



Educating for Excellence

Australian Ideal College

Student Handbook (ELICOS)

Australian Ideal College Pty Ltd

ABN: 15 126 592 756

RTO No: 91679 | CRICOS Provider Code: 03053G

Sydney Campus: Level 7 & 8, 75 King St, Sydney NSW 2000

Adelaide Campus: Level 3, 7 James Place, Adelaide SA 5000

Hobart Campus: GRD, 116 Murray St, Hobart TAS 7000

T: +61 2 9262 2968 | E: info@aic.edu.au | W: www.aic.edu.au

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Important: This handbook provides student application, enrolment, study and living-in-Australia information for ELICOS students. It should be read together with the Letter of Offer/Written Agreement and current AIC policies. Section 2 includes VET course information only as additional pathway information for ELICOS students who may be interested in applying for VET study at AIC when, or after, they finish ELICOS. VET enrolment is separate and subject to course availability, entry requirements, CRICOS registration, a separate written agreement and student visa requirements.

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1. Introduction and Provider Information

Australian Ideal College (the College) is a Registered Training Organisation (RTO No. 91679) and CRICOS provider (03053G). The College is regulated by the Australian Skills Quality Authority (ASQA) and must comply with the Standards for RTOs 2025, the National Vocational Education and Training Regulator Act 2011, the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Qualifications

Australian Ideal College offers accredited and nationally recognised ELICOS and vocational and training qualifications to overseas students. Current course information, including course duration, campus location and CRICOS registration details for overseas students, should be checked against the College website and the CRICOS register before enrolment.

Students should check the CRICOS register to confirm that their course, provider and delivery location are current before enrolling and before applying for a student visa.

2. ELICOS Course Information and Future VET Study Options

ELICOS courses are non-award English language courses. They do not lead to an AQF qualification, Certificate, Diploma or Statement of Attainment. Some ELICOS students may later wish to apply for a VET course at AIC. The VET course list below is provided as additional pathway information only; it is not part of the ELICOS course and does not guarantee entry into a VET program.

ELICOS course	CRICOS code	Maximum duration	Entry / placement information
General English (Beginner to Advanced)	069362D	Up to 72 weeks	No minimum English entry requirement. Students complete placement testing so they can be placed at the appropriate level.
English for Academic Purposes 1 and 2	066513G	Up to 24 weeks	EAP 1: Intermediate level or equivalent. EAP 2: Upper-intermediate level or equivalent. Placement testing or accepted evidence may be required.

- ELICOS courses provide solely or mostly English language instruction for overseas students.
- ELICOS classes are scheduled for a minimum of 20 contact hours per week.
- Class sizes and teacher qualifications are managed in accordance with the ELICOS Standards 2018.
- Course start dates, timetables, campus locations and fees are set out in course information, the Letter of Offer and/or the Written Agreement.
- AIC may provide online learning resources and homework activities to support classroom learning. These do not replace required scheduled contact hours unless permitted by CRICOS registration and applicable law.

2.1 Additional information: VET courses at AIC for future study

AIC also offers accredited and nationally recognised VET qualifications to overseas and domestic students. ELICOS students who are interested in continuing their studies at AIC may consider applying for one of the following VET courses when, or after, they finish their ELICOS course.

This information is provided for general guidance only. Current course information, including course duration, campus location, entry requirements, fees, timetables and CRICOS registration details, must be checked against the College website, the Letter of Offer/Written Agreement and the CRICOS register before enrolment.

- Completion of an ELICOS course does not automatically guarantee entry into a VET course.

- Students must meet the applicable academic, English language, LLN, visa and course entry requirements for the VET course they apply for.
- A VET course requires a separate application, written agreement, fee arrangement and Confirmation of Enrolment (CoE), where applicable.

