



MELBOURNE INSTITUTE
OF HIGHER EDUCATION

ABN: 87 637 251 462 CRICOS Code: 04018B
TEQSA Provider Number: PRV14350

STUDENT HANDBOOK

INTERNATIONAL

Melbourne Institute of Higher Education | INFO@MIHE.VIC.EDU.AU



CEO MESSAGE

It is my pleasure to welcome you to the Melbourne Institute of Higher Education (MIHE). At MIHE an environment of inclusiveness, collaboration and respect for others will help foster an innovative and entrepreneurial mindset in our students.

Small class sizes and committed staff will ensure that students receive an excellent learning experience. In turn, practical, problem-based industry projects will give our graduates an edge in the job market. Our overarching commitment is to develop innovative and adaptive graduates who are ready to meet the demands of a rapidly changing world.

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Welcome to Melbourne Institute of Higher Education (MIHE)

ABOUT MIHE

The MIHE campus is located in a suburban area where extraordinary things happen: our brightest and most talented minds gather to engage in meaningful dialogue, challenge the ordinary, and explore solutions to real-life challenges for tomorrow leaders. MIHE offers a Bachelor of Business degree program. Our innovative approach to learning ensures that our students are prepared to contribute positively to the future labour market. To create a diverse, inclusive community that values collaboration and open dialogue, we strive to create a culture of diversity and inclusion. Providing comprehensive learning opportunities to our students is one of our primary goals. The faculty at our institutions is composed of leading experts in the field. As a result of MIHE's faculty's extensive experience and individual attention, each student receives individualised guidance from their lecturers.

VISION

To be a quality education and research institute that empowers individuals to shape their future careers through transformative learning experiences that anticipate tomorrow's needs.

MISSION

At MIHE, our mission is to empower individuals through transformative quality education and innovative research, equipping them to shape successful careers for tomorrow and positively impact the future. Guided by our commitment to excellence, inclusivity, and forward-thinking, we place "Your future, our focus" at the core of everything we do

VALUES

MIHE will strive to achieve its strategic objectives by adhering to its vision through its core values of Quality, Intellectual Freedom, Empathy, and Empowerment.

Quality:

We are committed to excellence in providing quality education. This means upholding the highest standards for the benefit of our staff, students, graduates, alumni, and the broader community, ensuring continuous improvement and innovation in education and research.

Intellectual Freedom:

We foster and support creativity, independent thinking, and the generation of new ideas among our staff and students. An environment of intellectual freedom enables innovation and adaptability, empowering our community to embrace and leverage opportunities in a rapidly changing world to secure future careers.

Empathy:

We value understanding and compassion, promoting a culture where the perspectives, needs, and challenges of others are acknowledged and respected. By fostering empathy & respect, we create a supportive and inclusive environment that enhances collaboration and personal growth with respect

Empowerment:

We empower individuals to achieve their full potential through transformative learning experiences, professional development, and a supportive community. By providing the tools and opportunities for growth, we enable staff and students to shape their own futures with our focus.

WHY MIHE?

MIHE is proud to be different in the following four ways:

1) the Bachelor of Business course design and Marketing major; 2) focused attention of teaching staff to students' learning needs; 3) Price; and 4) Campus location.

1. Bachelor of Business (Marketing) Course design and Marketing major

The Bachelor of Business course has been designed with significant industry and expert academic engagement to ensure that it is fit-for-purpose and addresses the needs and contemporary issues that graduates face in a changing global marketplace. The

Bachelor of Business course provides students with a Marketing major. Marketing can be applied to every industry domain be it service, manufacturing, private industry, government or the not-for-profit sector. Numerous career opportunities in fields such as communications, marketing research, branding, sales, retailing, customer service and logistics are available to graduates. The Marketing major integrates theory, practical skills and industry-based project units to create job

I like to fly high, I want to achieve my dreams, the only way to get to the top is through persistence.

I believe persistence is the key to achieve your dreams. A river cuts through rock, not because of its power because of his persistence

Jim Watkins

ready graduates. Based on reports from Australian Department of Jobs and Small Business and The Quality Indicators for Learning and Teaching (QILT) there will be a steady increase in marketing-related employment in the next five years.

2. Focused attention of teaching staff to students' learning needs

Student and staff number forecasts are designed to ensure an optimum student to staff ratio, ensuring staff are able to allocate significant time and attention to all students. This is accomplished by ensuring classed sizes are small, which will assist student learning and retention.

