROCEDURE



Signet Institute has a Student Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

The Student Complaints and Appeals Procedure includes a requirement that an independent mediator be appointed for a fee (payable by students) if the student is dissatisfied with the resolution proposed by the Institute. Students will also be supported to seek an external appeal process through the Overseas Student Ombudsman on https://www.ombudsman.gov.au/How-we-can- help/overseas-students or 1300 362 072

The Institute's Complaints and Appeals Policy & Procedure can be obtained from Student Administration or from Signet institutes website www.signet.edu.au

Stage 1
INFORMAL COMPLAINT PROCESS

You can discuss the issue with your main class teacher-trainer or Student Counsellor or Campus Manager.

Stage 2
FORMAL COMPLAINT PROCESS

If you are not satisfied, you can put your case in writing to the Campus Manager. You should use the Student Complaint Form to lodge your formal complaint. This form can be obtained from the Student Administration. The Campus Manager will investigate the complaint. A decision will be made within 10 working days and ou will be notified in writing.

Stage 3
INTERNAL APPEAL PROCESS

If you are still not satisfied with the decision of the complaint's resolution, a written appeal can be lodged with the General Manager of the institution within 5 working days of receiving a written notification of the outcome. The General Manager will convene a Student Appeals Committee to hear the appeal and propose a final resolution/outcome. You will be advised in writing of the outcome within 10 working days of lodging your appeal. This decision will be final.

Stage 4
EXTERNAL APPEAL PROCESS

If you are still not satisfied with the procedure that ahs been followed, a written appeal can be lodged with an independent, external agency for mediation within 10 working days. You can request mediation through the Overseas Student Ombudsman. To find out more about what the Ombudsman can do, go to:

www.ombudsman.gov.au/How-we-can-help/overseas-students

This website provides you with general information. You can also ring the office on 1300 362 072 (within Australia) or +61 2 6276 0111 (if calling from outside Australia). If you need help with the appeal, you can consult with your Student Counsellor.

ACCESS AND EQUITY POLICY



The Institute's Code of Practice includes an Access and Equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the Access and Equity policy are met at all times.

PERSONAL INFORMATION PRIVACY AND SECURITY

Students' personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment and administration at the Institute. Signet Institute is committed to ensuring the confidentiality and security of all student information provided in accordance with the Commonwealth Privacy Act (2000). In addition, Signet Institute's Privacy Policy provides procedures for how Signet Institute collects, stores, uses, and disseminates student information with reference to the record management system.

FEES AND CHARGES

Fee	Cost
Tuition Fee	Refer to fee structure or speak with Student Services team
Enrolment Fee (non-refundable)	$300.00
Enrolment Variation Fee	$100.00
Reassessment Fee	Subject to reassessment policy
Recognition of Prior Learning (RPL) Fee	Subject to qualification and units. For more information, contact Student Services team.

All fees are quoted in Australian dollars and are subject to change without notice. For more information on fees payment and refund policy refer to Fee Refund Policy and procedure or speak with Signet Institute staff.

Payment of fees

Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more than 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (CoE).

Tuition fees for each study term must be paid in advance unless a payment plan is made with the Institute.

Late or non-payment

A late payment fee may be levied on students who pay their fees after the due date. Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. Signet Institute maintains the right to withhold student results until any outstanding tuition fees are paid in full.

Withdrawal from the course

Upon receiving a written notice of withdrawal, Signet Institute will refund tuition fees, less Administration Fee of $300.00. No refund is available after the course has commenced, unless special circumstances apply, such as circumstances of a compassionate nature, or death or severe illness in the immediate family.

Refund Requests

All requests for refund must be made in writing by way of a Refund form, clearly stating the reason for the refund, and must include any documentation that supports the request, such as a completed Course Withdrawal Form provided by the Institute.

For full details of Fee Payments and Refunds Policy, visit www.signet.edu.au

RELEVANT LEGISLATION



A range of legislation is applicable to all students at Signet Institute. It is the responsibility of all Signet Institute staff to ensure that the requirements of relevant legislation for Signet Institute students are met. Students should refer to the websites indicated or contact the Institute if they require further information. There may be additional, course-specific legislation that is also relevant. Information about this legislation will be provided during the classes.

