



# INTERNATIONAL STUDENT HANDBOOK

AUSTRALIAN INSTITUTE **OF** WORKPLACE TRAINING

**City Campus:** Ground Floor, 823 Wellington Street, West Perth WA 6005

**Tel:** +61 8 9249 9688 | **Email:** [info@aiwt.edu.au](mailto:info@aiwt.edu.au) | **Web:** [www.aiwt.edu.au](http://www.aiwt.edu.au) | RTO CODE 51174 CRICOS CODE 02645B

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## ABOUT AIWT

### WELCOME FROM THE CEO AND THE AIWT TEAM

*It is with great pride and pleasure that I welcome you to AIWT.*

*AIWT is a proudly WA owned and operated Registered Training Organisation (RTO), with a reputation for being a supportive, progressive and quality training institution since inception in 2003.*

*Whether you are looking at starting a new career, furthering your skills in your current field of employment, or needing to upgrade your knowledge, AIWT can assist you with our strong links with industry to provide you with valuable work placement opportunities in preparation for your future career.*

*Not only do our Trainers and Support Staff provide inspiration, skills, knowledge and experience as part of your learning program, we also strive to provide you with a vibrant and supportive learning community at AIWT with the best facilities and learning resources available. Our aim is to build your knowledge, skills and confidence through industry relevant, interactive learning in a fun and safe environment.*

*Guided by our values - to be genuine, passionate and progressive - we believe you will be well prepared for your career and future goals.*

*Our biggest reward is seeing our students finding success in a career they are passionate about.*

*Come and start your journey to success with AIWT today!*

*I look forward to meeting you soon.*

*Yvonne Yeo (CEO)*

### ABOUT THIS STUDENT HANDBOOK

This handbook provides information on a number of aspects of a student's life at AIWT. The following pages contain information and links to resources and policies, information about students' rights and obligations, course administration and enrolment, course and assessment information, issuing of qualifications and campus events and graduations. Information contained in this Handbook may be altered, amended or deleted from time to time. Pages that are linked to the handbook and the information that they contain are considered part of the handbook and are also kept up to date and are changed from time to time. As students agree to be bound and abide by the policies, procedures and terms set out in this Handbook, students are advised to always check the current version kept on MOODLE under AIWT policies and procedures.

### OUR VISION

To be a genuine provider, delivering skilled and confident human resources to the workforce.

## OUR PURPOSE

To provide satisfaction to our Students, our Staff, and our Stakeholders.

## OUR VALUES

Genuine, Passionate and Progressive!

## AIWT – RTO REGISTRATION DETAILS

AIWT is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA), Provider Number 51174 and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Provider Number 02645B. We deliver a range of nationally recognised qualifications and our scope of delivery is listed on [www.training.gov.au](http://www.training.gov.au). For overseas students on a student visa, our CRICOS registered courses are listed on <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderID=2645>. For information on the ESOS Framework and how it relates to you, please visit <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

You can find details on our course offerings at our website [www.aiwt.edu.au](http://www.aiwt.edu.au) or contact admissions via email to request a copy of the current student prospectus. As a Registered Training Organisation (RTO), AIWT must operate in accordance with the 2015 Standards for Registered Training Organisations and the National Code under the Education Services for Overseas Students Act 2000 (ESOS Act).

## AIWT CAMPUS LOCATION

Our Main Campus is located at 823 Wellington Street, West Perth, WA 6005 opposite the Immigration Department and Water Town Shopping Centre. Our campus is easily accessible by public transport. Generally, delivery location is set for each course and outlined in the Letter of Offer, however AIWT reserves the right to change the delivery location with a minimum of 4 weeks' notice given in writing to students prior to a new study period starting.

## OUR STUDENT SUPPORT TEAM AT AIWT

AIWT Department	Contact Details
Student Services	<a href="mailto:studentservices@aiwt.edu.au">studentservices@aiwt.edu.au</a> 08 9249 9688
Admissions	<a href="mailto:futurestudents@aiwt.edu.au">futurestudents@aiwt.edu.au</a>
Accounts	<a href="mailto:accounts@aiwt.edu.au">accounts@aiwt.edu.au</a>

## AIWT TRAINING DEPARTMENTS

School of Business	Yvonne Yeo	<a href="mailto:yvonne.yeo@aiwt.edu.au">yvonne.yeo@aiwt.edu.au</a>
School of ECEC & CS	Isabel Murphy	<a href="mailto:isabel.murphy@aiwt.edu.au">isabel.murphy@aiwt.edu.au</a>
School of Language	David Zhao	<a href="mailto:david.zhao@aiwt.edu.au">david.zhao@aiwt.edu.au</a>

## PRIOR TO ENROLMENT

### ESOS ACT AND YOUR RIGHTS

As a student on a student visa entering Australia, you will benefit from Australian laws that ensure high standards of education, facilities and support services while you study with us. You also have the right to receive detailed information about the education provider and the course, so you can make an informed decision with confidence and understand all the terms and conditions relating to your enrolment. AIWT outlines all of these information in our e-prospectus and your Letter of Offer.

The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you. You can find out more about the framework at <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

At AIWT, we provide detailed information to our students prior to enrolment. If you are unsure, or have any queries, please contact our admissions team at [futurestudents@aiwt.edu.au](mailto:futurestudents@aiwt.edu.au) – they are here to help you.

