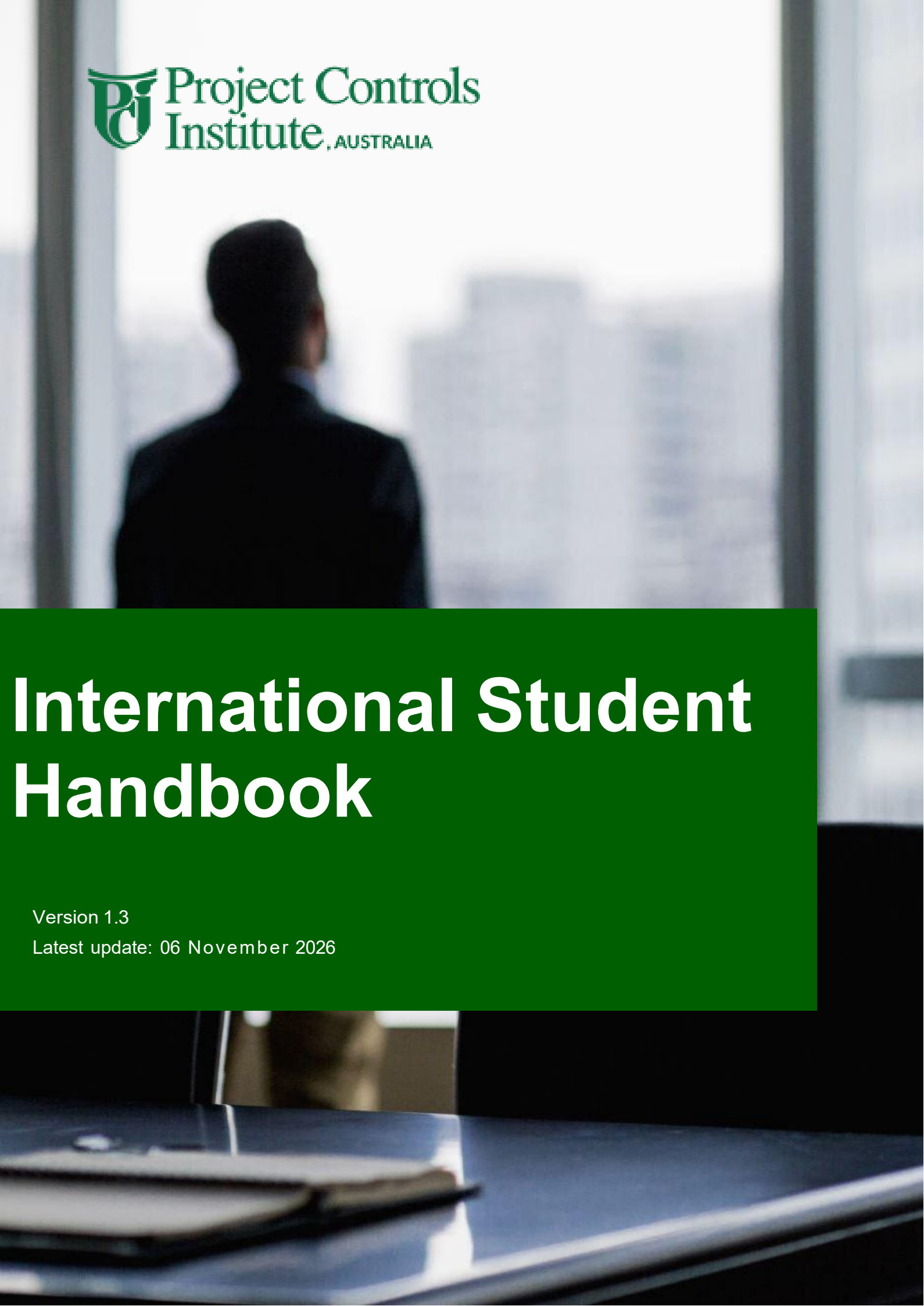


Project Controls Institute, AUSTRALIA

# International Student Handbook

Version 1.3

Latest update: 06 November 2026

# TABLE OF CONTENTS

Version Control ..... 2
A message from our CEO ..... 3
Our Campus and Contact Details ..... 5
Key highlights in this Handbook ..... 12
Student Visa Conditions and Obligations ..... 13
Training and Assessment Approach ..... 15
Course Progress and Attendance ..... 21
Deferral, Suspension and Cancellation of Enrolment ..... 22
Complaints and Appeals ..... 24
Students Support Services ..... 25
Code of Conduct and Student Behaviour ..... 26
Application Process ..... 28
Key Policies and Procedures ..... 29
Welcome To Australia ..... 30
Health ..... 37
Conclusion ..... 41

**Version Control**

PCI may amend this document from time to time. The current version of this document will be posted in the table below.

| Document Name | Version | Approved | Policy Owner | Effective | Review |
|---|---|---|---|---|---|
| **Advisory Board Structure and Charter** | 1.3 | Exec Director | CEO | 06.11.2026 | 06.11.2027 |
| **RTO** | RTO 45806<br>Project Controls Institute<br>ABN: 21 635 030 081 | | | | |
| **Version History** | V1.0 - Original Document, including the new 2025 Standards for Registered Training Organisations (RTO's) | | | | |
| | V1.1 – Added more 2025 Standards for Registered Training Organisations (RTO's) | | | | |
| | V1.2 – Added more 2025 Standards for Registered Training Organisations (RTO's) and CRICOS requirements | | | | |
| | V1.3 – Added updated document footer to reflect current provider, CRICOS and contact details. | | | | |

# A message from our CEO

Welcome to Project Controls Institute, Australia, and thank you for considering us as your training provider. We are pleased to support you on your learning journey and to be part of your experience studying in Australia — a country known for its high-quality education, diverse culture, and strong global reputation.

At Project Controls Institute, Australia, we pride ourselves on delivering high-quality training that is practical, relevant, and aligned with industry expectations. Our focus is on creating a learning environment that is supportive, engaging, and designed to help you succeed. We continually review and improve our training, resources, and delivery methods to ensure they remain current and effective.

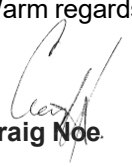
We recognise that your experience extends beyond gaining knowledge and skills. It is also about building confidence, connecting with others, and becoming part of a learning community. We encourage you to engage, ask questions, and make the most of every opportunity during your time with us.

This Student Handbook has been developed as a helpful guide to support you throughout your studies. It provides important information about your course, as well as the policies, processes, and responsibilities that will assist you along the way.

As CEO, I want to assure you that our team is here to support you at every stage of your journey. Your success is important to us, and we are committed to providing the guidance and resources you need to achieve it.

Thank you again for choosing Project Controls Institute, Australia. I look forward to hearing about your progress and wish you every success in your studies.

Warm regards,



**Craig Noe**

Chief Executive Officer (CEO)
Australian Open Learning t/a Project Controls Institute, Australia

## About Us

Project Controls Institute, Australia has a clear mission of providing comprehensive training to foster and enhance candidates' management skills. Our goal is to establish strong connections with both industry professionals and students, acting as a bridge between these parties.

To achieve this, Project Controls Institute, Australia actively seeks feedback, comments, and suggestions from industry experts. This valuable input is then shared with our academic team, enabling them to adapt and refine our training and assessment strategies. By doing so, we ensure that our students receive the most relevant and up-to-date skills during their enrolment with us.

Our aim is to equip our students with the essential skills and knowledge needed to thrive in their respective industries. As a result, they will be well-prepared to secure direct placements within the industry upon successful completion of their studies at Project Controls Institute, Australia.



## Our Vision

To be Australia's leading specialist institute in project controls and applied data-driven decision making, recognised for developing highly capable professionals who drive successful project outcomes across industry.

## Our Mission

Project Controls Institute Australia is committed to delivering industry-relevant, high-quality vocational education that bridges the gap between theory and practice.

We achieve this by providing structured and contemporary learning programs in project controls and information technology, designed to strengthen analytical capability, enhance data-driven decision making, and support career advancement for our learners.

Through the integration of experienced industry practitioners, practical learning methodologies, and a strong focus on real-world application, we create an engaging and professional learning environment that meets the evolving needs of industry.

We operate with integrity, transparency and accountability, maintaining full compliance with regulatory standards while fostering a culture of continuous improvement.