3. Price

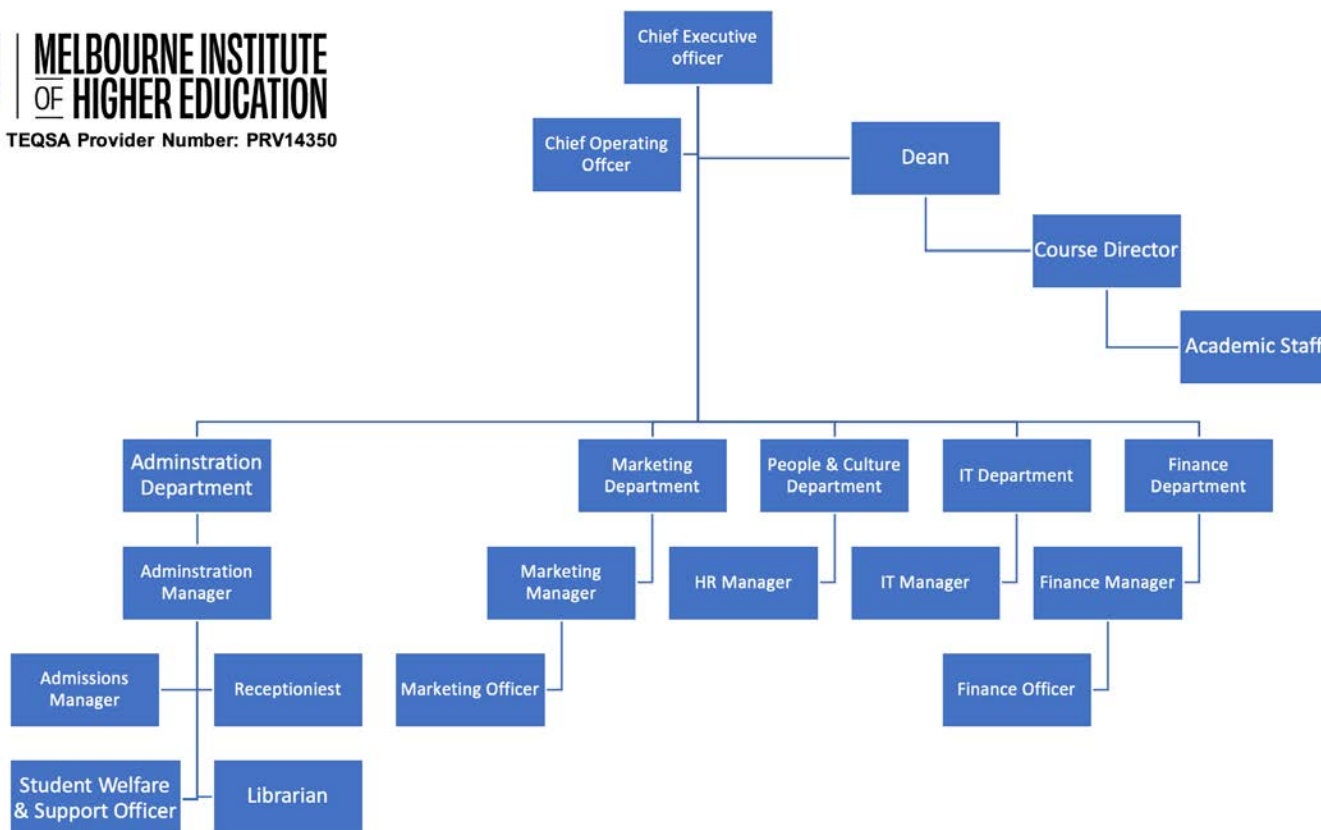
The Bachelor of Business (Marketing) at MIHE provides value for money for students as they will receive quality education delivered face-to-face with small student numbers in the classroom allowing for teaching staff to provide more focused one-on-one time with each student, resulting in greater attentiveness to their learning needs. The fees from peer providers have been benchmarked and MIHE's fees are competitive in comparison to its peers. For domestic students the fee for the three-year course is \$43,200 and \$49,200 for international students.

4. Campus Location

MIHE's campus is at 150 High Street Preston. This provides convenience for both students and staff in terms of access to public transportation to attend MIHE campus. The campus also offers students and staff with access to a variety of community facilities and the vibrancy associated with being located in Preston.

- Large space fit-for-purpose - over 800 square meters of space over two levels
- Disability access (ramp)
- Nine private car park spaces
- Close to public transport and amenities

MIHE STAFF AND LEADERSHIP ORGANISATION CHART



GOVERNANCE AND LEADERSHIP TEAM

The diagram below summaries the key Governance Boards and Advisory Committees established, and their relationships and membership to ensure the MIHE maintains appropriate corporate and academic governance.