### EDUCATION AGENTS

To ensure smooth visa processing and completion of the required paperwork to apply for your visa, AIWT recommends that you use one of our trusted education agents, in particular, if you are from a Level 2 or 3 country. Please contact us and ask who our agents are in your home country or check our list of education agents on the AIWT website.

Australian law requires that registered training providers only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and achieve your learning goals. If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact AIWT directly. If you are unsure or would like advice, contact us directly by emailing [futurestudents@aiwt.edu.au](mailto:futurestudents@aiwt.edu.au).

## PRE-DEPARTURE

### PRE-DEPARTURE CHECKLIST

Before you leave your home country – there is a lot to plan and organise. Here are some tips and ideas to make it easier:

- Apply for your visa** - As soon as you have your CoE, you must apply for your student visa. Ensure that you communicate with your agent and our admissions team if there are any delays.
- Entry requirement to Western Australia** – make sure you understand and meet all entry requirements as dictated by the Government of Western Australia.
- Clothing and personal items** – Check the temperatures for Perth and ensure you pack for all seasons. Remember to check with your airline how much weight and how many items you are allowed to take.
- Appliances** - Think of what you may need e.g. mobile phone, chargers, camera, laptop, head phones, power adapter etc.

- ❑ **Medicine** - If you need regular medicine for a medical condition (like diabetes, asthma or eczema), pack sufficient quantities along with your medical history and a doctor's letter.
- ❑ **Money** - Bring about AUD\$400 cash for unexpected or immediate expenses – it is not recommended that you so not have too much cash on you due to safety.
- ❑ **Banking** – You can set up bank accounts from overseas – check out <https://www.thecurrencyshop.com.au/guides/how-to-open-a-bank-account-in-australia-from-overseas> for information.
- ❑ **Customs and Quarantine** -the Australian Customs and Border Protection Service have strict rules about what you can bring into Australia. There is an online guide to Australian Customs requirements at <https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia>
- ❑ **Food** - Australia has very strict rules about bringing food and other items like traditional medicine, plants and organic material into the country. You must declare what you do bring into Australia on arrival by completing a form, declaring all items – it is not worth the risk as there are very big fines - check: <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine> . Most international foods are available here, and on orientation you will get advice where you can find a variety of grocery shops for your weekly food shopping.
- ❑ **Passport** - Check your passport's expiry date. Make sure it is valid for the length of your student visa.
- ❑ **Documents** - We recommend that you bring an eCopy and hard copy of the following documents with you: Letter of Offer, eCoE, passport, visa, proof of COVID-19 vaccination, police check, work references, driver's licence, recent bank statement, National ID, certified birth certificate, certified copies of transcripts. It is also recommended that you leave copies with your family, in case you lose the originals.
- ❑ **Booking flights** - Wait until your student visa has been issued before booking your flights to Perth International Airport. It is recommended that you arrive approx. 2 weeks prior to the course start date to ensure you have time to settle into Perth and you can attend orientation (the date is in your letter of offer). Inform your Education Agent of your itinerary just in case.
- ❑ **Insurance** - You should take out travel insurance in case you need medical care on your way to Australia.
- ❑ **OSHC** - All student visa holders must have Overseas Student Health Cover (OSHC) for the full duration of their studies which provides medical and hospital insurance in Australia. AIWT generally arranges this for you when you book your course however, you must not arrive in Australia before your health insurance starts. If you are in Australia and do not have adequate health insurance, you are in breach of visa condition 8501. You will need OSHC coverage for the duration of your visa. To find out the length of coverage you will require, check out student visa grant period <https://www.homeaffairs.gov.au/trav/stud/more/health-insurance-for-students> .

- ❑ **Mobile phones** - Ask your mobile phone carrier if your phone will work in Australia. You might need a new SIM or handset to use while you're here. There are many cheap pre-paid mobile phone options in Australia particularly if you own your own phone.
- ❑ **Accommodation** - We recommend that you research what type of accommodation you would like online - you can stay with a home stay arrangement, rent a room or an apartment depending on your budget. If you need any help, contact our admissions team.

## ARRIVING IN PERTH

**Airport Transfer Service:** If you feel unsure about how to get to your accommodation on arrival, AIWT can pre-book an airport pickup service for you. The fee is \$100.00. However, Perth is a very easy city to get around and on arrival you can either take a shuttle bus into Perth City or take a Taxi.

**Study Perth Arrival Desk :** During peak arrival times, (Jan/Feb & July/Aug) Perth airport has a designated arrival desk for international students to say hello. Follow the footsteps on the floor after you collect your luggage.

**Public Transport:** The public transport system in Perth is called Transperth. You can find interactive information on [www.transperth.wa.gov.au/Journey-Planner/Mobile-Services](http://www.transperth.wa.gov.au/Journey-Planner/Mobile-Services)

**Driving in Australia:** Students wishing to drive while in Australia must contact the Australian Licensing Centre to find out more about their eligibility. You can phone 13 11 56 to locate the nearest licensing centre to you, or go online to the Department of Transport's website for more information [www.transport.wa.gov.au](http://www.transport.wa.gov.au) .

## ORIENTATION

AIWT Orientation is an important day and a great start on your learning journey with AIWT. You will meet the Student Services team, your trainers and other fellow students. You will be given your timetable and learn about your course of study. We also complete all administrative paperwork and induction processes to ensure you have all the information you need for a great start. Orientation is compulsory for International Students.