Work Health and Safety Act - Safe Work Australia
https://www.safeworkaustralia.gov.au/

Equal Opportunity Act
https://www.legislation.gov.au/Details/C2018C00220

Australian Education Act 2013
https://www.legislation.gov.au/Details/C2020C00142

Department of Home Affairs
www.homeaffairs.gov.au

Registered Training Organisation (RTO) & CRICOS matters
www.training.gov.au
www.asqa.gov.au

INTERNATIONAL STUDENTS



Education Services for Overseas Students (ESOS)

The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding period of study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the Education Services for Overseas Students (ESOS) framework, and they include The Education Services for Overseas Students Act 2000 (ESOS Act 2000) and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018). Signet Institute is governed by the ESOS framework and is committed to fulfilling its obligations under ESOS Act 2000 and National Code 2018.

For a full description of the ESOS Framework, please visit:
https://www.dese.gov.au/esos-framework

Change of Institution or Course

National Code 2018 restricts Signet Institute from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means Signet Institute is unable to knowingly enrol a student transferring to Signet Institute, who has not completed at least 6 months of their initial principal course without meeting specified criteria.

Students who have studied longer than this period of 6 months can apply as normal, and no letters of release need to be sighted. The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Incoming students

The following is relevant to any student who applies for a course within Signet Institute and is currently studying onshore with another registered provider. For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:

- Student Administration accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.

- In completing this process, they would print a copy of the PRISMS record and attach to the student application.
- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all offshore students.

- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.

- To support the application, they can be provided with an "Letter of Offer" which clearly states that an offer of a place is contingent on their being released by their current provider.

- If the current provider provides a Release on PRISMS, the application proceeds as for all offshore applicants.

- If the current provider has not advised on PRISMS that the student has been released, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.

- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

- If the student is in receipt of a government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing Students

The following is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- Students make a written request (withdrawal form) to Student Administration to transfer to another provider. The only reasons under which a student will be released are if:

    - Signet Institute has cancelled/ceased to offer the students program (letter from Signet Institute supplied)
    - The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that

registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
    - There is evidence of compassionate or compelling circumstances.
    - Signet Institute has failed to deliver the course as outlined in the written agreement.
    - there is evidence that the overseas student's reasonable expectations about their current course are not being met.
    - there is evidence that the overseas student was misled by Signet Institute or an education or migration agent, regarding Signet Institute or its course, and the course is therefore unsuitable to their needs and/or study objectives.

- The student is asked to provide a valid "Letter of Offer" from the new provider.

- In assessing the application to transfer, the Student Administration will check the following points:

    - Ensure any outstanding fees are paid
    - Ensure the student is fully aware of all issues relating the transferring of providers
    - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records

- Once the above points have been addressed by the Campus Manager, information on the release of the student is entered into PRISMS

    - Where the request to transfer to another RTO is be refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision.
    - All requests, considerations, decisions, and copies of letters of release should be placed on student's file
    - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Deferred or Suspended Studies

This includes leave of absence for any length greater than 5 days.

Students may initiate a request to defer commencement of studies, or suspend their studies, on the grounds of compassionate or compelling circumstances. The request must be made in writing to the Institute.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (for example, you are going to the hospital)
- Bereavement (death of an immediate family member)
- Serious illness of an immediate family member

If you know that you will not be attending classes during the study period, you should contact the Institute and arrange an appointment to discuss your circumstances. Subsequent to your meeting, and after providing documented evidence supporting your circumstances/reasons for seeking

suspension or cancellation of enrolment, you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

Signet Institute-initiated Suspension

The Institute may decide to suspend or cancel a student's enrolment on its own accord in response to misbehaviour by a student. Deferral of commencement, suspension of enrolment and cancellation of enrolment must be reported to the Department of Home Affairs by the Institute, and this may affect the status of a student visa.