Board of Directors	Academic Board	Course Advisory Committee	Learning and Teaching Committee	Leadership and Academic
Dr Michelle Lac Chair	Dr Suzanne Zyngier Chair	Mr Alex Makin Chair	Professor John Hall Chair and Dean	Tauseef, Muhammad Chief Executive Officer
Dr Suzanne Zyngier Member	Dr Susan Lambert Deputy Chair	Dr Mahfuz Ashraf Member	Dr Michael Baron Deputy Chair	Mr Waleed Sabir

				Chief Operating Officer
Dr Ann Moir- Busy Deputy Chair	Professor Elisabeth Wilson-Evered Member	Mr Paco Albie Member	Ananda Wickramasinghe Member	Professor John Hall Dean
	Professor Robin Kramar Member	Mr Robert Sumsion Member	Dr Isra Sarfraz Member	Dr Mariah Nakintu Course Coordinator
	Professor Julian Teicher Member	Ms Angela An Member	Ms Aimee HuangFu Member	Ms Aimee HuangFu Administration Manager
	Professor John Hall Member	Professor Dharmendra Sharma Member	Dr Afrooz Purarjomand Member	
		Associate Professor William Yeoh Member	Dr Mariah Nakintu Member	
		Dr Sunny Vinnakota Member		
		Mrs Shaneen Argall Member		
		Mr James Harris Member		

MIHE COURSES

MASTER OF IT (CYBER SECURITY)

Welcome to the Master of Information Technology (Cybersecurity) program! This course guideline serves as your guide to navigating the program, understanding its structure, software requirements and achieving success in your academic journey. Our curriculum is meticulously designed to align with the CyBOK framework recommended by the Australian Computer Society (ACS), ensuring you gain industry-relevant skills and knowledge.

BACHELOR OF IT (CYBERSECURITY)

Welcome to the Bachelor of Information Technology (Cybersecurity) program! This course guideline serves as your guide to navigating the program, understanding its structure, software requirements and achieving success in your academic journey. Our curriculum is meticulously designed to align with the CyBOK framework recommended by the Australian Computer Society (ACS), ensuring you gain industry-relevant skills and knowledge.

BACHELOR OF BUSINESS (MARKETING)

The Bachelor of Business course has been designed with significant industry and expert academic engagement to ensure that it is fit-for-purpose and addresses the needs and contemporary issues that graduates face in a changing global marketplace.

The Bachelor of Business course provides students with a Marketing major. Marketing can be applied to every industry domain be it service, manufacturing, private industry, government or the not-for-profit sector. Numerous career opportunities in fields such as communications, marketing research, branding, sales, retailing, customer service and logistics are available to graduates. The Marketing major integrates theory, practical skills and industry-based project units to create job ready graduates. Based on reports from Australian Department of Jobs and Small Business and The Quality Indicators for Learning and Teaching (QILT) there will be a steady increase in marketing-related employment in the next five years.

MASTER OF IT COURSE LEARNING OUTCOMES (CLOS)

The Course Learning Outcomes (CLOs) for the MIT (Cybersecurity) programme have been matched with the AQF level 9 Descriptors. These have been compared to the outcomes of other academic institutions to serve as benchmarks.

CLO 1 Analyse and evaluate different security threats and vulnerabilities, and to design effective strategies for mitigating them.

CLO 2 Conceptually map the principles and practices of secure software design and development, including threat modelling, secure coding, and testing techniques.

CLO 3 Adapt expertise in various cryptographic techniques and protocols, and their applications to secure communication, data storage, and authentication.

CLO 4 Contextualise the legal, ethical, and social issues related to cyber security, including privacy, intellectual property, and cybercrime.

CLO 5 Cross-examine risk management frameworks and methods to identify, assess, and mitigate cyber security risks in organisational contexts.

CLO 6 Derive practical skills in incident response and digital forensics, including methods for investigating and analysing security incidents and breaches.

CLO 7 Analyse and evaluate the principles and practices of network security, including protocols, architectures, and security tools for securing enterprise networks and cloud infrastructures.

CLO 8 Deduce communication and leadership skills needed to effectively manage cyber security teams, to communicate security risks and recommendations to non-technical stakeholders, and to comply with relevant regulations and standards.

BACHELOR OF IT COURSE LEARNING OUTCOMES (CLOS)

The Course Learning Outcomes (CLOs) for the BIT (Cybersecurity) have been aligned with the AQF level 7 Descriptors and compared to those of other academic institutions for benchmarking purposes.

CLO 1: Understand and apply a comprehensive knowledge of theoretical and technical concepts to pursue IT-related careers, particularly in the fields of cybersecurity.

CLO 2: Assess the impact of information technology on both business and society.

CLO 3: Collaboratively apply accumulated IT expertise to create practical solutions for real-world challenges within a team context.

CLO 4: Use IT tools to collect, refine, and improve data with the goal of addressing cybersecurity challenges.

CLO 5: Analyse the rapid and continuous evolution of the IT discipline and the need for lifelong learning.

CLO6: Demonstrate initiative and sound judgment in applying IT knowledge and skills ethically and responsibly across various projects.

CLO7: Effectively communicate and negotiate with others through clear and coherent communication skills, and in a manner that acknowledges cultural diversity.