## STUDENT CONTACT DETAILS

Please maintain and keep your contact details updated with Student Services. Students must inform AIWT within 7 days if they have changed their residential address or contact details.

Students are responsible for updating Student Services if there are any changes to their contact details.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

AIWT recognises the importance of basic skills in English language, literacy, and numeracy (LLN) for students being able to participate actively and effectively in a course of study. The purpose of the LLN test is to improve basic skills and to break down barriers for students in communicating with their trainers and peers

in class and in the workplace.

All students enrolled at AIWT will undergo a language, literacy and numeracy skills test (LLN) at orientation except students studying at the School of Language, who will complete a course specific enrolment test prior enrolment to confirm the required IELTS score.

LLN testing allows trainers and assessors to assess language, literacy and numeracy skills prior to course start to ensure students have the required LLN skills to effectively participate and progress through the course. If a student needs additional support, AIWT can adjust the training plan for the student and implement additional strategies like one on one coaching, extra reading or adjusting the delivery method.

**Here are some tips:**

- Don't hesitate to ask Transperth for assistance.
- Always be aware of your surroundings and what is happening near you.
- Keep the volume low on your audio device.
- Plan your journey before you start to minimise the amount of time you wait at stations or stops.
- If possible, have someone meet you, or tell friends or family when you expect to be home.
- Avoid waiting or walking in dark areas.
- Avoid short cuts.
- Use only the proper access routes when you enter or exit train stations or interchanges.
- Stay close to Transperth staff if they are present.
- At train stations, stay in well-lit areas in view of security cameras.
- At train stations, stand back from the yellow line on the edge of the platform. When trains go past they create a powerful draft that can unbalance you.
- Always stay off train tracks. Walking across them is dangerous and illegal, unless it is an open pedestrian crossing and it is safe to do so.
- Be aware of the location of emergency buttons.
- On buses, sit at the front near the driver.

**See Something – Say Something**

Transperth's system is one of the safest in the world, but you have an important role in helping us to keep it safe. If you see an unattended bag or package, witness any suspicious activity or spot something out of place, they would like to know. Speak to any Transperth staff member or call 9220 9999.

## STARTING YOUR VOCATIONAL EDUCATION AND TRAINING (VET) COURSE AT AIWT

AIWT provides quality VET programs across each discipline. All our schools have a designated Course Coordinator to ensure industry specific leadership for all our individual VET programs. All individual trainers/ assessors work closely with the Course Coordinator ensuring that all VET programs are up to date. At orientation and during the term you can approach the Course Coordinator to explore industry work placement options or to find out more about career opportunities and what employers are looking for in candidates.

All our VET programs are delivered in 4 study periods x 10-week blocks per annum. At times there are minor variations to those study periods due to the public holidays, especially at the beginning of a calendar year. Students are informed well in advance, however, double check with your trainer if you are thinking of booking a holiday during your study break.

To ensure students gain the maximum benefit from each session, all sessions are structured covering topics of learning and assessment activities. AIWT uses MOODLE as a learning platform, supporting students with a one stop option to find their learning resources, links to research topics, announcements, assessment workbooks, due dates and everything else that's happening at AIWT.

### WELCOME LETTER

All students will receive a welcome email with their individual login details for MOODLE.

If you have not received a welcome email on orientation day, please contact AIWT student services and ask for assistance.

### UNIQUE STUDENT IDENTIFIER (USI)

The USI is a reference number made up of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia. For detailed information or to create a USI visit [www.usi.gov.au](http://www.usi.gov.au).

All International students who will be studying a VET course in Australia will require a USI. Once you have arrived in Australia, your visa will be activated, and you will be able to apply for a USI. You are required to bring your USI to orientation. If you have trouble creating your USI, contact AIWT Student Services and ask for support.

### AIWT STUDENT CODE OF CONDUCT

AIWT is committed to providing students with a safe, supportive and rewarding learning environment, enabling students to achieve their full academic potential. This commitment is underpinned by an expectation that all members of the college will conduct themselves in a manner consistent with AIWT's values and guiding principles.

Please refer to the Student Code of Conduct Policy and Procedure for more information.

## STUDENT VISA CONDITIONS - YOUR RIGHTS AND RESPONSIBILITIES AS A STUDENT

As an international student on a student visa, you must:

- Comply with your student visa conditions;

### STUDENT VISA CONDITIONS

As an international student on a student visa, you must familiarise yourself with the conditions of your visa. Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions> or call DOHA on 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

### WORKING IN AUSTRALIA

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. The minimum wages and conditions to which an employee is entitled, are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreements or other registered agreement that cover the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements). Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment.

For more information about discrimination at work, visit

<https://www.fairwork.gov.au/employeeentitlements/protections-at-work/protection-from-discrimination-at-work>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to **40 hours of work per fortnight** when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

**Important Contact Details and Links:** The following list are key contacts of public services in Perth. If you are unsure or you need urgent assistance, call AIWT on 08 9249 9688.