VET Qualifications

BSB30120 Certificate III in Business Administration (107388H)
 BSB40120 Certificate IV in Business Administration (107389G)
 BSB50420 Diploma of Leadership and Management (104211B)
 BSB60420 Advanced Diploma of Leadership and Management (107390C)
 BSB80120 Graduate Diploma of Management (Learning) (106057B)

FNS30322 Certificate III in Accounts Administration (110036F)
 FNS40222 Certificate IV in Accounting and Bookkeeping (109982G)
 FNS50222 Diploma of Accounting (111457K)
 FNS60222 Advanced Diploma of Accounting (111458J)

BSB40920 Certificate IV in Project Management Practice (103923M)
 BSB50820 Diploma of Project Management (104042C)

BSB40820 Certificate IV in Marketing and Communication (111459H)
 BSB50620 Diploma of Marketing and Communication (111460D)
 BSB60520 Advanced Diploma of Marketing and Communication (111456M)

SIT50422 Diploma of Hospitality Management (111479D)
 SIT60322 Advanced Diploma of Hospitality Management (111480M)

SIT50122 Diploma of Travel and Tourism Management (111461C)
 SIT60122 Advanced Diploma of Travel and Tourism Management (109454J)

CHC43015 Certificate IV in Ageing Support (107250D)
 CHC52025 Diploma of Community Services (120939F)

PSP50922 Diploma of Interpreting (Spoken Language) (120976A)
 PSP60822 Advanced Diploma of Translating (120975B)

Students should contact AIC Student Services or Marketing for current pathway advice before applying for a VET course. VET course entry, assessment, RPL, credit transfer, qualification issuance and course progress are governed by the relevant VET policies and written agreement, not by the ELICOS course requirements in this handbook.

3. Entry Requirements, Placement and Orientation

3.1 Entry and placement

Before enrolment, AIC will provide course information to help students make an informed decision. Students may be required to complete a placement test, interview or provide evidence of prior English language study so that AIC can place them into the appropriate course level.

Where a student is enrolled in a level that is not suitable, AIC may recommend a level change, additional support or a revised study plan. Any change that affects the student's CoE will be managed through PRISMS and in accordance with the written agreement and student visa requirements.

3.2 Orientation

Students must attend orientation before or at the start of their course. Orientation includes information about:

- course requirements, timetables, assessment and progression;



- attendance and engagement requirements;
- student support services and emergency contacts;
- using AIC systems such as Moodle or the student management system;
- complaints, appeals, transfers, deferral, suspension and cancellation;
- academic integrity, responsible AI use, plagiarism and cheating;
- living safely in Australia, public transport, health services, tenancy matters, work rights and OSHC.

4. Terms and Conditions of Enrolment

The Letter of Offer, Written Agreement and current Terms and Conditions of Enrolment form the written agreement required under the National Code 2018. AIC will give students access to current course, fee, refund and policy information before or when they accept an offer or pay fees.

4.1 Course commencement

Students are expected to start on the course commencement date stated on their Confirmation of Enrolment (CoE). If a student cannot commence on time, they must contact AIC immediately and request an approved deferral or revised commencement arrangement. If the student does not commence and does not make an approved arrangement, AIC may cancel the CoE for non-commencement in accordance with the ESOS framework, National Code 2018 and AIC policies.

4.2 Change of contact details

Students must notify AIC of any change to their residential address, mobile phone number, personal email address and emergency contact details within 7 days. Students should also update their details through the relevant AIC online system when available. Accurate contact details are essential for important notices about timetables, fees, visa compliance, attendance, progress and welfare matters.

4.3 Package courses

Where an ELICOS course is packaged with another course, the package will be managed according to the written agreement, the student's CoEs, CRICOS requirements and the ESOS framework. Students should seek advice before changing, withdrawing from or transferring any course in a package, as this may affect their visa and future study pathway.

4.4 College policies and student responsibilities

As a condition of enrolment, students must comply with AIC policies, reasonable directions from AIC staff, visa requirements, attendance and progress requirements, fee payment obligations and standards of behaviour. Current policies are available from AIC and may be updated from time to time, subject to applicable law and the student's written agreement.