B A C H E L O R O F B U I S N E S S C O U R S E L E A R N I N G O U T C O M E S (CLOS)

CLO 1 Be able to identify and appropriately apply disciplinary and interdisciplinary theory and practice to a range of Business situations.

CLO 2 Be competent at applying relevant technologies to extract and communicate information to solve Business problems.

CLO 3 Be critical and innovative on the use of Marketing theory in commonly found Business situation.

CLO 4 Be able to communicate discipline knowledge appropriately to others.

CLO 5 To demonstrate the capacity to work effectively as part of a team and display effective interpersonal communication skills.

CLO 6 Be able to solve problems using judgment drawn from analyses using methods, models and tools that are appropriate to solving Marketing problems.

CLO 7 Bring cultural, ethical, social and environmental values into consideration in their everyday business practice.

COURSE DETAILS

An overview of the course details associated with the bachelor's degree is provided in table below.

Year of Introduction	2023	
Teaching Period and Delivery Mode. Checked boxes indicate teaching periods in which students can commence the Course.	Trimester 1	International
	On Campus Full time	☒
	Trimester 2	
	On Campus Full time	☒
	Trimester 3	
	On Campus Full time	☒

Student Funding Basis	Commonwealth Supported Place	☐
	Full-Fee Domestic	☒
	Full-Fee International	☐ ☒
CRICOS Code	Is the Course to be offered to On-Campus International students? Yes ☒ No	
Delivery location	Melbourne, Victoria	

COURSE RULE AND STRUCTURE(MIT)

The Master of Information Technology (Cybersecurity) can be completed on a full-time or part-time basis with the standard full-time duration of the course being two years available to complete the degree.

LIST OF UNITS AND PRE-REQUISITE

Unit Code			Unit Name	CP	Pre-req
Year 1	Tri-1	MIT 101	Information Technologies and Systems	10	Nil
		MIT 102	Computer Networks and Applications	10	Nil
		MIT 103	Building Blocks of Coding	10	Nil
	Tri-2	MIT 104	IT Project Lifecycle Management	10	MIT 101, MIT 103
		MIT 105	Data Analytics	10	MIT 101, MIT 103
		MIT 106	Security Risk Management and Governance	10	MIT 101, MIT 102
	Tri-3		Elective Units (refer to the elective units' section)	10	
			Elective Units (refer to the elective units' section)	10	

Unit Code			Unit Name	CP	Pre-req
Year 2	Tri-1	MIT 201	Digital Forensics	10	MIT 102, MIT 106
		MIT 202	Dark Web	10	MIT 102, MIT 106
			Elective Units (refer to the elective units' section)	10	
	Tri-2	MIT 207	Project 1 (Proposal & Design)	10	MIT 104, Minimum of 2 Elective Units
			Elective Units (refer to the elective units' section)	10	
			Elective Units (refer to the elective units' section)	10	
	Tri-3		Elective Units (refer to the elective units' section)	10	
		MIT 208	Project 2 (Implementation)		MIT 207

ELECTIVES

Elective units (any six)			
	Unit Name	CP	Pre-req
MIT 107	Cyber Threats Intelligence and Incidence Responses	10	MIT 102, MIT 106
MIT 108	Automating for Efficiency and Effectiveness	10	MIT 101, MIT 103
MIT 109	Internet of Things (IoT) Security	10	MIT 102
MIT 203	User Experience	10	MIT 101, MIT 103
MIT 204	Mobile and Wireless Security	10	MIT 102, MIT 106
MIT 205	Human Factors in Cybersecurity	10	MIT 106
MIT 206	Cyber Security Policy and Law	10	MIT 106

COURSE STRUCTURE(BIT)

The Bachelor of Information Technology (Cyber Security) can be completed on a full-time or part-time basis with the standard full-time duration of the course being three years available to complete the degree.

LIST OF UNITS AND PRE-REQUISITE

Unit Code			Unit Name	CP	Pre-req/Co-req
Year 1	Tri-1	BIT 101	Introduction to Information Technology	10	Nil
		BIT 102	Programming Techniques	10	Nil
		BUS 101	Business Communication	10	Nil
	Tri-2	BIT 103	Introduction to Cybersecurity	10	Nil
		MGT 101	Management Fundamental	10	Nil
		BIT 104	Database and Data Warehousing	10	Nil
	Tri-3				
		BIT 105	Computer Network	10	Nil
		BIT 106	Cloud Computing	10	BIT 105 (Co-req)

Unit Code			Unit Name	CP	Pre-req
Year 2	Tri-1	MGT 210	Managing Innovation and Digital Transformation	10	Nil
		BIT 201	Structure Programming	10	BIT 102
		BIT 202	System Analysis and Design	10	BIT 102
	Tri-2	BIT 203	Network Security	10	BIT 105
		BIT 204	Introduction to Computer Science	10	BIT 102