Refund Policy

If a student visa is refused

> Where a prospective student is refused an initial student visa by the Australian Government a full refund of course tuition fees will be made less an administration fee no more than 5% of course fees received or $300.00 (whichever is the lesser). In order to receive the refund students, have to provide to the Institute authenticated evidence of the student visa refusal. Please read the Fee Payments and Refund Policy.

If Signet Institute defaults on course delivery

> In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided.
>
> Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for more details.

Study Methods & Difficulties

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data, on presenting arguments about subject matter and being willing to defend one's argument. All these involve heavy use of research resources, intensive notetaking in lectures and active participation in the learning process (as opposed to passive listening and role learning).

To be a successful student in Australia, you need to adapt to these methods of learning, but trainers at Signet Institute are very willing to, offer assistance, to develop effective study skills. Many of our lecturers have substantial experience teaching overseas students. They understand the difficulties in getting used to different study methods and will be patient in helping students to develop new skills.

If you are having difficulties, please do not suffer in silence. Ask for assistance.

Working in Australia

Australian immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 20 hours per week during the term and may work full-time during term breaks. However, work is not always easy to find and under no circumstances should students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

To understand your rights as a worker in Australia, you may refer to the following:

> https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants
> https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

Use of Personal Information

Information is collected during your enrolment in order to meet the Institute's obligations under ESOS Act 2000, National Code 2018 and to ensure student comply with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in ESOS Act 2000, Education Services for Overseas Students Regulations 2001 (ESOS Regulations 2001) and National Code 2018.

Information collected about students during the enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the Tuition Protection Service. In other instances, information collected during enrolment can be disclosed without the student's consent where it is authorised or required by law.

It is a requirement of the VET Quality Framework that VET students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Students should apply in writing to the Student Administration Manager if they wish to view their own records.

STUDENT VISA OBLIGATIONS



ELICOS Attendance

International students enrolled in English (ELICOS) courses must meet the attendance requirement. If the ELICOS student's attendance falls below 90% over their study period, Signet Institute will contact the student and warn them that they are at risk of breaching their visa conditions if their attendance falls below 80%. Please refer to the Attendance Policy on Signet Institute's website at www.signet.edu.au.

Unsatisfactory Course Progress

Each student's progress is monitored, recorded, and assessed. Government regulations require that international students make satisfactory course progress, which means you must pass at least 50% of units in each study period. Students who fail 50% or more units in a study period are contacted to attend an intervention strategy meeting. Students, who fail 50% or more units across two consecutive study periods in the same course, are then sent a Notification of Intention to Report the student to Department of Home Affairs, which results in cancellation of the student's COE.

For further details please refer to the Satisfactory Course Progress Policy on Signet Institute's website.

VET Reassessment Fees

If you are enrolled in a VET course and you have been unsuccessful in any (partial/full) assessment task, then you will have 2 re-assessment opportunities at no cost but if you are unsuccessful in those 2 re-attempts then you will need to re-enrol in that unit and that will incur a fee.

Please note: If you have attended less than 50% of scheduled classes for a unit or you do not complete assessments within the term in which they were offered then you will need to re-enrol to complete that unit. There will be no free re-assessment opportunities in this case.

Reassessment fees are:

- All VET courses except Nursing Qualification:
- Re-assessments for re-enrolled units- $350
- If Practicals needs to be re-assessed - $200 (Additional to be paid on top of re-enrolment fee)

To avoid reassessment fees, we advise that you come to classes regularly and submit all assessments on time.

Change of Address

Upon arriving in Australia, students are required to advise the Institute of their residential address and telephone number, and of any subsequent changes to those details. This is extremely important as the Institute is obliged to contact students at their last known address, as the Institute may send warning notices to help you prevent any breaches of your visa conditions.

Students are required to update their contact details at least every six months. It is your responsibility and in your own interests to ensure that your contact and address details are always up to date at the Institute and to ensure you receive important information about your course.

Additional information on student visa issues is available on the Department of Home Affairs web site at www.homeaffairs.gov.au

LIVING IN AUSTRALIA



Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 50km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4.5 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures.