## IMPORTANT CONTACT DETAILS AND LINKS

Ambulance, Fire, Police	For emergencies call 000 or 112 on your mobile or if out of range For non-urgent matters call: Police on 13 14 44 Fire Services of WA 1800 199 084
<b>EMERGENCY HOSPITALS</b>	
Royal Perth	08 92242244 197 Wellington St, Perth WA 6000
Fiona Stanley	08 6152 2222 11 Robin Warren Dr, Murdoch WA 6150
Joondalup Health Campus	08 9400 9400 Grand Blvd & Shenton Ave, Joondalup WA 6027
Poisonous Information Centre	The WAPIC is a specialized unit that provides expert advice on the management of poisonings or suspected poisonings. Advice is freely available to the general public and health professionals. Advice is also provided on poisoning prevention, drug information and the identification of toxic agents. Call the poisons help line if you, your child, a friend or a family member come in contact with a poison. <a href="http://www.scgh.health.wa.gov.au/OurServices/WAPIC">http://www.scgh.health.wa.gov.au/OurServices/WAPIC</a> Call 13 11 26
<b>GOVERNMENT DEPARTMENTS AND PUBLIC SERVICES</b>	
Department of Home Affairs (Immigration)	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> Wellington Central, 836 Wellington Street, West Perth, WA 6005
Department of Health	<a href="http://www.health.gov.au">www.health.gov.au</a> Call 08 9222 4222
Safe Work Australia	Call 1300 307 877
ATO – Australian Taxation Office	<a href="http://www.ato.gov.au/">www.ato.gov.au/</a>
Transperth	<a href="http://www.transperth.wa.gov.au">www.transperth.wa.gov.au</a> Call 136213
<b>FREE SUPPORT SERVICES</b>	
Family Helpline	Counselling and information for families. The family helpline is a confidential telephone counselling and information service for families with relationship difficulties. It operates 24 hours, 7 days a week. <a href="http://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx">www.dcp.wa.gov.au/CrisisAndEmergency/Pages/Familyandparentinghelplines.aspx</a> Call 08 9223 1100

Lifeline Australia	<p>Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.</p> <p>We're committed to empowering Australians to be suicide-safe through connection, compassion and hope. Our vision is for an Australia free of suicide.</p> <p><a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Call 14 11 14</p>
Samaritans	<p>We understand that sometimes we can feel helpless or lost, especially when feeling overwhelmed, isolated or disconnected from others. When you are struggling, you can talk to us. No matter what your personal situation or crisis is, you can speak to us in your own words, without fear of judgement and in complete anonymity. Our volunteers are trained to provide a safe and caring support environment to help you explore your feelings and uncover your options for a pathway forward.</p> <p><a href="http://www.thesamaritans.org.au">www.thesamaritans.org.au</a> Call 13 52 47</p>
Beyondblue	<p>Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.</p> <p><a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> Call 1300 22 4636</p>
Sexual Assault Resource Centre (SARC)	<p>SARC provides a 24-hour emergency service in metropolitan Perth. This involves medical care, a forensic examination and counselling support to people who have been sexually assaulted within the previous 14 days.</p> <p><a href="http://www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC">www.healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC</a> Call 08 6458 1828 or free call 1800 199 888.</p>
TIS	<p>The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia.</p> <p><a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a> Call 131 450</p>
Alcohol and Drug Support Services	<p>The Alcohol and Drug Support Service provides 24/7 non-judgemental telephone, counselling, information, referral and support lines for alcohol and drug use.</p> <p><a href="http://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/">www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/</a> Call 08 9442 5000</p>
Gambling Help WA	<p>WA provides free, confidential counselling, support and information services for all people affected by gambling.</p> <p><a href="http://www.gamblinghelponline.org.au/services-in-your-state/western-australia">www.gamblinghelponline.org.au/services-in-your-state/western-australia</a> Call 08 9325 51 33 during business hours</p>

## SAFE TRAVEL TIPS ON PERTH PUBLIC TRANSPORT SERVICES

Even though Perth is generally a safe place to go around, it is good to be aware on how to travel safe on Perth public transport services.

Around Perth, Transperth has thousands of closed-circuit television cameras. They're in trains, buses, ferries, every train station and other places including car parks. Through them, staff at the central monitoring room can see what's happening across the entire network, every minute of every day.

If you need assistance or feel threatened there are several ways to get help if you need it.

- If there are Transit Officers and other Transperth staff nearby, ask them or **call 9220 9999**.
- On a bus, speak to the bus driver. On a train, push the emergency button to speak to the driver.
- At a train station, push the emergency button on an information kiosk to speak to the Central Monitoring Room.
- Ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you study in Australia on a student visa;
- Notify your institution if you change your address or other contact details within 7 days;
- Meet the terms of your written agreement with your education institution;
- Maintain satisfactory course progress and attendance;

Information about visa conditions for student visa holders is available on

Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>, or

Education Services for Overseas Students (ESOS) Framework

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

## CLASS ATTENDANCE

International students are required to fulfil their student visa requirement of **20 hours of full-time study**. To ensure classes run smoothly and without interruption, class hours of attendance must be respected, and punctual arrival is compulsory. Late comers will be "locked out" and will be marked "not in attendance" for the missed sessions. The same applies for students leaving early. Students who regularly miss classes are followed up with a warning letter and if falling below 80% attendance in a study period and/or are not progressing in their course, they will be deemed "at risk" and an intervention strategy will be implemented.

Please refer to Attendance Policy and Procedure for more information.

## TRAINING DELIVERY

Training sessions include classroom delivery with presentations or lectures, practical activities, workshops, group work or research. Review is undertaken on a regular basis, ensuring that learners are progressing towards the expected learning outcomes.