5. Tuition Fees, Non-Refundable Charges and Refunds

Tuition fees refer to course tuition only unless otherwise stated. Additional charges may apply for enrolment, materials, OSHC, airport transfer, accommodation placement, reissuing documents, late payment, printing/copying, postage or other services. All fees and charges should be confirmed against the current written agreement and fee schedule before payment.

5.1 Tuition fee protection and collection

AIC will manage prepaid tuition fees in accordance with the ESOS framework and the Tuition Protection Service (TPS). Where a course is more than 25 weeks, AIC will not require more than 50% of the total tuition fee before the student begins the course, unless the student or the person paying on the student's behalf chooses to pay more.

5.2 Non-refundable fees and charges

\$200 enrolment fee; \$200 re-join fee	\$100 for reissuing an eCoE
\$200 penalty fee for late payment	\$20 for reissuing a lost student card
\$30 for issuing or reissuing each attendance letter or transcript before course completion	\$30 for reissuing a letter of confirmation of studies

\$0.20 per page for black and white print/copy
 \$100 for domestic posting and handling of documents where applicable
 Accommodation placement, guardian placement, airport transfer and other service charges may apply where requested.

\$1.00 per page for colour print/copy
 \$250 for international posting and handling of documents where applicable
 Refer to the current Letter of Offer/Written Agreement and fee schedule for current charges.

REFUND POLICY AND PROCEDURE

1. If a course is 25 weeks or less, tuition fees and charges may be payable in full before course commencement. If a course is more than 25 weeks, the College must not require more than 50% of the total tuition fees before the student has begun the course, unless the student or the person paying on the student's behalf chooses to pay more. Tuition fees are safeguarded by the Tuition Protection Service (TPS).
2. You must complete a refund application form and submit it to the College with any supporting documents. Student-default refunds will be processed within 28 days of the default occurring or within the timeframe required by the ESOS framework, and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

Code	Description	Refund
2.1.1	Enrolment/application fee, CoE revision charge, material fee, fees charged for administration services (e.g. late payment penalty fee, reprinting transcripts or certificates), accommodation placement fee, guardian placement fee, airport transfer fee, and other non-refundable fees and charges, except where required by law.	Non-refundable, except where required by law
2.1.2	Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	100% refund of UNUSED paid tuition fee
2.1.3	Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	100% refund of the UNUSED paid tuition fee
2.1.4	Withdrawal for visa refusal if the refusal is due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	No refund, except where required by law
2.1.5	Termination of enrolment/study for failure to comply with AIC's policies and procedures, Department of Home Affairs visa requirements, breach of a student visa condition, failure to comply with Australian Border Force requirements, or violation of the Biosecurity Act 2015 resulting in cancellation of the student visa	No refund, except where required by law
2.1.6	Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the paid tuition fee
2.1.7	Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee paid
2.1.8	Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund, except where required by law
2.1.9	If any submitted application or enrolment document is forged or otherwise fraudulent	No refund, except where required by law
2.1.10	a) in the case of visa refusal before the student commences the course, refunds will attract the lesser of an administration fee of \$500 or 5% of the amount of tuition fee paid; b) in all other cases other than 2.1.10(a), refunds will attract an administration fee of \$500, except where prohibited or limited by law.	

3. In the unlikely event that AIC is unable to deliver a course, AIC will either offer you an alternative place which is acceptable to you, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to AIC. To be specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to give you all the information you need so you can understand your options and choose an alternative course that best suits you.
4. Fees not listed in clause 2.1 are generally not refundable, except where required by law. Before enrolment, fees may be altered without notice and it is your responsibility to obtain the most up-to-date fees. Once you have accepted the written agreement, fees will not change for the normal duration of the course unless the written agreement or applicable law permits the change. If you extend your course duration, any fee increase for the extended component may be payable. If a course duration is extended due to training package updates or regulatory requirements, any additional fee will be handled in accordance with the written agreement and applicable law.
5. If you are over 18 years old, the refund will be paid directly to you or in accordance with your written directions.
6. If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
7. Refund entitlements will be determined in accordance with the written agreement, the Refund Policy, the ESOS framework and Australian consumer protection laws. Policy updates will not be applied retrospectively to disadvantage a student unless required by law.
8. The College reserves the right to vary intakes, fees and timetables where necessary, provided students are given reasonable notice and the change is managed in accordance with the written agreement, CRICOS registration and applicable law.
9. This agreement and the availability of complaints and appeals processes, do not remove your right to take action under Australia's consumer protection laws.