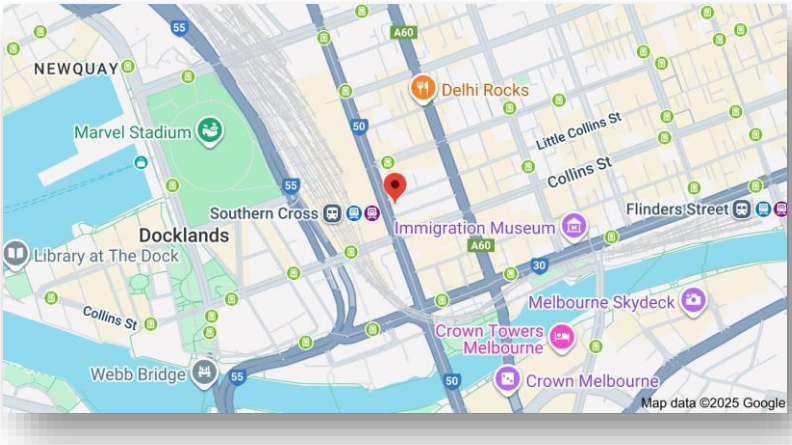
By actively engaging with industry, stakeholders and learners, we ensure our programs remain relevant, responsive and aligned to the future of project delivery and professional practice.

* Please note though Project Controls Institute, Australia will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at Project Controls Institute, Australia, but Project Controls Institute, Australia does not guarantee a placement as an outcome of the course.

*"Building capability in project controls through data, discipline and real-world application."*

# Our Campus and Contact Details

**Site Map of Project Controls Institute, Australia -** Level 12, 120 Spencer Street Melbourne 3000





**Southern Cross Rail Station – Spencer Street**



**120 Spencer Street - Melbourne**

| | | |
|---|---|---|
| **Campus Address:** | Level 12, 120 Spencer Street Melbourne 3000 | |
| **Main Office Contact:** | 1300 755 317 | |
| **Admissions (International):** | +61 1300 755 317 | |
| **Student Support (International) / Learning Support Services:** | +61 1300 755 317 | |
| **Finance: (Payments/refund/extensions)** | accounts@projectcontrolsinstitute.com | |
| **IT support:** | aus@ProjectControlsInstitute.com | |
| **24/7 Emergency Contact No**: | +61 1300 755 317 | |
| **Email:** | aus@ProjectControlsInstitute.com | |
| **Business Hours:** | Monday to Fridays | 8:00 am to 5.00pm |
| **After Hours:** | Saturday to Sunday | 24 hours |

If you require support or assistance with you course or aspects of your stay in Australia, please contact either your **Student Support Officer** who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

If you require urgent assistance to do with your course and it is after 9.30pm call 24/7 Emergency number: +61 1300 755 317

***NOTE:** If your emergency is related to an accident, fire or you are in danger, please call **"000".***

If you are not well or have hurt yourself, you will need to either go to your nearest hospital or the nearest medical centre. We have provided the emergency and general services contact details for these services near the campus.

## Emergency Telephone Numbers

| | |
|---|---|
| **Police, Fire, Ambulance:** | Dial 000 |
| **Department of Home Affairs:** | Dial 131 881 |
| **Hospital/s:** | **Royal Melbourne Hospital**<br>Address: 300 Grattan Street, Parkville VIC 3050<br>Hours: Open 24 hours<br>Emergency department: Open 24 hours<br>Phone: (03) 9342 7000<br><br>**St Vincent's Hospital Melbourne**<br>Address: 41 Victoria Parade, Fitzroy VIC 3065<br>Hours: Open 24 hours<br>Phone: (03) 9231 2211 |
| **Police Station:** | **Melbourne West Police Station**<br>Address: 313 Spencer Street, Melbourne VIC 3008<br>Phone: (03) 9624 3999 |
| **Medical Centres:** | **City Medical Clinic Melbourne**<br>Address: 68 Lonsdale St, Melbourne VIC 3000<br>Phone: (03) 9639 9600<br><br>**Collins Street Medical Centre**<br>Address: Level 7, 267 Collins St, Melbourne VIC 3000<br>Phone: (03) 8575 6900 |

| | |
|---|---|
| **Counselling Services:** | **1. Study Melbourne Hub**<br>Students support association<br>**Address:** 17 Hardware Lane, Melbourne VIC 3000<br>**Phone:** Not publicly listed (general enquiries via Study Melbourne)<br>**Email:** enquiries@studymelbourne.vic.gov.au *(general contact)*<br>**Overview:** Free and confidential wellbeing and counselling support, including access to qualified social workers and referrals for specialised mental health services for international students. |
| | **2. Frontyard Youth Services**<br>Youth organisation<br>**Address:** 19 King Street, Melbourne VIC 3000<br>**Phone:** (03) 9611 2411<br>**Email:** frontyard@mcm.org.au *(general service contact)*<br>**Overview:** Provides counselling, health and wellbeing support for young people (12–25), including emotional support and mental health services within the CBD. |
| | **3. University of Melbourne Counselling and Psychological Services (CAPS)**<br>**Address:** Level 5, 757 Swanston Street, Parkville VIC 3010<br>**Phone:** (03) 8344 6927<br>**Email:** caps-reception@unimelb.edu.au<br><br>**4. Lifeline Australia**<br>**Address:** 33 Wade Street, Watson ACT 2602 *(Head Office)*<br>**Phone:** 13 11 14 *(24/7 crisis support line)*<br>**Email:** info@lifeline.org.au<br>**Website:** www.lifeline.org.au<br>**Overview:** Provides **free, confidential 24/7 crisis support** via phone, text, and online chat. Suitable for students experiencing emotional distress, crisis, or needing immediate support. |
| | **5. Beyond Blue**<br>**Address:** Level 2, 697 Collins Street, Docklands VIC 3008<br>**Phone:** 1300 22 4636 *(24/7 support service)*<br>**Email:** contact@beyondblue.org.au<br>**Website:** www.beyondblue.org.au<br>**Overview:** Offers **free mental health support, counselling, and resources** for anxiety, depression, and wellbeing. Services include phone counselling, webchat, and online forums. |
| **Pharmacies:** | **Chemist Warehouse Melbourne**<br>Address: Shop l2/345 Bourke St, Melbourne VIC 3000 Phone: (03) 9671 3833<br><br>**Chemist Warehouse Spencer Outlet Centre**<br>Address: Shop MM2, 201 Spencer St, Docklands VIC 3008<br>Phone: (03) 9642 0598 |

| | |
|---|---|
| **Transport:** | The following routes are considered major due to their high patronage, connection to key hubs, or role as primary connectors, and stop directly along Spencer Street or at the adjacent Southern Cross Station coach terminal:<br><br>• Route 216 (City - Sunshine Station): A heavily used western suburbs route connecting the CBD to Footscray and Sunshine.<br>• Route 220 (City - Sunshine Station): Another major western route running via Footscray and Queen Victoria Market.<br>• Route 232 (Altona North - Queen Victoria Market): A significant route connecting the inner-western suburbs to the city.<br>• Route 235 (Southern Cross Station - Fishermans Bend): Connects the CBD to the inner industrial/developing areas.<br>• Route 237 (Southern Cross Station - Fishermans Bend): Another route serving the Fishermans Bend area.<br>• SmartBus Route 907 (City - Mitcham): A key orbital-style route providing a direct and frequent connection to the eastern suburbs via the Eastern Freeway.<br><br>**Closest Bus Stops**<br>The most convenient and major bus stops are:<br>• Southern Cross Station/Collins St or<br>• Southern Cross Station/Spencer St<br>• Lonsdale St/Spencer St<br><br>**Other Services**<br>The location is also a major hub for:<br>• **SkyBus:** Express services to and from Melbourne Airport and Avalon Airport stop at the SkyBus Coach Terminal on Spencer Street.<br><br>• **Regional Coaches:** V/Line and other interstate coach services operate from the Southern Cross Station Coach Terminal, connecting to regional Victoria and beyond. |
| **Nearest Metropolitan Train Stations:** | **Southern Cross Train Station**<br>Address: Spencer St, Docklands VIC 3008, Australia |
| **Local taxi companies:** | Maxi Cab Melbourne +61 469 283 466<br>Melbourne Airport Maxi Cab +61 3 5996 5291<br>Silver Top Taxis +61 131008 |
| **Automated Teller Machines: (ATMS)** | **Precinct ATM Southern Cross Station 1**<br>Address: 91 Spencer St, Docklands VIC 3008, Australia<br>Phone: +61 132867<br><br>**atmx Southern Cross Station 6**<br>Address: Located top of escalator next to Lord of the Fries, 99 Spencer St, Docklands VIC 3000, Australia<br>Phone: +61 1300 785 258 |
| **Libraries:** | **State Library Victoria**<br>Address: 328 Swanston St, Melbourne VIC 3000<br>Phone: +61 3 8664 7000<br><br>**City Library**<br>Address: 253 Flinders Ln, Melbourne VIC 3000<br>Phone: +61 1800 695 427 |