If you are feeling overwhelmed and struggling with your studies, approach your trainer at the earliest opportunity and discuss your situation. At times this could relate to the comprehension of the English language, a lack of Literacy and Numeracy skills (LLN) which have not been identified, cultural

adjustments, the topic of the course, personal or health issues. AIWT is here to support you through challenges you may face during your time of study – it is however imperative that you talk to your trainer or Student Services and ask for help.

## ASSESSMENTS

Assessments are an important aspect of learning. Completing an assignment, project, presentation or knowledge-based test is an opportunity to demonstrate knowledge and skills. It also measures satisfactory progress towards a Unit of Competency (UoC).

Feedback on assessments provides learners with a measurement on how the learner is progressing in relation to the learning outcomes required against each UoC within a course.

To ensure that all students have equal opportunities to demonstrate their knowledge and skills and receive accurate and meaningful feedback on their work, AIWT has devised an Assessment Overview and Guide, which sets out what is required and expected of both students and trainers/assessors.

AIWT trainers/ assessors explain at the beginning of each term what type of assessments are to be completed and what the due date is for each assessment. All assessments have clear instructions for the candidate. It is the responsibility of the learner to read and understand the course profile and to attend all classes. Not attending classes may leave a gap in knowledge and skills. It is the responsibility of the learner to catch up on this gap.

It is an AIWT requirement that assessments are based on the performance criteria set out in the UoC. Feedback must relate directly to the criteria and trainers/assessors must provide feedback to individual candidates in a timely manner (indicated on each assessment). Assessments can be formative, as well as summative.

Part of the learning process is the management of both information and time. Developing the capacity to undertake the necessary research, to focus on the question at hand, and to complete and submit the required work on time is essential.

The completion and submission of assessments are the learners responsibility. Always keep a copy of assessments submitted and retain marked assessments when they are returned.

AIWT emphasises the following:

- It is the learner's responsibility to submit assessments on time – check the course timetable and MOODLE for due dates and times.
- Communicate in writing and keep copies of all paperwork e.g assessment coversheets, Application for Re-assessment form, proof of posting your assessment via MOODLE and/or email, etc.
- If you cannot attend or submit your assessment due to illness or injury, ensure you get a **medical certificate** for evidence and inform your trainer/ assessor via email as soon as you can.
-

## ASSESSMENT DUE DATES

Assessments in each course are designed to help learners achieve a specific learning outcome, demonstrating their competence over a period of time in various settings. Therefore, it is required that all assessment items are submitted on time. To obtain a satisfactory outcome for each assessment, learners must submit all items of assessment in a UoC. It is highly recommended that you retain copies of all submitted work during a course of study. If you are struggling to complete an assignment, contact your trainer to discuss this at the earliest opportunity.

## ACADEMIC INTEGRITY & PLAGIARISM

In Australia we take issues of academic integrity very seriously. Plagiarism is a serious academic misconduct. AIWT has many ways of detecting cheating or plagiarism in exams and assessments. Any kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether. If you are struggling with your studies, it is best to ask your trainer/assessor what support services we can offer to you. Students are made aware of forms of plagiarism on orientation day and at the beginning of every course and/or study period. If you are unsure or you need support, please ask your trainer/assessor.

What forms does plagiarism take?

- ✓ Quoting word for word from another's work without clear acknowledgment.
- ✓ Paraphrasing the work of others by altering a few words, changing their order or closely following their structure without acknowledgement.
- ✓ Cutting and pasting directly from the Internet.
- ✓ Failing to acknowledge the sources you use to produce your work.
- ✓ Inaccurate referencing/citation of another's work.
- ✓ Unauthorised collaborating and colluding with other students.
- ✓ Using a professional agency in the production of your work.

## HOW TO APPLY FOR A RE-ASSESSMENT

There are three (3) forms of Re-Assessment:

- Assessment Re-Sit
- Assessment Re-Submission
- Assessment Extension

Students who have a genuine reason for a Re-Assessment just need to complete the Re-Assessment form. Students who do not have a genuine reason may need to pay a fee for each Re-Assessment. Please refer to the International Fees, Charges and Refunds Policy for more information.

1. If you have missed an assessment, you have to apply for an Assessment Re-sit.
2. If you have been deemed not yet satisfactory you have to apply for an Assessment Re-submission (max up to 2 Re-submissions).

3. If you need to extend the due date of your assessment, you have to apply for extension before the original due date of the assessment.
4. Students who cannot provide satisfactory evidence of non-attendance and are unable to provide evidence of compassionate or compelling grounds must pay a fee for each re-assessment application.
5. Students must complete the application form and submit as followed:
  - a. Download and complete the re-assessment form available on MOODLE;
  - b. Ask your trainer/assessor for the new due date;
  - c. Attach the relevant evidence if compassionate or compelling circumstances apply (for example, a medical certificate);
  - d. Pay the fee *if applicable* and attach receipt to the completed form and;
6. The extension will be considered to have been granted only when your trainer has signed the form and returned a signed copy to you. This signed extension authorisation/approval must be submitted with the assessment item it relates to. The original will be kept by AIWT.
7. The form will contain the new revised due date and time for the submission of the assessment. This is your new deadline. You must submit your assessment by this new due date and time; otherwise you will receive a grade **Not Yet Competent**. In this case, you are not given a period of 24 hours' grace after the deadline and you need to re-enrol and pay for this Unit of Competency again.

Extensions will normally not be granted for a period of more than one week. In exceptional circumstances, a two-week extension may be granted as the absolute maximum. Never assume that an extension has been granted. Extensions are only valid only when you have either received notice in writing or have received a signed copy of the form.