The refund table is a summary only. The written agreement and current Refund Policy must be used for final refund decisions.

6. Student Visa, OSHC, Work and Dependants

6.1 Student visa requirements

Students are responsible for understanding and complying with all student visa conditions. This includes maintaining enrolment, studying full-time, maintaining satisfactory attendance/progress, maintaining OSHC, complying with work limitations and notifying AIC of changes to contact details.

Students should seek advice from the Department of Home Affairs or a registered migration agent if they are unsure about their visa conditions. AIC staff cannot provide migration advice unless they are registered migration agents.

6.2 Overseas Student Health Cover (OSHC)

Overseas students must maintain adequate health insurance, usually OSHC, for the duration of their stay in Australia. Students may arrange OSHC through AIC where available or purchase OSHC directly from an approved provider. Students must ensure their OSHC remains current and covers any family members included on their student visa.

6.3 Working in Australia

Student visa work rights are set by the Department of Home Affairs and may change. At the time of this handbook, most student visa holders may work up to 48 hours per fortnight while their course is in session and unlimited hours during scheduled course breaks. Work must not interfere with study, attendance, progress or visa compliance. Students should obtain a Tax File Number from the Australian Taxation Office before working.

6.4 School-aged dependants

Students who bring school-aged dependants to Australia must ensure that dependants meet school attendance requirements and pay any applicable school fees. Requirements and fees vary between states and school sectors.

7. Attendance, Engagement, Course Progress and Intervention

7.1 Attendance requirements

AIC monitors ELICOS attendance for all scheduled course contact hours. Students are expected to attend all classes and must maintain at least 80% attendance. Attendance is recorded for each class/session and may be reviewed weekly.

- Students should notify AIC as soon as possible if they are unable to attend class.
- Students must provide evidence for absences caused by illness, compassionate or compelling circumstances, or other approved reasons.
- Students who arrive late or leave early may be marked absent for the relevant part of the class, depending on AIC procedures.
- AIC may send warning letters and require students to attend intervention meetings when attendance falls below expected levels, normally at risk points such as below 90% or 85%.

7.2 Reporting for unsatisfactory attendance

If a student's attendance falls below 80%, AIC may issue an intention to report, giving the student 20 working days to access the internal complaints and appeals process. AIC may decide not to report a student where the student is still attending at least 70%, has genuine compassionate or compelling circumstances, and has otherwise maintained satisfactory course progress, where permitted by the National Code 2018 and AIC policy.

7.3 Course progress

AIC monitors English language progress through class participation, assessment tasks, teacher feedback, level tests and progression decisions. Students must make satisfactory progress and participate reasonably in learning activities.

Where a student is at risk of not progressing, AIC may implement an intervention strategy. Intervention may include English language support, additional tutorials, counselling referral, learning plans, study-skills assistance, attendance monitoring, timetable adjustment or a meeting with the Director of Studies or Course Coordinator.

8. Course Delivery, Assessment and Academic Integrity

8.1 Delivery

AIC uses teacher-led classroom instruction, communicative language activities, workshops, group activities, supervised study, assessments, homework and online learning resources to support English language learning. Students are expected to actively participate in speaking, listening, reading, writing, grammar, vocabulary and pronunciation activities.

8.2 ELICOS assessment

ELICOS assessment is designed to measure English language development and readiness to progress through levels or pathways. Assessment methods may include written tasks, reading and listening tests, speaking activities, presentations, interviews, portfolios, class participation and formal progress tests. Students will receive information about assessment expectations, due dates and progression requirements.