Seasons	Months	Temperatures
Spring	September – November	12°C – 22°C

Seasons	Months	Temperatures
Summer	December – February	28°C – 32°C
Autumn	March – May	12°C – 20°C
Winter	June – August	10°C – 15°C

Adelaide



Adelaide is the world's third most liveable city, with a vibrant atmosphere and natural beauty on its doorstep.

The capital, Adelaide (population 1.3 million), is a medium-sized and very cool city. Its lovely architecture and well-planned streets take you to a thriving food, arts and entertainment scene. Adelaide is up to 16% more affordable than other major Australian cities meaning you will have more money to spend enjoying your time in the city.

The layout of the city means you spend less time commuting and more time enjoying life. Accommodation options are plentiful and affordable. It's one of the world's most liveable cities, with a relaxed, welcoming feel.

South Australia offers the ideal combination of premium study options, industry connections, an accessible and affordable lifestyle perfect for young people, and a truly eye-opening Australian experience that'll stay with you forever.

Adelaide experiences mild winters and a warm, dry summer. It has an average maximum temperature of 29°C in summer and 15 - 16°C in winter. Below is a guide to average daily temperatures.

Seasons	Months	Temperatures
Spring	September – November	11°C– 22°C
Summer	December – February	16°C– 29°C
Autumn	March – May	12°C – 23°C
Winter	June – August	8°C – 16°C

Sydney



Australia's only truly global city, Sydney is the gateway to the vibrant and diverse regions of New South Wales and the country's other capital cities. Famous for its glittering harbour, beautiful beaches, and amazing food, wine and entertainment scene, the Sydney lifestyle is the envy of the world. Top ranking universities and research facilities attract students seeking globally recognised qualifications and lifelong career connections.

With the largest knowledge-based economy in Australia, Sydney is renowned for supporting innovation and entrepreneurship. Around 64% of Australia's tech start-ups are based in Sydney, offering excellent work experience and employment opportunities for international students.

Sydney is the beating heart of Australia's financial, professional, technical, and scientific services sectors. It also has a thriving creative and arts community. Finance, tourism, and retail are economic strengths, with emerging sectors including the green and night-time economies.
With its beaches, harbour and acclaimed food, wine and cultural experiences, there are countless opportunities for international students to work in the tourism sector during and after study.

Sydney enjoys a sunny climate with mild winters and warm summers, perfect for making the most of the outdoors. Plan ahead with this information on temperature and rainfall.

Seasons	Months	Temperatures
Spring	September – November	11°C – 23°C
Summer	December – February	18°C – 26°C
Autumn	March – May	14°C – 23°C
Winter	June – August	8°C – 17°C

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement, and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. Signet Institute takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 2.4 million Australians speak a language other than English at home; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language.

English, as it is spoken in Australia, is easily understood by nearly all people from other English- speaking nations. While there are some minor differences in accent between the cities and country areas, the differences are much less than those found in America, Britain, and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slangs and have much fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals, and other healthcare services. People who pay extra into a private health insurance fund receive extra privileges when using private healthcare services.

You will find the usual healthcare services available in Australian suburbs. Most institutions provide healthcare advice, and sometimes healthcare services, like counselling, for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (see Student Visa Obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home.

Students can sample almost every type of cuisine in many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo and Crocodile.

Sports and Recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

Melbourne is also known as the sports capital of Australia. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic.

Entertainment

Being centrally located in Central Business District (CBD), Signet Institute's campuses are close to a great array of entertainment options from shopping, cinemas and karaoke to sophisticated art galleries, theatre, and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with many free events held in the city and outer communities each month.

Melbourne, Sydney or Adelaide, all cities are beautiful and there green and spacious surrounds are highly appealing for social, sporting, and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely, safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage.

Public Transport

The transport options available in Australia include buses, trains, trams, and ferries. Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis to hired limousines, available to take you from door to door.

Public transport costs vary depending on where in Australia you live and the type of transport you are using. You should look at the relevant state or territory government website for where you are living to see the full range of services available, timetables, and the costs associated.