Please refer to the Re-Assessment Overview and Information Guide for more information.

## ASSESSMENT APPEAL

If an assessment decision has been reached and the candidate strongly feels they have been assessed unfairly, the candidate has the right to appeal within 5 working days, to challenge the decision. The candidate MUST first attempt to resolve the issue directly with the relevant Trainer/Assessor before the Appeal can be lodged. The Appeal must be submitted in writing to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au), using the Assessment Appeal Form. An Appeal against an assessment decision can only be considered if at least one of the following grounds for appeal can be established.

### Valid Grounds to Appeal an Assessment Decision

- The candidate has not been fully informed of the assessment process;
- The candidate's needs have not been taken into consideration;
- The assessment process was different to that outlined by the trainer/assessor;
- The assessment process was not based on training package/course requirements;
- The trainer/assessor was biased towards the candidate;
- The candidate had to work on faulty or inappropriate equipment or facilities.

Please refer to the Complaints and Appeals Policy for more information.

## COURSE PROGRESS

AIWT is committed to monitoring the course progress of overseas students. Where a student may fall behind their course work and the student cannot progress during a study period due to outstanding or not yet satisfactory assessments, the student may be deemed academically “at risk.” AIWT issues early warning letters and trainers/assessors will provide the required support to assist the student to catch up on their course work.

These meetings are recorded as Student Support meetings. If a student falls behind due to continued absence in a course and is unable to provide supporting evidence of their absence, the student will be asked to attend an Intervention Strategy meeting with the trainer/ assessor, Course Coordinator and Student Services. A support strategy will be implemented, providing the student with a strategy to catch up on course and assessment work. Issues that may be discussed are:

- Counselling concerning the appropriateness and suitability of courses undertaken by the student;
- Guidance and reference to the units of competency where ‘Not Yet Competent’ has been recorded,
- Study Plan;
- Reduction in course load;
- Additional English Language support;
- Knowledge and practical skills support from their trainer/assessor;
- Invitation for inclusion in study groups or tutoring;
- Assigning a trainer assessor for ongoing training assistance;
- Application process for re-assessments;
- Information and consequences to report the student to the Department of Home Affairs (Immigration);

After the implementation of an intervention strategy, if a student is still not progressing and is unable to attend classes and complete the required assessments, a Notice of Intention to Report will be issued. The student has 20 days to appeal the decision before being cancelled and reported to the Department of Home Affairs. AIWT trainers/ assessors, the Course Coordinator and Student Services support every student through regular monitoring of attendance and continuous course progression to ensure successful completion of units as per the training plan within the CoE time frame. However, where a student's record indicates continuous non-progression for two consecutive study periods, AIWT management reserves the right to cancel the enrolment and notify through PRISMS, the Department of Home Affairs (Immigration). Students may appeal the decision following the complaints and appeals policy and procedure.

Please refer to Course Progress Policy (Student Version) for more information.

## PAYMENT OF FEES

AIWT has a designated accounts department responsible for the collection of fees. Payment dates for all fees are listed in the Letter of Offer of your signed enrolment contract with AIWT. Accounts will email invoices on a regular basis. You can expect one invoice per term which is emailed to you approx. 2 weeks prior to the payment due date.

Payment dates must be adhered to. A late fee will be charged if fees are not paid on the due date. Approved students can opt to be on a regular payment plan to avoid falling behind, however it is the responsibility of the student to ensure that sufficient funds are available in their accounts on the nominated due dates. An administrative fee applies to all payment plans on the amount owing.

Where a student cannot meet their payment obligations prior to each term start, a Notice of Intent to Cancel (NOITC) will be issued and the student's enrolment is in jeopardy of being cancelled by AIWT. Students experiencing genuine financial hardship should make an appointment with the Accounts Officer prior to the fees being overdue. Refer to the International Fees, Charges and Refund Policy on our website or MOODLE for details.

Please refer to International Fees, Charges and & Refund Policy and Procedure for more information.

## COMPLAINTS & APPEALS PROCEDURE

### **Internal Process**

AIWT has a complaints and appeals procedure to ensure all complaints are dealt with in a confidential, constructive and timely manner.

A student that has a concern or complaint should first approach his/her trainer/assessor or the student administrative support team and explain the issue of concern. If a student's complaint is not satisfactorily resolved, a student can lodge a formal written complaint. If the complaint cannot be resolved, every student has the right to appeal the decision made by AIWT, following the external appeals process.

Please obtain a copy of the complaint and appeals policy and procedure on the AIWT website or on MOODLE for more details.

### **External Appeal**

Students who are not satisfied with the outcomes of a complaint or the result of an internal appeal that was submitted in writing to AIWT Management may submit an external appeal to the Overseas Students Ombudsman.

This free and independent service is available for international students who want to lodge an external appeal about a decision made by their training provider.

Internal complaints or appeals must have been submitted in writing to AIWT and the internal appeal must have been unsuccessful. Generally, appeals include topics such as

- course admission refusals;
- fees and refunds;
- course or provider transfers;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by a provider;
- incorrect advice given by an education agent;

The **Overseas Students Ombudsman** will not investigate complaints about:

- public providers (which are already covered by the State and Territory Ombudsman);
- domestic Australian students
- students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa);

Please refer to Complaints and Appeals Policy and Procedures for more information.