| | |
|---|---|
| **Internet Cafes:** | **GIC E-sports iCafe**<br>Address: 15 Sutherland St, Melbourne VIC 3000<br>Phone: +61 3 8639 9069<br>Hours:<br>Open 24 hours<br><br>**Cydus**<br>Address: 262 Victoria St, North Melbourne VIC 3051<br>Phone: +61 3 9326 3068<br><br>Hours:<br>Monday 10 am–12 am<br>Tuesday till Thursday 12–6 am, 10 am–12 am<br>Friday till Sunday Open 24 hours |
| **Stationery supplies and printing services** | **Snap Print Solutions**<br>Address: 569 Little Collins St, Melbourne VIC 3000<br>Phone: +61 3 8614 5143<br><br>**Minuteman Press West Melbourne Spencer Print**<br>Address: 467 Spencer St, West Melbourne VIC 3003<br>Phone: +61 1300 613 080 |

## Our Campus Facilities:

Project Controls Institute Australia provides a comfortable and accessible learning environment, including:

- Well-lit and modern training rooms
- Free Wi-Fi access (login details provided at Orientation)
- Dedicated student break areas
- Convenient access to public transport
- Computer Labs
- Quite or Prayer Room

**Student Support Services**

In accordance with the requirements of the National Code 2018, Australia is committed to providing the support necessary for international students to successfully adjust to study and life in Australia, achieve their learning goals, and maintain satisfactory academic progress.

**Support services available to students include:**

- Pre-enrolment information to ensure students understand course requirements and expectations
- Academic support and study skills assistance
- Language, Literacy and Numeracy (LLN) support or referral services, where required
- Access and equity support for students with diverse needs, including those with disabilities
- Access to appropriate learning resources and materials
- Flexible training and assessment arrangements, where appropriate
- Access to counselling services or referral to external support services
- Information and Communications Technology (ICT) support for online and blended learning
- Learning materials available in alternative formats, where required

Project Controls Institute, Australia will assess individual student needs and provide access to appropriate support services throughout the duration of enrolment to assist students in achieving competency.



# Key highlights in this Handbook

This Student Handbook has been developed to provide you with important pre-enrolment information and to guide you throughout your studies with Project Controls Institute Australia. It outlines key processes, policies and expectations that support your learning experience and help us maintain a high standard of education and student support.

The handbook includes essential information about:

- Courses and how to apply
- Student visa requirements and obligations
- Studying and living in Australia
- Support services available to you
- Important policies, including your rights and responsibilities as a student

It also provides practical guidance to help you prepare for your arrival and settle into life in Australia, including information on accommodation, working while studying, living costs, transport and general wellbeing.
The information provided regarding living expenses and lifestyle considerations is intended as a guide only.

Actual costs may vary depending on individual circumstances, location and personal choices.
Further information and support will be provided during your Orientation program, which is designed to assist you in adjusting to study and life in Australia and to ensure you understand your course requirements and available support services.

For additional information about studying and living in Australia, you can visit www.studyaustralia.gov.au, which provides helpful resources for international students. We encourage you to read this handbook carefully and refer to it throughout your studies.

## Key features of Projects Controls Institute, Australia

Project Controls Institute, Australia is ideally situated in the heart of Melbourne City, Victoria. This area forms part of Melbourne's central business district (CBD), a prime location renowned for its dynamic atmosphere and rich cultural diversity. The Melbourne CBD is known for its thriving commercial and retail centres, with a wide selection of businesses, shops, cafes, restaurants and entertainment venues all within easy walking distance. The central location offers convenient access to an extensive range of amenities, making it highly suitable for students.

Our foremost goal is to deliver excellence by providing state-of-the-art equipment, creating an optimal learning environment, designing a relevant and up-to-date curriculum, and engaging highly qualified teachers and trainers with real-world industry experience. With these comprehensive measures, you will earn a qualification that is both respected and recognized within the industry.

## Important information for International Students

International students in Australia are protected by the ESOS framework. This framework sets out the standards and requirements for education providers to ensure the delivery of quality education and the protection of student rights.

## ESOS

The ESOS framework includes the Education Services for Overseas Students Act 2000 and the National Code 2018, as amended from time to time. These establish clear obligations for providers in areas such as student support, course information, and consumer protection.

# Student Visa Conditions and Obligations

As an international student studying with Project Controls Institute, you are required to comply with the conditions of your student visa (subclass 500) and meet your responsibilities under Australian law.

Your enrolment and visa obligations are managed in accordance with the requirements of the ESOS Act and National Code 2018, as amended from time to time.

Failure to meet these obligations may affect your enrolment and could result in reporting to the Australian Government via PRISMS, which may impact your visa.

## Your key responsibilities

As a student, you must:

- Maintain enrolment in a registered course with Project Controls Institute
- Maintain satisfactory course progress in accordance with Project Controls Institute's Course Progress Policy
- Maintain satisfactory attendance, where applicable
- Maintain Overseas Student Health Cover (OSHC) for the duration of your stay in Australia
- Notify Project Controls Institute of any change to your contact details (address, phone number, email) within 7 days
- Remain enrolled in a full-time study load, unless approved otherwise
- Comply with your student visa work conditions

## Work Rights

International students on a student visa (subclass 500) are generally permitted to work:

- Up to 48 hours per fortnight during study periods
- Unlimited hours during scheduled course breaks

It is your responsibility to ensure you understand and comply with your visa work conditions. Breaching these conditions may result in visa cancellation.

## Course Progress and Attendance

You are required to maintain satisfactory course progress throughout your studies with Project Controls Institute.

Where attendance requirements apply, you must also maintain satisfactory attendance.
If you are identified as being at risk of not meeting course progress or attendance requirements, Project Controls Institute will implement an intervention strategy to support you.

Where you do not meet course progress requirements, Project Controls Institute may be required to report you via PRISMS in accordance with the requirements of the National Code 2018, as amended from time to time.

## Change of address

You must notify Project Controls Institute of your current residential address, mobile number, and email address, and always keep these details up to date. Any changes must be provided within **7 days**.

## Deferral, Suspension or Cancellation of Studies

If you wish to defer, suspend, or cancel your enrolment, you must submit a request to Project Controls Institute. Any changes to your enrolment will be managed and reported in accordance with the requirements of the National Code 2018, as amended from time to time.

## Overseas Student Health Cover (OSHC)

You are required to maintain valid Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia.
Failure to maintain OSHC is a breach of your student visa conditions.

## Support and Further Information

If you are unsure about your visa conditions or obligations, you are encouraged to seek advice from:

- The Department of Home Affairs
- The Study Australia

Project Controls Institute can provide general information; however, we are not authorised to provide migration advice.

## Courses, Training and Assessment:

| Code | Course Name | Delivery Mode |
|---|---|---|
| **Current RTO Scope** | | |
| 11147NAT | Diploma of Project Controls (*For Domestic Students only*) | Blended |
| **Proposed CRICOS Scope** | | |
| ICT50220 | Diploma of Information Technology | Face to Face |

**Note:** Please refer to website for Course Information documents: www.pci.edu.au/aus/student-policies-library



**Melbourne City – Yarra River**

# Training and Assessment Approach

### Training Overview

At Project Controls Institute, all courses are delivered in a structured learning environment designed to support the development of practical skills and knowledge relevant to industry.

Training is delivered through face-to-face classroom sessions, supported by trainer-led instruction, group activities, and individual learning tasks. You are expected to actively participate in all learning activities and complete additional self-study outside of scheduled class time.

Training and assessment are conducted in accordance with nationally recognised Training Package requirements.

## Assessment Strategy

### Assessment Approach

Assessment at Project Controls Institute is competency-based. This means you will be assessed on your ability to demonstrate the skills and knowledge required for each unit of competency.