		BIT 205	IT Agile project Management	10	BIT 202
	Tri-3				
		BIT 206	Cybersecurity Governance and law	10	BIT 103
		BIT 207	Penetration Testing and Ethical Hacking	10	BIT 103

Unit Code		Unit Name		CP	Pre-req
Year 3	Tri-1	BIT 301	Applied cryptography	10	BIT 204
		BIT 302	Cloud Security and Privacy	10	BIT 103, 106, and 206
		BIT 303	Ethics and Professional Practice	10	Completion of 16 units
	Tri-2	BIT 307	Project- 1 (business requirement analysis)	10	BIT 202 and Completion of 16 units
		BIT 304	Cyber Risk and Incident Management	10	BIT 206
		Elective 1	Select any one elective	10	
	Tri-3				
		Elective 2	Select any one elective	10	
		BIT 308	Project-2 (design & implementation)	10	BIT 307

Electives (any two)

Unit Code	Unit Name	CP	Pre-req
BIT 305	IT Service Management	10	Completion of 16 units
BIT 306	Internet of Things (IoT)	10	BIT 204
BIT 309	Blockchain security	10	BIT 102, 103, 301 and 302
BUS 310	Data Analytics	10	BIT 104

COURSE RULE AND STRUCTURE (BUSINESS)

The Bachelor of Business (Marketing) can be completed on a full-time or part-time basis with the standard full-time duration of the course being three years available to complete the degree.

The Course consists of 12 Business Core units, 8 Marketing Major Units and 4 elective units.

Students must satisfactorily complete 24 units. All units have a 10-credit point weighting. A maximum of 10 Level 1 units may be included in the course of study. A minimum of 5 level 3 units must be included in the course of study. The core plus the major covers all of the 100 and 300 level requirements – i.e. does not matter what electives students choose they will meet this rule the units are designed to be taken in the following sequence shown in Table below. The program is designed in a manner that allows students to begin in any trimester in a particular year.

LIST OF UNITS AND PRE-REQUISITE

Unit code	Unit Name	Prerequisite
MKT101	Marketing Fundamentals	Nil
MGT101	Management Fundamentals	Nil
ACC101	Introduction to Accounting	Nil
ECO101	Business Economics	Nil
BUS101	Business Communications	Nil
MGT120	Project Management 1	Nil
BUS120	Understanding, Analysing and Interpreting Information	Nil
BUS130	Technology for Business	Nil
LAW201	Introduction to Business Law	Nil
FIN201	Fundamentals of Finance	ACC101
BUS310	Data analytics	BUS120 and MKT220
BUS390	Capstone Project	Completed 16 units
MKT110	Consumer Behaviour	Nil
MKT210	Advertising, Digital Marketing and Social Media	MKT101
MKT220	Business Research Methods and Insights	MKT101
MKT230	Services Marketing	MKT101
MKT240	International Marketing	MKT101
MKT350	Sales and Negotiation	Any level 2 Marketing Unit
MKT380	Branding	Any level 2 Marketing Unit
MKT390	Strategic Marketing	Completed 16 units
MGT210	Managing Innovation and Digital Transformation	MGT101
MGT220	Project Management II: Project Risk Management	MGT120
MGT230	Managing Organisations and Change	MGT101
MGT320	Project Management III: Managing Innovative Projects	MGT220
MKT250	Distribution Management	MKT101
MKT260	Not for Profit Marketing	MKT101

ADMISSION AND ARTICULATION

PROPOSED GUARANTEED ENTRY THRESHOLDS

The table below outlines the guaranteed entry thresholds for the Bachelor of Business (Marketing) course.

Guaranteed Entry Thresholds

ATAR	=> 60
GPA	=> 3.5 out of 7
STAT	=> 120

MIHE's Equity, Diversity and Aboriginal and Torres Strait Islander Peoples Framework and Policy requires special consideration to be given to applicants from under-represented or disadvantaged backgrounds including Aboriginal and Torres Strait Islander Peoples (ATSI) applicants. Academic

Board (or the Dean referring to the Admissions and Enrolment Policy and Procedure) may determine alternative admission pathways which may include, but are not limited to, special entry schemes that address perceived disadvantage such as applicants with physical disabilities, applicants from geographically isolated areas, applicants from economically disadvantaged backgrounds and Aboriginal or Torres Strait Islander Peoples applicants.