For more information on additional tools and resources including links go to APPENDIX 1

## OVERSEAS OMBUDSMAN

- Registered education providers must have an internal complaints, handling and appeals process for overseas students under Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018). Education providers must also advise students of their right to access an external complaint and appeals process if they are not satisfied with the internal complaint process or outcome. The Ombudsman provides an external complaint and appeals process for overseas students of Private Education Providers. To find out more information about the role of the Ombudsman go to <http://www.ombudsman.gov.au/about/overseas-students/for-private-education-providers>

## COURSE DEFERMENT OR SUSPENSION

- Deferment of a course is prior to course commencement whilst a suspension is after course commencement. Deferment or suspension **must be approved in writing by AIWT** and may only be granted where the enrolled student experiences compassionate and compelling circumstances which impacts on their study. The application must have adequate evidence by a professional entity to support the case.
- Applicants must download the deferment, suspension and cancellation form from MOODLE and submit to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) prior to the meeting. Student Services will then arrange a face a to face meeting with the student, where the case will be discussed in detail.

- AIWT management and staff are committed to assess all applications for course deferrals and suspensions in a fair and timely manner, however a minimum of 7 days is generally required before a decision is to be made. Student must attend classes during this time except circumstances beyond the control of the student.
- Students applying for a suspension of study must have their students fee of the current study term paid in full.
- Please refer to International Deferment, Suspension and Cancellation (CRICOS) Policy and Procedure for more information.
- Deferrals, suspensions or cancellations of enrolments will affect a student visa. It is highly recommended that students approach the Department of Home Affairs on [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for further advice.

## COURSE CANCELLATION

- **Cancellation by the student** : If a student wishes to cancel their course with AIWT, the student must complete a cancellation form. Please contact Student Services and discuss your request in person. Ensure you understand your obligations by reading the cancellation policy. If a student on a student visa cancels their course, they have 28 days to leave Australia if they don't transfer to another provider. Students must be aware that a cancellation from their course of study does not automatically mean that a student is eligible for a Letter of Release. Students may be liable for the full course fee if the course has already commenced.
- Students who had a visa change, for example from a student visa to a 485 visa, must formally advise student services by providing their current visa and formally withdraw from their course by completing the deferment, suspension or cancellation form. To identify if you have to **pay a cancellation fee**, read the International Fees and Charges and Refund Policy.

**Cancellation by provider:** At times and in very serious situations, AIWT has to issue a Notice of Intent to Cancel (NOITC) for non-payment of fees or a Notice of Intent to Report (NOITR) for non-course progression or a very serious misconduct. A student may face subsequent cancellation of enrolment unless the issue can be resolved by the student within 20 working days, however, if a student continues to breach their conditions, a cancellation of enrolment is certain. Students have the right to access the internal appeals process within 20 working days and lodge an internal appeal in writing to [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au).

Please refer to International Deferment, Suspension and Cancellation (CRICOS) Policy and Procedure for more information.

## TRANSFER BETWEEN PROVIDERS

**Students applying to AIWT:** AIWT ensures that it only accepts the enrolment of international students who are eligible for release or have completed at least six (6) months of their principal course of study. In accordance with National Code 2018, a student must seek a Letter of Release and gain approval before transferring to AIWT. AIWT cannot accept the student until the previous provider has confirmed on PRISMS that the application for release has been reported by the provider.

**Students wanting to transfer to another provider:** Generally, students wishing to transfer to another provider can apply for a Letter of Release if they have completed 6-months of their principal course of study. If you have packaged a few courses in your enrolment with AIWT, the principal course of study is your highest course of study. Please refer to the "Transfer Between Registered Providers Policy" and contact Student Services to arrange an appointment. It is important that students understand their obligation and responsibility and talk to Student Services at AIWT directly and not assume that their education agent will manage their affairs.

## STUDENT SUPPORT SERVICES

Our friendly Student Services team are here to help you throughout your study. Key services are:

### **Welcome and Orientation**

- Welcome you to AIWT;
- Meet you at AIWT orientation;
- Issue you an AIWT student card;
- Assist with Transperth requests;

### **Letters, enrolment variations and other support including:**

- Holiday and short-term leave requests;
- Completion letters;
- Forms or applications;
- Enrolment variations;
- Support with a conflict, complaint or dispute;

### **Issuing Qualifications**

- AIWT will issue qualification on completion of your studies (allow up to 30 days)
- AIWT will not release the qualification if there are outstanding fees against this qualification

## CAMPUS EVENTS

At AIWT, we celebrate multicultural events throughout the year with students from all over the globe. We love to celebrate the diversity of our students whilst sharing our Australian heritage. Events include days like Chinese New Year, Harmony Day, Halloween, Cancer Relay and Melbourne Cup Day.

## ENRICHMENT COURSES

AIWT offers Enrichment Programs to support our students in gaining additional skills and knowledge to further employability, confidence and skills which are complementary to their enrolled course. The program is advertised well in advance and is free of charge to our students. Programs include topics such as:

- CV Writing Skills;
- Interview Skills;
- Basic computer skills (Word, Power Point, Excel);
- Advanced computer skills;
- Social Media Skills and how to professionally profile yourself (FB, Twitter, LinkedIn, Instagram)

## HOLIDAY LEAVE REQUESTS

Holiday Breaks are listed in the Letter or Offer. Students enrolled at AIWT are advised that holidays must be arranged during AIWT term breaks. Consequently, AIWT reserves the right to decline any holiday and/or leave requests unless a student can provide evidence of compassionate and compelling circumstances.