See information below about transport concessions in each state and territory, along with links to the relevant websites.

> **Melbourne**
> Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations. They can be purchased at some tram stops or retail outlets such as 7-Eleven. Tickets are not available on public transport. For more information, visit www.ptv.vic.gov.au

> **Adelaide**
> Adelaide Metro fares are the same on buses, trains and trams. You can pay with a rechargeable plastic *metroCARD* (great for regular users), a paper Metro Ticket (good for infrequent users) or, if you're only using trams, with your credit card or smart device. For more information, visit www.adelaidemetro.com.au.

> **Sydney**
> Opal is the smartcard ticketing system used to pay for travel on public transport in Sydney, the Blue Mountains, Central Coast, the Hunter, and the Illawarra. Add value before you travel and tap on and off to pay your fare. For more information, visit www.transportnsw.info

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all post offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone cards. Telstra Phone cards (www.telstra.com.au/home-phone/calling-cards#phonecard) are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of $A5, $A10, $A20 and $A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about $390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course, and lifestyle. For more information on Living in Australia costs, visit www.studyinaustralia.gov.au

Travel

During term breaks, students may like to venture beyond the town to experience more of Australia's spectacular natural environment and great physical beauty, such as its marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania.

Money and Banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks, and major hotels. Travellers' cheques are easier to use if already in Australian dollar, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at www.studyinaustralia.gov.au

Normal Banking Trading Hours
Monday to Thursday 09:00 AM – 05:00 PM
Friday 09:30 AM – 04:30 PM
Some banks are open on Saturday mornings.

Credit Cards
Credit cards are widely accepted around Australia. The most accepted credit cards are Visa, MasterCard. American Express and Diners Club are accepted selectively and, in some instances, might incur a surcharge by the merchant.

Currency
Australia uses dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured $1 and $2 coins.

Tipping
Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Accommodation

While Signet Institute does not provide accommodation, campuses are situated in locations that are accessible to the following types of accommodation.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments. You may also want to consider how the others will feel about your friends visiting, your music and the hours that you keep. There are different types of homestay arrangements:

Full Board
Usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas, and water, but no telephone and internet). Some homestay providers may even do your laundry.

Half Board
Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas, and water, but no telephone and internet). You have the use of the cooking and laundry facilities in the house.

Board in Exchange
Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of 4 to 6 weeks rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Accommodation Type	Approximate Cost
1. Hostels and Guesthouses	AU $100 to AU$200 per week
2. Shared Rental	AU $125 to AU$250 per week
3. Homestay	AU $235 to AU$325 per week
4. Leasing a House/Flat	AU $250 to AU$500 per week (unfurnished)

Useful internet sites for student housing are:

- www.s-h-a.com.au
- www.lestudent8.com
- www.find-studentaccommodation.com
- www.youthcentral.vic.gov.au
- www.studymelbourne.vic.gov.au
- www.studyinaustralia.gov.au
- www.homestaydirect.com.au

Useful rental accommodation websites are:

- www.realestate.com.au
- www.domain.com.au
- www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Melbourne, Sydney or Adelaide are reasonably priced cities providing good quality living and abundant accommodation.

According to the Australia Government website www.studyinaustralia.gov.au, the average international student in Australia spends about AU$390 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, and other incidental costs.

Students will need a minimum of AU$20,290 per year (excluding tuition, this is average cost and can vary for different states) to cover living expenses. The cost of living, however, depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU$7,100 per year for each dependent.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items, such as clothing and shoes, to find a cheaper source.