English language proficiency (ELP) requirements

The table below outlines the English language proficiency requirements of students in assessing suitable entry into the Bachelor of Business (Marketing) course. These requirements have been established with reference to other comparable course entry requirements published by other Higher Education Providers

English Language Test	Undergraduate Requirement
International English Language Testing System (IELTS) – Academic	Overall, 6.0 (min. 6.5 in writing and no other band less than 5.5)
Test of English as a Foreign Language (TOEFL) – Paper Based Test	500 (min. 4.5 TWE – Test of Written English)
Test of English as a Foreign Language (TOEFL) - Internet Based Test (IBT)	60 (Listening 12, Speaking 16, Reading 14, Writing 18)
Pearson Test of English (PTE)	Overall 50 (writing not less than 50 no other skill score < 42)
Cambridge English Advanced (CAE)	Level B2 (169) (writing not less than 169)

The proposed ELP criteria are consistent with MIHE' s minimum ELP requirements.

English Language Test	Postgraduate Requirement
International English Language Testing System (IELTS) – Academic	Overall, 6.5 (min. 6.5 in writing and no other band less than 6.0)

The proposed ELP criteria are consistent with MIHE' s minimum ELP requirements.

ARTICULATION PATHWAYS

Satisfactory completion of the following Courses from any Australian Registered Training Organisation or equivalent overseas qualifications will attract the credits as per Table below.

Course of study to which articulation and/or credit arrangements apply:		
Name of Course	Maximum of	Articulation and/or credit transfer
Diploma of Business	80 credit points (8 units)	Yes
Advanced Diploma of Business	120 credit points (12 units)	Yes

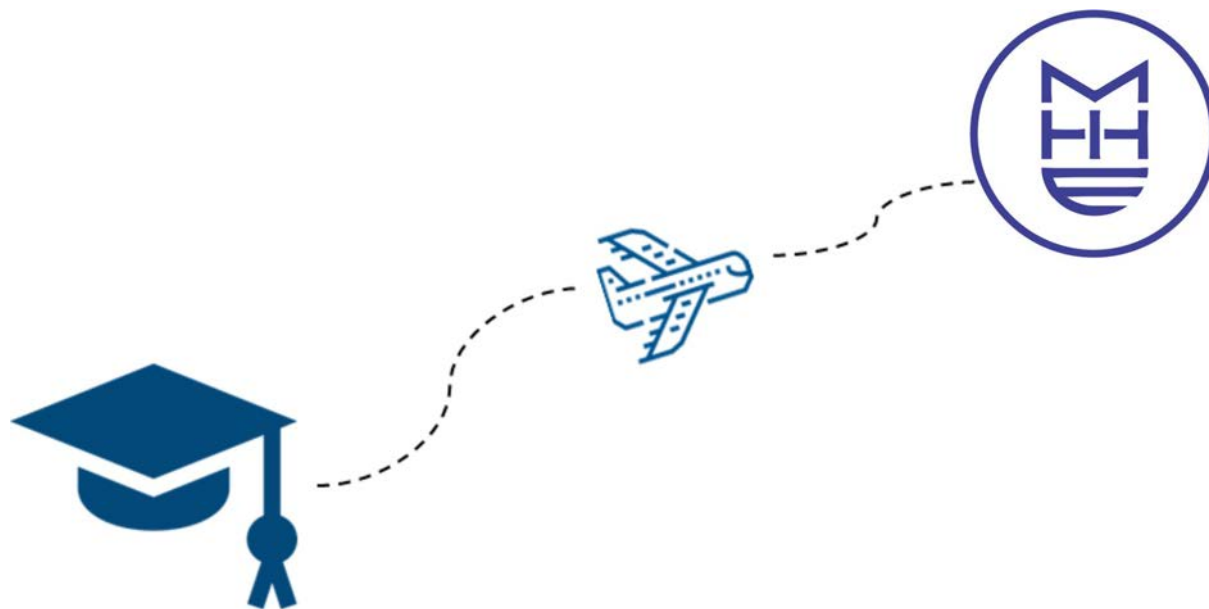
Details of units for which credit will be granted will be determined on a case-by-case basis depending on the units of competency completed.

The Credit and Recognition of Prior Learning (RPL) Policy and Procedure outlines the approach and guidelines used by MIHE to grant students credit and recognition for their previous learning experiences while maintaining MIHE's expectations of student achievement and the integrity of

the program.

EXIT PATHWAYS

No exit pathways have been established for this course.



ORIENTATION

The regulatory standards for Higher Education for international students stipulate that it is the obligation of education service providers to ensure that new students are systematically and adequately informed about the courses and context of their studies. MIHE's orientation program to facilitate the commencing year for new international students commencing a course of study at MIHE, includes familiarising them with campus life and providing them relevant information about studying at MIHE, such as various transition support services.

MIHE is required by Standard 6 of the National Code 2018 to support international students in adjusting to study and life in Australia. Orientation is imperative for all international students in achieving their learning goals and satisfactory progress towards meeting the learning outcomes of their programs. Therefore, it is compulsory for all international students to organise their travel to ensure they are on campus for orientation.

LATE ARRIVALS AND NON-ARRIVALS

Late arrivals: International students who are unable to arrive before orientation must notify MIHE prior to arrival.