Short-term time leave is 2 weeks or less. To seek approval, talk to your trainer and contact Student Services on [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) . If leave of more than 2 weeks is required, depending on the circumstances, this may be considered a suspension of study.

Short term leave is not granted if a student is academically "At Risk", has outstanding assessment or unpaid fees for the current term of study. AIWT will confirm or decline any request with a letter. Going without a leave request can jeopardize your enrolment at AIWT and can cause issues with immigration at the airport during departure and/or arrival.

## EMERGENCY EVACUATION PROCEDURE

AIWT has emergency procedures throughout our campuses. Students are made aware of emergency procedures during orientation and at the start of a course. As part of the emergency management plan, all students must sign in when entering their AIWT classroom. In case of an emergency evacuation, this allows AIWT staff to count how many people are in the building and ensure that all students and staff have been accounted for.

## CRITICAL INCIDENT RESPONSE POLICY

A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. A critical incident can include but is not limited to:

- A fatality, being near a fatality or an incident that is likely to affect a number of staff members and/or a student;
- Serious traffic accidents;
- Murder or suicide involving students/staff and their family members or close friends (or being a witness to);
- Physical or sexual assault;
- Injury or death of a colleague, carer or intimate friend;
- Fire, explosion, bomb threat;
- Chemical, radiation or bio-hazard spillage;
- Hold-up or attempted robbery;
- Threats of violence to staff/students;
- Major theft or vandalism;
- Threat of highly contagious infection (COVID19);
- Storms/natural disasters;
- Acute illness (physical or mental); and/or
- Security incident.

In the event of a critical incident, a student must inform AIWT as soon as practically possible by contacting [studentservices@aiwt.edu.au](mailto:studentservices@aiwt.edu.au) or ring the **AIWT emergency number 0452 477525**. AIWT offers free support and counselling services to all our students and the AIWT Student Services team will liaise and arrange support as soon as possible.

Depending on the severity of the critical incident, AIWT may have to inform family members or next of kin of the incident. If applicable, AIWT will investigate or support the investigation of the incident as outlined in the critical incident policy and procedure.

Please refer to the Critical Incident Response Policy for more information.

## FEES, CHARGES AND REFUNDS

AIWT ensures that all international student's fees are collected in accordance with the requirements of the ESOS Framework and the Standards for RTO's 2025 and that refunds are processed as outlined in the International Fees, Charges and Refund Policy. The policy ensures consistency, fairness and transparency for international students enrolled into an AIWT course of study. This explains what type of fees and charges there are and at what point of time a refund may apply. To apply for a refund of pre-paid course fees, a "Request for Refund Form" must be completed. Contact accounts via email [accounts@aiwt.edu.au](mailto:accounts@aiwt.edu.au) and verify if you are entitled to a refund. Alternatively, download the "Request for Refund Form", complete and email to the accounts department.



## APPENDIX 1 - The Fair Work Ombudsman's top tools and resources for international students

The table below provides an overview and includes links to the FWO's top five tools and resources most relevant to international students.

Tool or Resource	Description	Links to resources
<b>General information for international students</b>	The Fair Work Ombudsman ( <b>FWO</b> ) has tailored information on its website for visa holders, including international students. It covers basic workplace relations information, common issues faced by students, such as unpaid work and information about visa protections.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/internationalstudents">www.fairwork.gov.au/internationalstudents</a></li> <li>• <a href="#">Visa protection</a></li> <li>• <a href="#">International students fact sheet</a></li> <li>• <a href="#">Jessica's story</a></li> <li>• <a href="#">Unpaid work</a></li> <li>• <a href="#">Student Placement and Internships</a></li> </ul>
<b>Community presentation package</b>	The working in Australia community presentation package is designed to assist people like international student support officers and advisors train their colleagues about workplace laws. Anyone can use the package - the user does not need to be an industrial relations expert.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/presentationpackage">www.fairwork.gov.au/presentationpackage</a></li> </ul>
<b>Record My Hours app</b>	The Record My Hours app assists workers to easily record and store their hours of work. The app is <b>free</b> to download, available for both Apple and Android, and developed with young visa workers in mind. It's available in <b>18 languages</b> and automatically detects the language settings on a user's smartphone.	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/app">www.fairwork.gov.au/app</a></li> <li>• <a href="#">iTunes store</a></li> <li>• <a href="#">Google Play</a></li> </ul>
<b>Anonymous Report</b>	An online interactive form allows anyone to report a workplace concern anonymously. Information provided to the FWO helps it plan its current and future education and enforcement activities. The form is available in English and <b>16 other languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au/tipoff">www.fairwork.gov.au/tipoff</a></li> <li>• <a href="http://www.fairwork.gov.au/inlanguageanonymousreport">www.fairwork.gov.au/inlanguageanonymousreport</a></li> </ul>
<b>In language content</b>	The FWO website translates into <b>40 different languages</b> , and recognises browser settings automatically translating content into a user's preferred language. The FWO's website also delivers professionally translated information in <b>30 languages</b> . The content includes downloadable resources and more detailed topic based information to address the common questions asked by international students. It also includes <b>in-language video</b> resources in <b>16 languages</b> .	<ul style="list-style-type: none"> <li>• <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></li> <li>• <a href="http://www.fairwork.gov.au/languages">www.fairwork.gov.au/languages</a></li> </ul>