Food	Personal Items / Services
Milk 1 litre $2	Shoes 1 pair $70.00
Bread 1 loaf $2.50	Jeans 1 pair $80.00
Apples 1 kg $4.00	Toothpaste 140g $2.50
Potatoes 1 kg $1.00	Shampoo 500ml $3.00
Eggs 1 dozen $4.00	Hairdresser $20.00 - $80.00
Cereal 1kg $4.00	T-shirt $20.00
Rice 1 kg $2.00	Refer to relevant the state's Public Transport Website for transport costs

The above prices are indicative only and may vary. For more information, some useful supermarket websites include:

- www.woolworths.com.au
- www.coles.com.au
- www.aldi.com.au
- www.iga.com.au

Diversity and Inclusion in the Learning Environment

Signet Institute of Australia acknowledges the Traditional Custodians of the land and is committed to providing a culturally safe learning environment for Aboriginal and Torres Strait Islander students. This includes respecting cultural knowledge, identity, and experiences, and fostering inclusive and respectful learning spaces.

Indigenous Support and Referral Pathways

Adelaide	**1. Aboriginal Health Council of South Australia (AHCSA)** • State peak body representing Aboriginal Community Controlled Health Services • Offers: primary health, mental health, social and emotional wellbeing support • 📞 (08) 8273 7200 • 🌐 www.ahcsa.org.au **2. Tauondi Aboriginal College (Port Adelaide)** • Aboriginal-controlled vocational education provider • Offers student support, mentoring, counselling, cultural engagement • 📞 (08) 8240 0300 • 🌐 www.tauondi.sa.edu.au **3. Aboriginal Legal Rights Movement (ALRM)** • Legal advocacy, rights education, and culturally appropriate referral • Useful for students experiencing discrimination, housing issues, or family stress • 📞 (08) 8113 3777 • 🌐 www.alrm.org.au

	4. University of Adelaide – Wirltu Yarlu Aboriginal Education • For referrals to Indigenous student mentoring, academic, or cultural support • 📞 (08) 8313 3623 • 🌐 www.adelaide.edu.au/wirltu-yarlu
Melbourne (Victoria)	**1. Victorian Aboriginal Health Service (VAHS) – Fitzroy** • Holistic health service including youth and family support, counselling, and GP services • 📞 (03) 9419 3000 • 🌐 www.vahs.org.au **2. Djirra – Aboriginal Family Violence Legal Service** • Cultural safety and support for Aboriginal women • Legal help, community education, and wellbeing programs • 📞 1800 105 303 • 🌐 www.djirra.org.au **3. Koorie Heritage Trust – Federation Square** • Cultural education, identity support, referral pathways to Koorie mentors • 📞 (03) 8662 6300 • 🌐 www.koorieheritagetrust.com.au **4. RMIT Ngarara Willim Centre / University of Melbourne Murrup Barak** • Culturally safe spaces and mentoring for Aboriginal students • Potential partner for referral or cultural events • 🌐 Ngarara Willim / Murrup Barak
Sydney (NSW)	**1. NSW Aboriginal Medical Service (Redfern)** • Primary care, mental health, and drug and alcohol services • 📞 (02) 9319 5823 • 🌐 www.amsredfern.org.au **2. NSW Aboriginal Education Consultative Group (AECG)** • Supports culturally appropriate learning environments and can offer mentorship or guidance • 📞 (02) 9550 5666 • 🌐 www.aecg.nsw.edu.au **3. Deadly Connections Community and Justice Services** • Aboriginal-led organisation supporting youth and families with complex needs • Offers cultural mentoring and wellbeing support • 📞 (02) 9030 0015 • 🌐 www.deadlyconnections.org.au **4. University of Sydney – Gadigal Centre** • Cultural and academic support for Aboriginal and Torres Strait Islander students • 📞 (02) 8627 8619 • 🌐 www.sydney.edu.au/gadigal-centre

VERSION CONTROL

Version	Release Date	Modifications	Author
3.0	19 April 2024	• Layout and format improved • Details about fees and contact information updated	EO, RM, KM
3.1	3 September 2025	• Added information on VET Student Services to the following sections/sub-sections: o Student Support Services o Class Schedule o Working in Australia • Updated 2025 Australian Holidays • Updated Student Welfare Committee list • Updated page numbers in Table of Contents • Added information on Diversity and Inclusion the learning Environment, Cultural Safety Commitment Statement and Indigenous Support and Referral Pathways	Signet Institute