To achieve a Competent (C) outcome, you must successfully complete all required assessment tasks to a satisfactory standard. Assessment tasks are designed to:

- Reflect real workplace activities
- Align with current industry standards
- Be completed within realistic timeframes
- Incorporate workplace documentation and scenarios
- Require communication, teamwork, and problem-solving skills

Assessment may take place in a simulated workplace environment to ensure practical application of skills.

## Assessment Methods

A variety of assessment methods are used to support different learning styles and ensure valid and reliable outcomes. These may include:

- Knowledge questions
- Research tasks
- Projects and case studies
- Role plays and practical demonstrations
- Assessor observations
- Group activities and discussions

Your trainer/assessor will explain all assessment requirements, due dates, and expectations at the start of each unit.

### Assessment Outcomes

Assessment results are recorded as:

- Satisfactory (S) or Not Satisfactory (NS) for individual tasks
- Competent (C) or Not Yet Competent (NYC) for each unit

You must achieve a Satisfactory (S) result in all tasks to be deemed Competent (C) for a unit.

### Feedback and Reassessment

You will receive feedback on your assessment performance to support your learning and improvement.
If you are assessed as Not Yet Competent (NYC), you may be offered:

- The opportunity to resubmit assessment tasks
- Reassessment for specific tasks

If competency is still not achieved after reassessment attempts, you may be required to repeat the unit. This may incur additional fees and may impact your course duration

## Submission of Assessments

All assessment tasks must be submitted by the due date and must include a signed declaration confirming the work is your own.
You are responsible for keeping copies of all submitted work. Late submissions or failure to submit assessments may impact your academic progress.

## Referencing

Students are expected to acknowledge all sources of information used in their assessments.
Referencing demonstrates that you have undertaken research and supports the academic integrity of your work. Failure to appropriately reference sources may be considered plagiarism.

Project Controls Institute recommends the use of a recognised referencing style (e.g. Harvard referencing) for written assessments.

In general, referencing should include:

- The author's name
- Year of publication
- Source of information

A reference list should be included at the end of your work where applicable.
If you are unsure how to reference correctly, you should seek guidance from your trainer/assessor.

## Academic Integrity

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.
Project Controls Institute, Australia (PCI) expects that all content generated in the course of undertaking studies with us will be your own original work.
Any use of AI will be for assistive purposes only, not to create substantive content for assessment.
PCI has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.
The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.
Usage of text directly from AI or LLMs is plagiarism and is treated as such.
PCI provides students with further information about academic integrity during orientation, and your trainer and assessor will also discuss this with you in class.

## Reasonable Adjustment

Project Controls Institute is committed to providing equitable access to assessment.
Reasonable adjustment may be applied where required to support students with individual needs, without compromising the integrity of the assessment.
If you require support, you should discuss this with your trainer/assessor.

## Academic Integrity

You are expected to complete all assessment tasks honestly and independently.
Academic misconduct, including plagiarism, cheating, or copying another student's work, is not permitted and may result in disciplinary action, including a Not Yet Competent (NYC) result or further penalties.

## Assessment Appeals

If you are not satisfied with an assessment outcome, you have the right to appeal.
Appeals must be submitted in writing within the required timeframe. Please refer to the Complaints and Appeals section of this handbook for further information.

# Enrolments and Entry Requirements

## How to Apply

To apply for a course with Project Controls Institute, you can submit your application directly or through an authorised education agent (where applicable).
Information about available courses, including entry requirements and course details, is available on our website.

## To apply, you must

- Complete the enrolment application form
- Provide all required supporting documentation
- Meet the entry requirements for your chosen course

## Required documentation may include:

- A copy of your passport
- Academic qualifications
- Evidence of English language proficiency
- Any other documents relevant to your application

## Application Assessment

All applications are assessed to ensure that:

- The course is suitable for your needs and career goals
- You meet the academic and English language requirements
- You have the capacity to successfully complete the course

As part of this process, Project Controls Institute will conduct a pre-enrolment assessment, which may include:

- Review of your previous education and experience
- Language, Literacy and Numeracy (LLN) assessment
- Identification of any additional support needs

This process ensures that you are enrolled in a course that is appropriate for your individual circumstances and learning needs.

## Entry Requirements

Entry requirements vary depending on the course and are outlined in the relevant course information. In general, international students must:

- Be at least 18 years of age at the time of course commencement
- Have completed an appropriate level of education (e.g. Year 12 or equivalent, or relevant qualification)
- Demonstrate English language proficiency as specified for the course
- Successfully complete a pre-enrolment assessment, including LLN evaluation
- Have access to a computer or laptop with appropriate software to support study

Where required, Project Controls Institute will provide access to resources or refer students to appropriate support services.

## Language, Literacy and Numeracy (LLN)

All students are required to complete an LLN assessment prior to course commencement. The LLN assessment is used to:

- Identify your current skill levels
- Determine whether the course is suitable for you
- Identify any support that may be required

LLN results do not prevent enrolment but may be used to recommend additional support or alternative study pathways where appropriate.

### Offer of Place

If your application is successful, you will be issued with a Letter of Offer and Written Agreement, which outlines the terms and conditions of your enrolment with Project Controls Institute.
You must:

- Read and understand the agreement
- Sign and return the agreement
- Pay the required fees as outlined

Once all requirements are met, Project Controls Institute will issue a Confirmation of Enrolment (CoE).

## Credit Transfer and Recognition of Prior Learning (RPL)

If you have completed previous study, you may be eligible for Credit Transfer or Recognition of Prior Learning (RPL).

- You must provide certified copies of relevant qualifications or evidence for assessment.
- Applications will be assessed in accordance with Project Controls Institute's policies and procedures.

**Important Information**

- Applications are assessed on a first-come, first-served basis
- Incomplete applications may delay processing
- Providing false or misleading information may result in your application being declined or enrolment cancelled
- Students are encouraged to seek independent advice before accepting their offer, including migration advice where required.

## Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is a **unique reference number** that creates a secure online record of your training and qualifications attained in Australia.

You must provide your USI to Projects Control Institute prior to course commencement.
If you do not have a USI, you can create one at: https://www.usi.gov.au

Projects Control Institute is unable to issue any qualification or statement of attainment until a valid USI has been provided. If you require assistance with creating or retrieving your USI, please contact Projects Control Institute for support.

## Fees, Charges and Refund Policy

### Fees and Charges

All fees and charges for courses at Project Controls Institute are outlined in the relevant Course Information and Student Agreement. Fees may include:

- Tuition fees
- Enrolment/application fees (if applicable)
- Material or resource fees

Any additional charges relevant to your course
All fees are payable in advance as specified in your Student Agreement.

### Payment of Fees

You are required to pay fees in accordance with the payment schedule outlined in your Student Agreement. Project Controls Institute will not require payment of more than 50% of the total tuition fees before course commencement, unless you choose to pay more.

Failure to pay fees by the due date may result in:

- Suspension of your enrolment
- Delay in receiving results or certification
- Cancellation of your enrolment

## Refund Policy

Refunds are provided in accordance with the requirements of the Education Services for Overseas Students Act 2000 and the National Code 2018.

All refund requests must be made in writing using the appropriate form and submitted to Project Controls Institute. Student Default (Visa Refusal or Withdrawal)

Refunds will be provided in the following circumstances:
Visa refusal (offshore applications):

- A full refund of tuition fees paid will be provided, less any non-refundable enrolment/application fee (if applicable), upon receipt of evidence of visa refusal.

Visa refusal (onshore applications):

- Refunds will be calculated in accordance with ESOS legislation.

Withdrawal prior to course commencement:

- A refund may be provided in accordance with the terms outlined in the Student Agreement.

Withdrawal after course commencement:

- Refunds may be limited or not applicable, depending on the timing of withdrawal and as specified in the Student Agreement.

## Provider Default

Provider default occurs where Project Controls Institute is unable to deliver your course as agreed.
In the unlikely event of provider default, Project Controls Institute will:

- Offer you a place in an alternative course at no additional cost, or
- Provide a refund of unspent tuition fees

Refunds will be processed within the required legislative timeframe.

## Refund Timeframes

Approved refunds will be processed within **28 days** of receiving a complete refund request and supporting documentation.