ELICOS courses do not grant AQF credit transfer or RPL. Previous English language study may be considered for placement, but it does not create AQF credit or a Statement of Attainment.

8.3 Academic integrity, plagiarism and cheating

Students must submit their own work and must not engage in plagiarism, cheating, contract cheating, unauthorised collaboration or misuse of AI tools. Examples include copying another person's writing, submitting AI-generated work as the student's own, using translation tools to replace required English language production, or using unauthorised notes or devices during assessments.

If academic misconduct is suspected, AIC will investigate and give the student an opportunity to respond. Outcomes may include a warning, resubmission, reassessment, a Not Yet Satisfactory/Not Achieved result, intervention, suspension or cancellation in serious cases, subject to complaints and appeals rights.

9. Student Support, Welfare and Safety

AIC provides support to help students adjust to study and life in Australia. Students can contact Student Services, teachers, the Director of Studies or the Course Coordinator for assistance.

Campus / contact	Phone	Emergency / after-hours
Sydney campus	+61 2 9262 2968	0499 287 868
Adelaide campus	+61 8 8123 5780	0424 306 998
Hobart campus	+61 3 6231 2141	0415 186 998
General email	info@aic.edu.au	+61 2 9262 2968

- study skills and learning support;
- English language support and referrals;
- health, welfare, accommodation and safety information;
- referral to counselling, medical, legal, emergency or community services;
- support with complaints, appeals, transfers and administrative processes;
- support for students with additional needs or reasonable adjustment requests.

9.1 Critical incidents and emergency situations

In an emergency, call 000 for police, fire or ambulance. AIC must be notified as soon as practicable of serious incidents affecting students, including serious injury, hospitalisation, assault, missing persons, mental health crisis, death, natural disaster or other critical incidents. AIC will manage critical incidents in accordance with its Critical Incident Policy and may contact emergency contacts, government agencies or support services where appropriate and lawful.

9.2 Students under 18

Where AIC enrolls a student under 18, AIC will ensure that appropriate accommodation, support and welfare arrangements are in place in accordance with the National Code 2018, ELICOS Standards 2018 and any applicable child safety requirements. Students under 18 must comply with approved welfare and accommodation arrangements and must not change those arrangements without approval.

10. Accommodation, Transport and Living in Australia

10.1 Accommodation

Students are responsible for arranging safe and suitable accommodation. Options may include homestay, shared accommodation, student accommodation or private rental. AIC can provide general information and referrals, but students are responsible for checking costs, contracts, bonds, location, transport and tenancy terms before committing.

Accommodation type	Indicative cost	Notes
Homestay	Approx. A\$350-A\$500 per week	Living with a host family. May include meals depending on arrangement.
Shared accommodation	Approx. A\$300-A\$350 per week	Private room in shared house/unit. Costs and bills vary.
Private rental / flat	Approx. A\$650-A\$950 per week	Usually unfurnished and may require bond, lease and utility setup.

10.2 Transport and daily life

AIC campuses are located in central business districts with access to public transport, food outlets, banks and services. Students must pay correct fares and follow public transport rules. Students should compare prices before purchasing goods and services and should understand their rights and responsibilities when renting accommodation or working in Australia.

10.3 Opening a bank account and Tax File Number

Students may open a bank account in person at a local branch or online where available. Students who work in Australia should apply for a Tax File Number through the Australian Taxation Office and should understand workplace rights and minimum entitlements before accepting work.

11. Deferral, Suspension and Cancellation

Students who wish to defer commencement, suspend studies or cancel enrolment must apply in writing and provide supporting evidence. Deferral or suspension is usually approved only for compassionate or compelling circumstances, such as serious illness, bereavement, traumatic experience, major political upheaval or natural disaster affecting the student's study.