Non-arrivals: enrolment status will change for international students who could not be contacted or did not arrive to commence their course of study. MIHE will cancel their Confirmation of Enrolment (CoE) and will inform Immigration Department about non- arrivals.

A new Letter of Offer and CoE will be issued to international students who want to defer their commencement to the next available study period.

ORIENTATION WEEK

Orientation activities must be geared towards assisting all students to become engaged and motivated members of the MIHE community. To this end, the procedures for orientation are designed to enable students to become connected and settled in campus life.

Orientation week will take place over the course of the first week of the trimester. Beyond this, certain types of orientation activities may continue for longer periods as required, and some may event continue throughout the trimester.

Orientation will consist of a set of coordinated activities that help students become academically and socially ready for student life. These activities will provide social, academic and virtual connections for students, as well as necessary information on services available to them at the MIHE.

Orientation is a structured program of activities that addresses the following important topics for all students:

- Emergency, health services and legal services
- MIHE student emails account, log-in details, address and phone number in Australia
- Campus facilities, support services and resources available
- Enrolment information, academic progress requirements, policies and processes
- Deferring, suspending or cancelling enrolment by student or by MIHE
- Library rules, assessment requirements, academic integrity policies and processes
- Student clubs and social activities
- Safety information, counselling and personal wellbeing services
- Overseas Student Health Cover (OSHC)
- Student visa requirements and compliance
- Any specific areas that differ between international and domestic students that

require their attention.

Orientation activities will take into account the diversity present on campus and activities will be chosen with this diversity in mind. In particular, members of certain groups and communities, such as Aboriginal and Torres Strait Islander people, those with disabilities, and any others who may belong to a disadvantaged or disenfranchised group, will be accommodated throughout orientation.

International students are recommended to arrive at least one week before Orientation Week to enable them to fully participate in orientation activities. All newly enrolled students are required to participate in orientation activities, regardless of their course of study. Attendance at Orientation Week will be recorded.

Orientation activities must be designed to occur before academic activities commence and must not clash with any classes or formal teaching.

Any students intending to arrive late such that they may miss Orientation Week must inform the Administration Manager ahead of time and seek permission to do so. Permission to miss Orientation Week will only be granted to those students having compelling circumstances.

Students that miss Orientation Week will have an orientation session organised (covering all the key items raised during Orientation Week) either on a one-on-one or group basis (if there is more than one student that have missed Orientation Week).

Orientation activities may differ from trimester to trimester and may be changed in accordance with new guidelines or policies, as well as with feedback provided by students and staff. However, the following types of activities will remain:

- Introduction to students about studying at MIHE and give them an opportunity to meet current students
- Introduction to key academic, administrative, and support staff
- Introduction to MIHE's online information and learning portals and MIHE's website
- Information on important MIHE policies, including those on ethical issues, prevention of bullying and harassment, academic integrity and misconduct policies and procedures, and information on academic resources
- Information on all types of support provided by MIHE including Student Welfare and Support Officer, student groups or networks, English language support services, mentoring services, counselling and pastoral care, mental health services, first aid, and other medical services
- Introduction to the MIHE's emergency protocols, including information on emergency

numbers and details on how to proceed in the event of a major incident

- Details on MIHE's information technology policies, as well as details on online facilities available to students upon joining.
- A tour of the campus and all its facilities, all student resources and campus surroundings

Certain orientation activities will also be provided on MIHE's website for students to access at any time. It is recommended that students spend some time perusing this information prior to Orientation Week. All Students will be provided with a Student Handbook which includes key information covered during orientation.

The orientation program is highly interactive and informative program and it will allow as many new students to participate as possible. It will include welcoming, informative, social and academic activities including:

Registration: On arrival students will be taken to the Foyer for Registration. Students must present relevant forms of identification such as drivers license (for domestic students) or their passport and visa (for international students) to register attendance. Students will be provided an Orientation Welcome Pack containing a combination of formal documents (such as MIHE Student Handbook and Forms) and informal information such as Victoria Transport System information and maps regarding trains, trams and buses accessible within walking distance of the Campus.

- **Photo ID:** Students will then be directed to the photo booth. Photos to be taken and Student ID Cards will be made. Students will receive their Student ID Card immediately.
- **Welcome Session:** The Dean will then hold a session welcoming student to MIHE. The Dean will also introduce key MIHE staff associated with academic leadership and administration of commencing students such as the Course Director, Librarian, Administration Manager, Administration Officer, Student Welfare and Support Officer and relevant teaching staff.
- **Services available to students:** Following the Welcome Session, the Student Welfare and Support Officer will further inform students about campus facilities, support services and resources available such as academic skills support, library services, computer lab, counselling and personal wellbeing services that is available to them.
- **Emergency, health services and legal services:** A guest presenter preferably Police

or someone from Legal services will address the students and will discuss emergency, health services and legal services.