## Non-Refundable Fees

Certain fees may be non-refundable, including:

- Enrolment or application fees (where applicable)
- Fees for services already provided

Details of any non-refundable fees are outlined in your Student Agreement.

### Fee Protection

Tuition fees paid by international students are protected under the Australian Government's Tuition Protection Service (TPS).

The Tuition Protection Service assists international students in the event that their education provider is unable to deliver their course.

## Additional Costs

You may incur additional costs during your studies, including:

- Textbooks or learning materials
- Equipment or technology (e.g. laptop)
- Living expenses
- Overseas Student Health Cover (OSHC)

These costs are not included in tuition fees unless otherwise stated.

## Important Information

- All fees must be paid in Australian dollars (AUD)
- Requests for refunds do not guarantee approval
- This policy does not remove your right to take further action under Australia's consumer protection laws



**Melbourne City**

# Course Progress and Attendance

## Course Progress Requirements

As an international student studying with Project Controls Institute Australia, you are required to maintain **satisfactory** course progress throughout your enrolment.

Course progress is monitored to ensure you are successfully completing your studies within the expected duration of your course.
To meet course progress requirements, you must:

- Participate in all scheduled training sessions
- Complete all assessment tasks by the required due dates
- Achieve a **Competent (C)** outcome in each unit of competency

## Monitoring of Course Progress

Project Controls Institute will monitor your academic progress at regular intervals throughout your course.
If you are identified as being at risk of not meeting course progress requirements, you will be contacted and provided with support to assist you.

## Intervention Strategy

If you are not meeting course progress requirements, Project Controls Institute will implement an intervention strategy.
This may include:

- Additional academic support or mentoring
- Adjusted learning or assessment arrangements
- Increased contact with trainers/assessors
- Referral to support services

You will be required to participate in the intervention strategy to support your successful progression.

## Unsatisfactory Course Progress

If you continue to make unsatisfactory progress, you will be formally notified in writing.
You will have the opportunity to:

- Access additional support
- Discuss your situation
- Appeal the decision (if applicable)

## Reporting to the Australian Government

Where you do not meet course progress requirements, Project Controls Institute may be required to report you via PRISMS in accordance with the National Code 2018.
This may affect your student visa.

## Attendance Requirements

Where attendance monitoring applies, you are expected to attend all scheduled classes and training sessions.
If you are unable to attend due to illness or other circumstances, you must notify Project Controls Institute as soon as possible and provide supporting evidence where required.

## Compassionate and Compelling Circumstances

Project Controls Institute will consider compassionate or compelling circumstances that may impact your ability to meet course progress or attendance requirements.
These may include:

- Serious illness or injury
- Bereavement of a close family member
- Major personal hardship
- Other exceptional circumstances beyond your control

Supporting evidence will be required.

### Extensions to Course Duration

Extensions to your course duration will only be approved in limited circumstances, including:

- Compassionate or compelling circumstances
- Implementation of an intervention strategy
- Approved deferral or suspension of studies

Any extension may impact your student visa, and you may be required to obtain a new Confirmation of Enrolment (CoE).

# Deferral, Suspension and Cancellation of Enrolment

### Overview

As an international student studying with Project Controls Institute Australia, there may be circumstances where your enrolment is deferred, suspended or cancelled.
Any changes to your enrolment may affect your student visa. Project Controls Institute will record all changes in PRISMS in accordance with the National Code 2018.

### Student-Initiated Deferral or Suspension

You may apply to defer the commencement of your course or suspend your studies after commencement. Applications must be made in writing and will only be approved in compassionate or compelling circumstances, which may include:

- Serious illness or injury
- Bereavement of a close family member
- Major personal hardship
- Other exceptional circumstances beyond your control

Supporting evidence must be provided.

### Provider-Initiated Deferral or Suspension

Project Controls Institute may defer or suspend your enrolment in certain circumstances, including:

- Misconduct or breach of the Code of Conduct
- Failure to comply with course requirements
- Non-payment of fees
- Situations where your health or wellbeing, or that of others, is at risk

Where possible, Project Controls Institute will inform you in writing of the intention to suspend your enrolment and provide you with an opportunity to respond.

### Cancellation of Enrolment

Your enrolment may be cancelled in the following circumstances:

- Serious misconduct
- Continued failure to meet course progress requirements
- Failure to pay outstanding fees
- Breach of visa conditions
- Provision of false or misleading information

### Transfer Between Registered Providers

#### Overview

International students studying in Australia are subject to transfer restrictions under the requirements of the National Code 2018, as amended from time to time.

**Restriction on Transfer**
Students are generally not permitted to transfer to another registered provider within the first six (6) months of their principal course of study.

**Requesting a Release**
If you wish to transfer to another provider within the first six months, you must submit a written request to Project Controls Institute

Your request must include:

- A valid reason for transfer
- A letter of offer from another CRICOS registered provider

**Assessment of Request**
Project Controls Institute will assess your request in accordance with its policies and may approve or refuse the transfer request.

Transfer requests may be approved in circumstances including:

- The course is not suitable for your needs
- You are experiencing compassionate or compelling circumstances
- You have been unable to achieve satisfactory course progress despite support
- Other valid reasons as determined by Project Controls Institute

**Refusal of Transfer**
A transfer request may be refused where:

- The request is not supported by valid reasons
- The transfer is considered detrimental to your study progression
- You have outstanding fees or obligations

**Outcome and Appeals**
You will be advised of the outcome of your request in writing.
If your request is refused, you have the right to appeal the decision through Project Controls Institute's Complaints and Appeals process.

**After the First Six Months**
After completing six months of your principal course, you may transfer to another provider without requiring a release from Project Controls Institute.

## Notification and Right to Appeal

Before any provider-initiated suspension or cancellation takes effect, Project Controls Institute will:

- Inform you in writing of the intention to act
- Provide reasons for the decision
- Advise you of your right to access the Complaints and Appeals process

The suspension or cancellation will not take effect until:

- The internal appeals process is completed, or
- The timeframe to lodge an appeal has passed

## Impact on Student Visa

Deferral, suspension, or cancellation of your enrolment may affect your student visa.
You are encouraged to seek advice from the Department of Home Affairs regarding your visa status.

### PRISMS Reporting

All approved changes to enrolment, including deferrals, suspensions, and cancellations, will be reported via PRISMS as required.

# Complaints and Appeals

## Overview

**Project Controls Institute** is committed to providing a fair, transparent, and accessible process for resolving complaints and appeals.

Students have the right to raise concerns about any aspect of their experience, including academic, administrative, or support services, and to have these concerns addressed in a timely and impartial manner.

This process is guided by the requirements of the National Code 2018, as amended from time to time.



# Students Support Services

Project Controls Institute is committed to supporting international students to successfully adjust to study and life in Australia, achieve their learning goals, and maintain their wellbeing throughout their studies.
Support services are provided in accordance with the requirements of the National Code 2018, as amended from time to time.

**Available Support Services**

A range of support services are available to assist you during your studies, including:

**Orientation Program**

All new students at **Project Controls Institute (PCI), Australia** are required to attend the **Student Orientation Program** before commencing their course.
The Orientation Program is **mandatory for all students** and is conducted **one week prior to the official course commencement date**. Attendance at orientation is required to ensure students receive essential information about their course, institute policies, and support services.
The Orientation Program provides students with important information including:

- Introduction to PCI, Australia and campus facilities
- Course structure, timetable, and assessment requirements
- Student rights, responsibilities, and code of conduct
- Academic integrity and assessment expectations
- Student support and welfare services
- Health, safety, and emergency procedures
- Information for living and studying in Australia
- Overview of ESOS requirements for international students
- Access to learning resources, IT systems, and student portals

Students must attend the Orientation Program to ensure they are fully informed and prepared to commence their studies at PCI, Australia.

**Academic Support**

Assistance with understanding course content, assessments, and study skills

**Language, Literacy and Numeracy (LLN) Support**

Additional support or referral services where required

**Welfare and Wellbeing Support**

Guidance and referrals for personal or wellbeing concerns

**Access and Equity Support**

Support for students with diverse needs, including those with disabilities

**ICT Support**

Assistance with accessing and using online learning systems

**Learning Resources**

Access to learning materials and resources to support your studies

**Accessing Support**

Students are encouraged to seek support at any time during their studies.
If you require assistance, you can:

- Speak with your trainer or assessor
- Contact student support staff
- Request a meeting to discuss your needs

Project Controls Institute will assess your individual circumstances and provide appropriate support or referrals where required.