AIC may suspend or cancel a student's enrolment for misconduct, non-payment of fees, non-commencement, unsatisfactory attendance or progress, or other grounds permitted by the written agreement and applicable law. Except where the National Code permits immediate action due to extenuating circumstances relating to the student's welfare, AIC will inform the student of the intention to suspend or cancel and provide 20 working days to access the internal complaints and appeals process before the change is reported in PRISMS.

12. Student Transfer Between Providers

Students should seek advice before transferring providers, especially if enrolled in a package of courses. Transfer decisions may affect refunds, course progression and visa requirements.

12.1 Transfer before completing six months of the principal course

If a student has not completed six months of their principal course of study, AIC must assess a release request under Standard 7 of the National Code 2018. The student must apply using the appropriate form and provide a valid offer from another registered provider and any other supporting evidence. AIC will not charge a fee to assess or grant a release.

AIC will normally grant release where compassionate or compelling circumstances exist, AIC fails to deliver the course as outlined, the student's reasonable expectations are not being met, the student was misled by AIC or an agent, the student will be reported despite engaging with intervention, or an appeal results in a decision or recommendation to release the student.

If AIC intends to refuse a release request, the student will be given written reasons and informed of the right to access complaints and appeals within 20 working days. AIC will not finalise the refusal in PRISMS until the appeal period has passed, the student withdraws from the appeal, or the appeal outcome supports AIC's decision.

12.2 Transfer after completing six months of the principal course

A student who has completed six months of the principal course of study can transfer to another provider without requesting release from AIC. The student should still check their written agreement, refund position and visa requirements.

AIC will retain transfer request records and decisions for at least two years after the student ceases to be an accepted student.

13. Complaints and Appeals

AIC provides complaints and appeals processes at no cost to students. Students may complain or appeal about academic matters, administrative matters, fees, conduct of staff or students, discrimination, harassment, facilities, student support, disciplinary decisions, transfer refusals, intention to report, suspension or cancellation.

13.1 Informal resolution

Students are encouraged to raise issues early with the relevant teacher, Student Services, Director of Studies, Course Coordinator or Student Administration. Informal resolution is encouraged where appropriate, but students may proceed directly to a formal complaint if they prefer or if the matter is serious.

13.2 Formal complaint or appeal

1. Complete the relevant Complaint Form or Internal Appeal Form and submit supporting documents.
2. AIC will commence assessment of the complaint or appeal within 10 working days of receipt.
3. The student may present their case and may be accompanied by a support person at relevant meetings.
4. AIC will provide a written outcome and reasons as soon as practicable.
5. Where the outcome requires corrective or preventive action, AIC will implement the action promptly.

13.3 External appeal

If the student is not satisfied with the outcome or conduct of AIC's internal process, the student may lodge an external appeal with the Commonwealth Ombudsman or seek independent advice. AIC will maintain the student's enrolment while an internal appeal is in progress and, where required by the National Code, while an external appeal is being considered.

14. Student Code of Behaviour

Students are expected to behave respectfully and safely at all times. Students must:

- treat staff, students and visitors with courtesy and respect;
- attend classes, participate actively and follow reasonable directions from AIC staff;
- avoid discrimination, bullying, harassment, intimidation, violence or threats;
- respect AIC property, student property, computer systems and learning resources;
- not possess or use illegal drugs, alcohol or weapons on campus;
- follow health, safety, emergency and campus rules;
- maintain academic integrity and submit their own work;
- pay fees by the due date and keep contact details current.

Breaches may lead to counselling, warning, intervention, restricted access, suspension or cancellation. Serious misconduct may be referred to police or other authorities. Students may access complaints and appeals processes in relation to disciplinary decisions.

15. Privacy and Records

AIC collects personal information to manage enrolment, deliver education services, meet student visa and regulatory obligations, provide support and report information required by law. Information may be disclosed to Australian Government agencies, ASQA, the Department of Education, the Department of

Home Affairs, TPS, the Commonwealth Ombudsman, debt collectors, emergency services or other parties where authorised or required by law.

Students may request access to personal information held by AIC and may request correction if the information is inaccurate, incomplete or out of date. Students should contact Student Services to request access or correction.