**Confidentiality**

All personal information shared with Project Controls Institute in relation to support services will be treated confidentially and in accordance with privacy requirements.

**Cost of Support Services**

Internal support services provided by Project Controls Institute are available at no additional cost to students.

Where external support services are required, you will be advised of any associated costs prior to referral.

**External Support Services**

Where required, Project Controls Institute may refer students to appropriate external services, including:

- Counselling services
- Health services
- Community support organisations

# Code of Conduct and Student Behaviour

## Overview

Project Controls Institute is committed to providing a safe, respectful, and inclusive learning environment for all students and staff.

As a student, you are expected to behave in a professional manner and contribute positively to the learning environment.

## Expected Behaviour

Students are expected to:

- Treat all staff and fellow students with respect and courtesy
- Participate in learning activities in a constructive and cooperative manner
- Follow all instructions provided by trainers and staff
- Respect the rights, safety, and wellbeing of others
- Use facilities, equipment, and resources responsibly
- Comply with all policies and procedures of Project Controls Institute Australia

## Academic Integrity

Students must ensure that all assessment work submitted is their own.

Academic misconduct is not permitted and includes:

- Plagiarism (copying or using another person's work without acknowledgment)
- Cheating during assessments
- Collusion with other students where individual work is required

Failure to maintain academic integrity may result in a **Not Yet Competent (NYC)** outcome and/or further disciplinary action.

## Unacceptable Behaviour

The following behaviours are not acceptable:

- Disrupting classes or interfering with the learning of others
- Verbal or physical abuse, harassment, or threatening behaviour
- Discrimination of any kind
- Damage to property or theft
- Use of alcohol or drugs on campus
- Failure to follow safety requirements
- Any behaviour that may place others at risk

## Outcomes of Misconduct

Where a student is found to have engaged in misconduct, Project Controls Institute, Australia (PCI) may take appropriate disciplinary action depending on the severity of the behaviour.

Outcomes may include:

- Verbal or written warning
- Requirement to attend a meeting with relevant staff
- Suspension from classes or activities
- Cancellation of enrolment in serious cases

All actions will be managed in accordance with PCI's policies and procedures and principles of fairness. Students have the right to appeal any decision. Please refer to the Complaints and Appeals section of this handbook.

## Misconduct

Misconduct includes any behaviour that:

- Disrupts training or assessment
- Affects the safety or wellbeing of others
- Interferes with the operations of Project Controls Institute Australia
- Breaches policies or lawful directions

Serious misconduct may result in immediate action.

## Disciplinary Action

Where a breach of the Code of Conduct occurs, Project Controls Institute may take appropriate action, which may include:

- Verbal or written warning
- Suspension from classes
- Cancellation of enrolment

All actions will be managed in accordance with Project Controls Institute policies and principles of fairness.

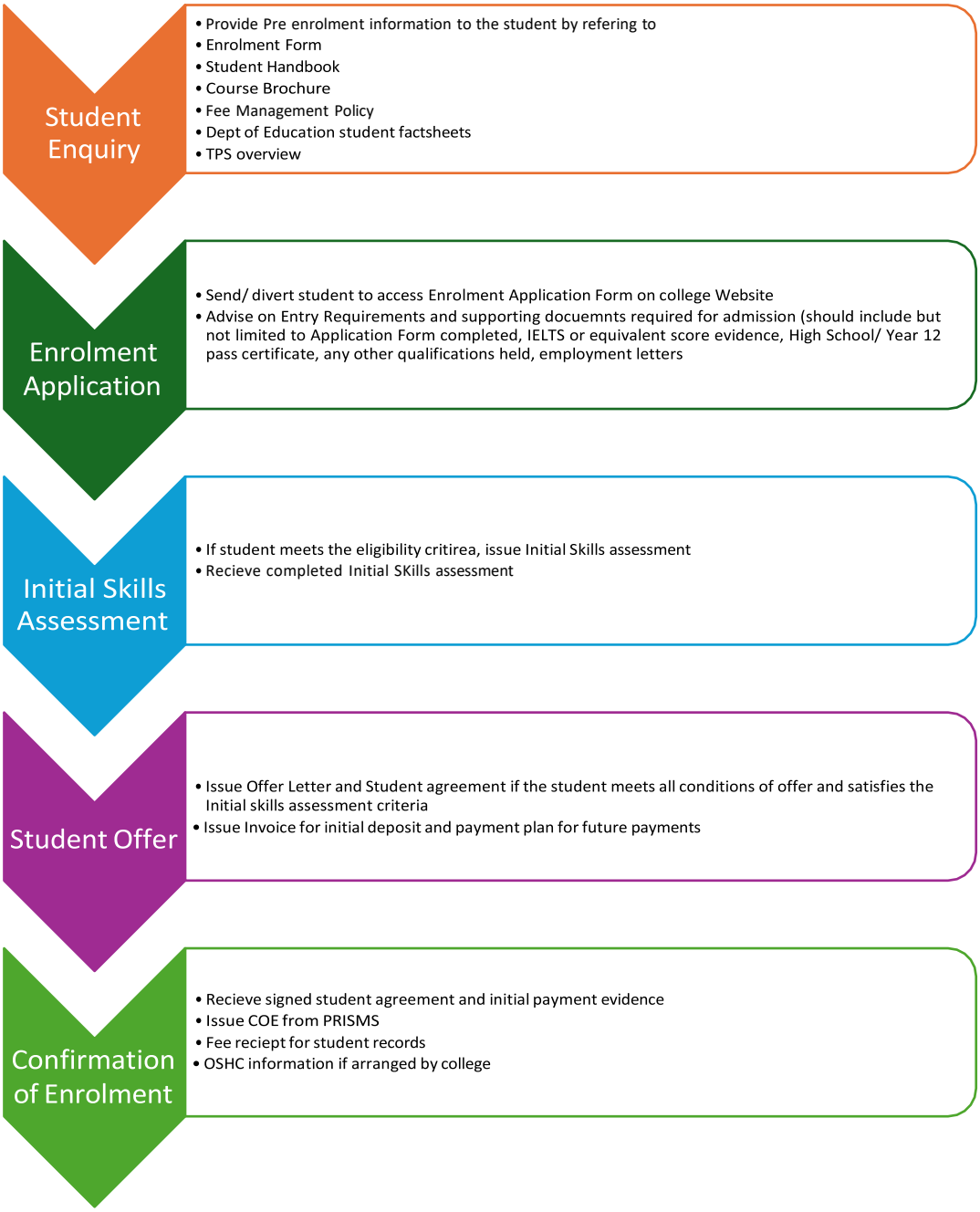
## Right to Appeal

Students have the right to appeal any disciplinary decision.

Please refer to the Complaints and Appeals section of this handbook for further information.



# Application Process




Further detailed information regarding the policies and procedures referenced in this handbook is available through Project Controls Institute documented policies and procedures framework, including (but not limited to) Admissions and Enrolment, Academic and Course Progress, Student Support, Complaints and Appeals, and administrative processes.

These documents are accessible via Project Controls Institute's website or upon request, and students are encouraged to review them to ensure a comprehensive understanding of their obligations and entitlements.

# Key Policies and Procedures

| Administration and Enrolment | Links |
|---|---|
| Administration and Enrolment | Administration and Enrolment |
| Student Selection and Enrolment Policy | Available upon request. |
| Pre-Enrolment Information Policy | Available upon request. |
| Initial Skill Assessments | Initial Skill Assessments |
| Unique Student Identifier (USI) Policy | Unique Student Identifier (USI) Policy |
| **Academic and Training** | |
| Training and Assessment Policy and Procedure | Available upon request. |
| Course Progress Policy | Available upon request. |
| Attendance Policy | Available upon request. |
| Assessment Policy (including Reassessment and Reasonable Adjustment) | Available upon request. |
| Academic Integrity Policy (Plagiarism and Cheating) | Available upon request. |
| Issuance of Certification Policy | Available upon request. |
| Credit Transfer and Recognition of Prior Learning (RPL) Form | Credit Transfer and Recognition of Prior Learning Form |
| Student Code of Conduct | Student Code of Conduct |
| Student Handbook | Student Handbook |
| **Fees and Consumer Protection** | |
| Fees, Charges | Fees Policy |
| Refund Policy | Refund Policy |
| Student Agreement / Written Agreement | Available upon request. |
| Tuition Protection Service (TPS) Information | Tution Protection Service |
| **Student Support and Welfare** | |
| Student Support Services Policy | Student Support Services Policy |
| Access and Equity Policy | Available upon request. |
| Critical Incident Policy | Critical Incident Policy |
| **Compliance and Student Management** | |
| Deferral, Suspension and Cancellation Form | Deferral, Suspension and Cancellation Form |
| Deferral, Suspension and Cancellation Procedure | Deferral, Suspension and Cancellation Procedure |
| Complaints and Appeals Policy | Complains and Appeals Policy |
| Privacy Policy | Privacy Policy |

# Welcome To Australia

Meet some of our locals
**(Australian wildlife)**



**Koala**



**Kookaburra**

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

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: https://www.studyaustralia.gov.au/en

## Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:
https://www.homeaffairs.gov.au/

You can find information on this website that explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Project Controls Institute, Australia and including assistance with visas. Contact us for details of the education agents that we use.

**NOTE**: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

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

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Project Controls Institute, Australia of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well. Please refer to Bringing your family section for details.

## Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Project Controls Institute, Australia at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## Arriving in Australia

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

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Department of Agriculture and Water Resources -Travelling to Australia website at http://www.agriculture.gov.au/travelling

**NOTE**: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.
If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course.

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

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Project Controls Institute, Australia of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well.
Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details - https://www.homeaffairs.gov.au/

## When you arrive at the airport

Upon arriving in Melbourne, Australia, you will need to go through a Customs and Immigration checkpoint. You will be required to present your passport and Incoming Passenger Card. Customs officers may ask about your stay before stamping your passport and returning it to you.

Once you have passed through the Entry Control Point, you will proceed to collect your baggage and exit via Customs and Biosecurity inspection. Your luggage might be subject to examination, as Australia has strict quarantine laws to prevent the introduction of certain food and plant items. It is essential to declare any items you are bringing into the country using the form provided during your flight. Unsafe items may be confiscated and disposed of accordingly.

Failing to declare or properly dispose of quarantine items, or making false declarations, may lead to fines or prosecution. Note that all international mail is also screened by customs.

For further information, please visit the Australian Border Force website at https://www.abf.gov.au

NOTE: Have your passport and Incoming Passenger Card ready for the Entry Control Point. Follow airport signage and ask airport staff if you need assistance.

## Getting from Melbourne airport to your accommodation

Find your way from Melbourne Airport to the city and beyond. All your transport options to and from Melbourne Airport are listed here: https://www.melbourneairport.com.au/transport.

Melbourne Airport is located approximately 23 kilometres (14 miles) northwest of Melbourne's Central Business District (CBD) in Victoria, Australia. It is situated on Airport Drive in Tullamarine and is easily accessible from the city centre and surrounding areas via major roadways. For more information, please visit the website https://www.melbourneairport.com.au / or call +61 3 9297 1600

You have the following options to travel to your accommodation if you have not pre-arranged a ride through Project Controls Institute, Australia.

### Here are your transport options available

### Taxis:

Taxis are on hand to pick-up arriving passengers with taxi ranks located close to all Terminals. The Melbourne CBD is approximately a 30-minute fare from Melbourne Airport. Extra taxi and Uber ranks zones have been created. For more information please visit https://www.melbourneairport.com.au/extra-taxi-and-uber-zones. Taxi ranks are located close to all terminals. The Melbourne CBD is approximately a 30-minute fare from Melbourne Airport. Estimate your fare here.

For your safety you should not accept any offer of taxi services outside of the designated taxi ranks at Terminals 1, 2, and 4. You can pre-book a taxi to pick you up from the airport. Pick-up will be at the north end of Terminal 1, 2 & 3 Car Park (closest to Terminal 1).

Know more: https://www.melbourneairport.com.au/getting-to-from-the-airport

### Rideshare:

Melbourne Airport has dedicated rideshare pick-up and drop-off areas to service all Terminals. There are three Uber ranks across the airport:

- Terminal 1 – simply turn left out of the terminal. Best for Qantas travellers.
- Terminal 2 – curb-side location directly in front of the terminal. Best for International travellers.
- Terminal 4 Car Park – located on the Ground Floor of the Terminal 4 Car Park. Turn right as you exit the terminal. Best for domestic travellers flying Jetstar, Rex Link Airways, or Virgin Australia.

Pick-up locations for other Rideshare services (including Didi and Shebah):

- Terminals 1,2 & 3 – Lane 3 of the forecourt
- Terminal 4 - Level 1, inside the Terminal 4 Car Park

Rideshare passengers can be dropped off at:

- Public drop off areas along Departure Drive
- Terminal 4 – Transport Hub on Level 1 of the Terminal 4 Car Park

*Rideshare trips have an access fee of $4.82 (including GST).

## Bus services:

**Skybus City Express**: The SkyBus Melbourne City Express runs daily from 4am to 1am between Melbourne Airport and Melbourne city (Southern Cross Station), with stops conveniently located outside Terminals 1, 3 and 4.
A big red bus is never far away, with departures every 10 minutes during peak times (7am and 7pm) and every 15 minutes outside peak times.
Tickets can be purchased:

- Online at skybus.com.au – tickets valid for 3 months
- Via e-kiosks at our kerbside stops
- With cash sales at Prosegur and Smart Carte baggage storage, located inside Terminal 2 Arrivals Hall.

The SkyBus Peninsula Express also runs daily to between Melbourne Airport and St Kilda, Frankston and surrounding bayside suburbs.
For more information about services, fares and schedules, visit skybus.com.au
Please note: SkyBus do not operate services between 1am and 4am.

**Free courtesy buses:**
When you park in the Value Car Park, you'll have access to the courtesy shuttle bus to and from the terminals.
The free shuttle service operates 24/7 and arrives every 15 minutes.
There are 8 bus stops in the Value Car Park, with stops at Terminal 4 and at Terminal 1 (with a short walk to Terminals 2 and 3).

**Off-airport shuttle buses:**
Private shuttles connect passengers to the surrounding off-airport car parks and hotels.
Pick-up and drop-off zones for off-airport shuttle buses are located in the forecourt in front of Terminals 1, 2 & 3, and at the Terminal 4 Transport Hub.
Contact your hotel or off-airport car park for further pick-up or drop-off information.

**Public Buses:**
Public Transport Victoria (PTV) operates 5 timetabled services from the Terminal 4 Ground Transport Hub (See the map below).
Please check the PTV website or the PTV Airport Bus information page here for more information.

**Regional and Charter Buses:**
Melbourne Airport is serviced by many direct, regional and charter buses. Their pick-up and drop-off location is dependent on the service they offer. Speak to your bus company for information.
Gull Geelong operates scheduled services from Melbourne Airport to Geelong daily from 5.30am to Midnight.
Pick-up and drop off is conveniently located opposite Terminal 3.
Timetable, fares, and tickets available at www.gull.com.au
**Car Rentals:** https://www.melbourneairport.com.au/car-rentals

## Melbourne's climate

Melbourne has a temperate oceanic climate with mild to warm summers and cool, damp winters. Summers (December to February) are generally pleasant with average temperatures ranging from about 14°C to 25°C (57°F to 77°F), although occasional heatwaves can push temperatures above 35°C (95°F). Winters (June to August) tend to be cool and wet, with average temperatures between 6°C and 14°C (43°F to 57°F), and regular rainfall.

Melbourne is known for its changeable weather, sometimes experiencing four seasons in one day, so it's advisable to dress in layers and check local weather forecasts frequently. The city enjoys moderate sunshine throughout the year, making it suitable for both indoor and outdoor activities.

### Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Melbourne, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks may not be open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.
The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters.

### Living in Australia

Read this article for an insight into living in Australia http://insiderguides.com.au/first-weeks-australia/
Refer to https://insiderguides.com.au/cost-of-living-calculator/ for calculating your living costs.