AIC will retain student records, attendance, progress, assessment and administrative records in accordance with ESOS, National Code, ELICOS Standards, Privacy Act, ASQA/RTO requirements where relevant, and AIC's Records Management Policy.

16. Helpful Information and Contacts for Living in Australia

This section keeps practical information that assists ELICOS students with applying, arriving, settling and staying safely in Australia. Students should check current details directly with the relevant service provider, as websites, addresses and phone numbers may change.

16.1 Emergency, safety and crisis support

Service	Contact	Purpose
Emergency - Police / Fire / Ambulance	000	Urgent danger, fire or medical emergency.
Police Assistance Line	131 444	Non-urgent police assistance.
Crime Stoppers	1800 333 000	Report crime anonymously.
Lifeline	13 11 14 www.lifeline.org.au	24-hour crisis support.
Victims Access Line	1800 633 063	Information, referral and support for victims of crime.
Alcohol and Drug Information Service	1800 250 015	Information, referral and crisis counselling.
Quitline	13 78 48	Support to stop smoking.
Gambling Help	1800 858 858	Support for gambling-related concerns.

16.2 Student visa, education and complaints

Service	Contact	Purpose
CRICOS	https://cricos.education.gov.au	Check AIC, course codes and approved delivery locations.
Study Australia	https://www.studyaustralia.gov.au	Official study and living information for international students.
Department of Home Affairs	https://www.homeaffairs.gov.au	Student visa conditions and visa information.
Commonwealth Ombudsman	1300 362 072 https://www.ombudsman.gov.au	External complaints for overseas students.
Tuition Protection Service	https://tps.gov.au	Information if a provider defaults.
Registered migration agents	https://www.mara.gov.au	Search for registered migration agents.

16.3 Health, OSHC, medical centres and hospitals

Service / location	Contact	Purpose
OSHC providers	AHM, Bupa, Medibank, Allianz Care, nib	Students may choose an approved OSHC provider and must maintain cover.
Private health insurance information	https://www.privatehealth.gov.au	Compare private health insurance information.
Private Health Insurance Ombudsman	1800 640 695 https://www.ombudsman.gov.au	Complaints about private health insurers.
Translating and Interpreting Service	131 450 https://www.tisnational.gov.au	Telephone interpreting for services.
Sydney medical centre	MediCentral, Level 11, 501 George Street Sydney NSW 2000 (02) 8378 6666	Local medical centre.
Adelaide medical centre	Gawler Place Medical Practice, 49-51 Gawler Place Adelaide SA 5000 (08) 8212 7175	Local medical centre.
Hobart medical centre	City Doctors & Travel Clinic, 188 Collins Street Hobart TAS 7000 (03) 6231 3003	Local medical centre.
Major hospitals	Sydney: Westmead, St Vincent's, Royal Hospital for Women, Sydney Eye Hospital; Adelaide: Royal Adelaide Hospital; Hobart: Royal Hobart Hospital	For serious medical issues or emergency referral.

16.4 Accommodation, tenancy and consumer information

Service	Contact	Purpose
NSW Fair Trading	13 32 20 https://www.fairtrading.nsw.gov.au	Tenancy and consumer information in NSW.
SA tenancy information / SACAT	1800 723 767 https://www.sa.gov.au/topics/housing-and-property/renting-and-letting/dispute-resolution	Tenancy disputes in South Australia.
Tasmanian tenancy information	https://www.cbos.tas.gov.au	Tenancy and consumer information in Tasmania.
Student accommodation	https://www.unilodge.com.au https://flatmates.com.au https://www.realestate.com.au https://www.domain.com.au	Accommodation search options.
Homestay	Australian Homestay Network or other approved provider used by AIC	Students should confirm fees, meals, location, transport and rules before booking.