### Tips and resources

For guides relevant to living in Melbourne have a look at these free resources:
http://insiderguides.com.au/international-student-guides/

### Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia.
Temporary accommodation could be a hotel or hostel or similar such as a serviced apartment or a bed and breakfast (usually a converted private residence which may be inside someone's home or not).
Temporary accommodation can be found and booked through the following websites:

- Hotels: https://www.trivago.com.au/australia-563/hotel
- Bed & Breakfasts https://www.airbnb.com.au/Austalia
- Serviced Apartments - https://www.serviced-apartments.com.au/
- Hostels Australia http://hostelsaustralia.com.au/

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

**Student Accommodation**

Shared accommodation specifically for international students. Generally, includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- https://unilodge.com.au/
- http://urbanest.com.au/
- http://www.student-accommodation.com.au

### Private rental

A **private rental** is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Search private rentals here: https://www.realestate.com.au/rent

**Your rights as a tenant**

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below:

Consumer rights, complaints and scams: https://www.consumer.vic.gov.au/

Tenants Victoria - https://tenantsvic.org.au/

**Share house**

A **share house** is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here: https://flatmates.com.au/info/legal-introduction

- https://flatmates.com.au/Connects people wanting to share accommodation with others, includes people listing their spare rooms and those wanting to team up with others to start a lease.

**Boarding or Homestay**

Boarding or homestay is when you rent a room in a home, and live with the homeowners. This is a private agreement between you and the homeowner.

Homestay: https://www.homestay.com/australia/

## Bringing your family with you

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit https://www.homeaffairs.gov.au

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

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD$80 to AUD$120 per day
- Family day care AUD$6 to AUD$10 per hour
- Nannies AUD$20 to AUD$35 per hour
- Au pairs (living in your home) AUD$200 to AUD$250 per week

Find out more at:

https://www.vic.gov.au/children

https://www.vic.gov.au/topic/education

# Health

## Emergencies

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




Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

## Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

## Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call **000**.

## Medical assistance

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

# Overseas Student Health Cover

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

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.

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

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

## Working in Australia

- Most student visa holders can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

### Check your VISA

- Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the https://www.homeaffairs.gov.au/trav/stud

## Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work.
These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave breaks and rest periods.
- A healthy and safe work environment.

More information: https://www.studyinaustralia.gov.au/english/live-in-australia/working

**You tube**: https://www.youtube.com/watch?v=IKVwRLmI5l0&feature=youtu.be

If you have a problem, contact the Fair Work Ombudsman
Web: https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants
Phone: 13 13 94
Translating and interpreting service: 131 450

## Your Safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:
https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or Project Controls Institute, Australia's authorised agent once published on website, who can assist you to apply for a course, arriving in Melbourne, joining Project Controls Institute, Australia and provide assistance with your visa application.

Contact us for details of the education agents that we use or you can check the same on our website (Upon Approval) www.projectcontrolsinstitute.com/aus https://aussieed.com.au/

## Wellbeing and Support Services

Project Controls Institute is committed to supporting the wellbeing, safety, and mental health of all students.
A range of internal and external support services are available to assist you with personal, emotional, legal, or emergency situations. Students are encouraged to seek support at any time.

## Mental Health and Counselling Support

If you are experiencing stress, anxiety, or personal challenges, free and confidential support is available:

**Lifeline**
13 11 14 (24/7 crisis support)
https://www.lifeline.org.au

**Beyond Blue**
1300 22 4636
https://www.beyondblue.org.au

**Headspace**
https://www.headspace.org.au

**Crisis and Immediate Support -** If you are in crisis or need urgent emotional support:
**Suicide Call Back Service**
1300 659 467
https://www.suicidecallbackservice.org.au

**Sexual Assault and Domestic Violence Support**
Confidential support is available for anyone affected by sexual assault or family violence:

1800RESPECT
1800 737 732 (24/7)
https://www.1800respect.org.au
Safe Steps
1800 015 188 (24/7)
https://www.safesteps.org.au

**Legal Support**

Free or low-cost legal assistance may be available through:
Victoria Legal Aid
1300 792 387
https://www.legalaid.vic.gov.au
Consumer Affairs Victoria
https://www.consumer.vic.gov.au

## General Health Services

Students can access a range of medical services in Australia, including:

- General Practitioners (GPs)
- Medical centres and clinics
- Hospitals

Students must maintain **Overseas Student Health Cover (OSHC)** for the duration of their stay.

## Project Controls Institute Support Services

Project Controls Institute can assist students by:

- Providing initial support and guidance
- Referring students to appropriate external services
- Supporting students experiencing difficulties that may impact their studies

All support requests are handled confidentially.

# Living Costs in Australia

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

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.
Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only and do not take into account your individual budget or lifestyle. As a general guide, the Australian Government requires international students to demonstrate access to the following annual living expenses:

- AUD $24,505 per year for the main student
- AUD $8,574 per year for a partner or spouse
- AUD $3,670 per year for each dependent child

These amounts are indicative only and may vary depending on your lifestyle, location, and personal circumstances.

Students must demonstrate that sufficient funds are genuinely available to support their stay in Australia for the duration of their studies. These amounts are subject to change. Students should refer to the Department of Home Affairs website for the most up-to-date information.

## Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:
https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at
www.understandingmoney.gov.au

## Banking in Australia

It is recommended that you open an Australian bank account upon arrival to avoid carrying large amounts of cash and to assist with managing your day-to-day expenses. Many payments in Australia, such as accommodation, utilities, and other services, are commonly made via electronic transfer or direct debit from a bank account.

To open a bank account, you will generally need to visit a bank branch and provide identification, such as your passport, and evidence of your residential address.

**For more information, you can visit:** http://www.ausbanking.org.au/
Most banks are typically open:

Monday to Thursday: 9:30am – 4:00pm
Friday: 9:30am – 5:00pm

Some branches may also offer weekend trading hours.
Once your account is established, you will have access to a range of banking services, including:

**Automatic Teller Machines (ATMs)** for cash withdrawals and deposits, available 24 hours
**EFTPOS facilities** at most shops, supermarkets, and service stations, allowing you to pay electronically and withdraw cash

There are several major banks located throughout Melbourne, including branches near Project Controls Institute, where students can open and manage their accounts.

### Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

### Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

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

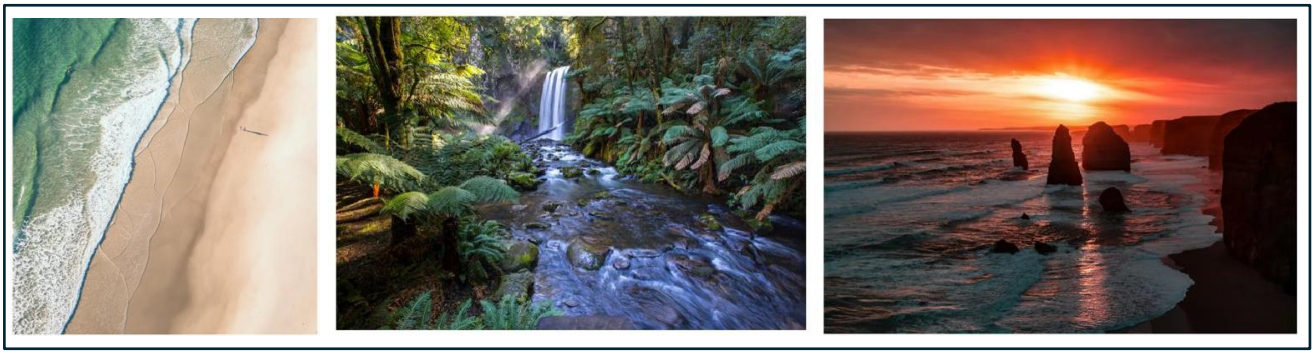
## Conclusion

Beginning your study journey in Australia is an exciting and life-changing opportunity. As an international student, you are not only gaining a nationally recognised qualification, but also building the skills, confidence, and global perspective needed to succeed in today's dynamic workforce. At Project Controls Institute, Australia, we are committed to supporting you every step of the way - academically, professionally, and personally.

You will have access to a range of support services, including academic assistance, wellbeing and counselling services, and dedicated student support staff who are here to help you navigate both your studies and life in Australia. We encourage you to engage actively in your learning, ask questions, collaborate with your peers, and take full advantage of the opportunities available to you.

Studying in a new country can present challenges, but it is through these experiences that you grow stronger, more resilient, and more capable. Remember, you are not alone - support is always available, and your success is our priority.

Take pride in your journey, stay focused on your goals, and embrace every moment of this experience. Your future starts here, and we are proud to be part of your path to success.



From beautiful beaches to tranquil rainforests