16.5 Transport, banking, work and tax

Service	Contact	Purpose
Public transport - NSW	https://transportnsw.info	Timetables, trip planning and fares.
Public transport - Adelaide	https://www.adelaidemetro.com.au	Timetables, trip planning and fares.
Public transport - Tasmania	https://www.transport.tas.gov.au	Transport information.
Australian Taxation Office	https://www.ato.gov.au	Tax File Number and tax information.
Fair Work Ombudsman	13 13 94 https://www.fairwork.gov.au	Workplace rights, pay and employment issues.
Major banks	Commonwealth Bank, NAB, ANZ, Westpac and others	Students should compare fees, ID requirements and account options.
Employment websites	https://www.seek.com.au https://www.careerone.com.au	Job search information. Work must not interfere with study or visa requirements.
Volunteering	https://www.volunteering.com.au	Volunteering opportunities.

16.6 Legal, discrimination, consular and community support

Service	Contact	Purpose
Legal information	https://www.fedcourt.gov.au/going-to-court/i-am-a-party/help-with-legal-problem/list-of-organisations	Legal support resources.
LawAccess NSW	1300 888 529	Legal assistance in NSW.
Anti-discrimination - NSW	1800 670 812 https://antidiscrimination.nsw.gov.au	Discrimination and vilification issues in NSW.
Equal Opportunity SA	https://www.equalopportunity.sa.gov.au	Discrimination information in South Australia.
Equal Opportunity Tasmania	1300 305 062 https://equalopportunity.tas.gov.au	Discrimination information in Tasmania.
Consulates in Australia	https://protocol.dfat.gov.au/Public/MissionsInAustralia	Contact your country's consulate or embassy.
Community directory	https://www.mycommunitydirectory.com.au	Find local community services.
Weather	https://www.bom.gov.au weather warnings: 1300 659 218	Weather forecasts and warnings.

17. Relevant Legislation and Standards

AIC's ELICOS operations are guided by the following legislation, standards and official registers:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018
- Education Services for Overseas Students Regulations 2019
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Tuition Protection Service requirements
- Privacy Act 1988 and Australian Privacy Principles
- Work Health and Safety legislation in relevant states/territories
- Anti-discrimination and equal opportunity legislation in relevant states/territories
- Standards for Registered Training Organisations (RTOs) 2025, where relevant to AIC's RTO operations.

Students should refer to official government websites for current information. Links and requirements can change after publication.

Appendix A: Responsible Use of AI Tools

AIC recognises that artificial intelligence tools can support learning when used responsibly. However, ELICOS students are assessed on their own English language development. AI tools must not replace the student's own speaking, writing, reading or listening skills.

Acceptable use

- checking grammar or vocabulary after the student has attempted the task;
- brainstorming ideas for practice where allowed by the teacher;
- asking for explanations of general language concepts;
- using dictionaries, thesauruses or translation support for learning, where permitted by the task instructions.

Unacceptable use

- submitting AI-generated writing, speaking scripts or answers as the student's own work;
- using translation or AI tools during tests or assessments unless expressly permitted;
- copying AI output without understanding or acknowledgement;
- using AI to avoid demonstrating the English skills being assessed.

Students may be asked to explain their work orally or in writing. If the student cannot explain submitted work, this may be considered evidence of possible academic misconduct. Students should ask their teacher before using AI tools for any assessment task.

Appendix B: Revision Record

Version	Date	Summary of changes
9.0	18 January 2025	Previous ELICOS handbook.
10.0	17 July 2026	Initial compliance update and removal of duplicated/outdated VET material.
10.1	17 July 2026	Simplified ELICOS-only version.
10.2	18 July 2026	Proofread to retain Terms and Conditions of Enrolment and helpful application/living-in-Australia information, while removing VET course lists, VET qualification information, VET RPL/credit-transfer content and VET assessment procedures that do not apply to ELICOS students.
10.3	18 July 2026	Added VET course information under Section 2 as additional pathway information for ELICOS students who may be interested in applying for VET study at AIC when, or after, they finish ELICOS. Updated wording to clarify that VET enrolment is separate from ELICOS and subject to entry, CRICOS, written agreement and visa requirements.