- **Introduction to Computers:** The Administration Officer will conduct this session. In this session, they will verify/update student files with current address and phone numbers in Australia. The Administration Officer will create MIHE student emails accounts and provide students their log-in details. Students must be advised that all official communication from MIHE regarding the student's academic progress will be sent to the student's MIHE email account. In this session, students will be introduced to the Moodle and information available on the MIHE website. Students will also be reminded that they need to have access to computers outside of MIHE campus opening hours so that they can continue their studies outside of MIHE campus opening hours.
- **Course Details:** Students will be addressed by the Course Director about course information, academic integrity requirements, academic progress requirements, policies and processes. The Course Director will inform students about deferring, suspending or cancelling enrolments by students or by MIHE. This session must include information on exclusion from the course and cancellation of enrolment. Students must be advised that MIHE can cancel or suspend enrolment for misbehaviour which includes non-payment of fees and cancel enrolment for not meeting academic progress rules. In this session students will be provided information on academic integrity and academic misconduct to ensure that they are fully aware of their responsibilities and consequences. The number of units, timetable and attendance requirements will also be discussed in this session.
- **Student Representatives:** Student representatives from existing students will participate actively in the Orientation. In this session, Student Representatives will discuss student clubs and social activities and life as a MIHE student. In this session students will be given opportunities to interact and engage with other students.

In addition to the above, the Student Welfare and Support Officer will hold a specific session with international students and discuss Overseas Student Health Cover (OHSC) visa requirements and compliance and specific information pertaining to international students.

FACILITIES AT MIHE

CLASSROOMS APPROPRIATE FOR FACE-TO-FACE TEACHING AND CLASSES

Three types of classrooms are provided at the MIHE campus:

- Lecture Rooms: Chair with tablet arm
- Tutorial Rooms: Desk and chair
- Computer Labs: Desk, computer chair and desktop computer.

Classrooms include whiteboards and comply with 9B regulations regarding floor space per person and fresh airflow.

CLASSROOMS EQUIPPED WITH RELEVANT ICT INFRASTRUCTURE

- All classrooms are equipped with overhead projectors and in-built ceiling audio speakers to facilitate the use of multimedia within the learning experience.
- Computer labs include desktop computers at each workstation.
- All classrooms include a 'front of house' desktop computer connected to the projector and audio system.
- Wi-Fi is available in all classrooms.

LIBRARY

Library Resources include:

- Unit Textbooks
- Reference Books
- Digital/Online Subscriptions
- Computer Workstations
- Printing/Scanning/Copier Facilities
- Group and Individual Workspaces
- Self-Service Library Loan Facility

STUDENT BREAKOUT AREA

The student breakout area offers students an inviting space in which to congregate outside of class time. The facility includes drinking water and basic kitchen amenities including fridges and microwaves. Vending machines for food and beverages are also located on the campus. Refer Campus Floor Plan for details.

Male and Female Toilets

Male and female toilets are available and built-in compliance with 9B building requirements regarding occupancy levels and service provision.

Learning Management System

MIHE utilises the Moodle Learning Management System [Canvas]. This System is the primary platform for the provision of Teaching and Learning materials for MIHE students and includes links to online subscriptions, digital libraries, learning support software i.e. Turnitin and Academic Learning Support resources.

Digital Subscriptions for Textbooks and other learning materials

Staff and Students have access to a variety of online subscriptions/learning materials/resources. These include Cengage and ProQuest. Further information is detailed in the MIHE Library and Resources Plan.

Free high-speed wireless internet

The campus is connected to fibre internet. Access points are installed at strategic locations throughout the campus to ensure strength of Wi-Fi signal throughout all teaching, breakout and office spaces. Internet access is available for students, staff and visitors.

Meeting rooms

Meeting rooms are provided throughout the campus (refer to Campus Floor Plan for details) offering students the opportunity to work collaboratively in private spaces on the campus outside of classes.

WORKING AS A GROUP AND RESOLVING GROUP WORK ISSUES

Use the following tips to make group work more effective.

GET TO KNOW YOUR GROUP

To get your group off to a good start, begin by getting to know each other.

In your first meeting, allow everyone to introduce themselves and outline any strengths they bring to the group. Make sure everyone has a chance to speak. Your group may choose to decide on specific roles for members based on their strengths and interests.

Remember to swap contact details so you can contact each other for advice if needed.

UNDERSTAND WHAT YOU NEED TO DO

Before you begin working on the assignment, make sure everyone has read the criteria and is aware of the requirements.

As a group:

- analyse the requirements
- outline the tasks you'll need to complete
- assign group members to tasks.

For help identifying tasks and general advice on writing assignments, see the

PLAN GROUP MEETINGS

To help your group collaborate and ensure your assignment stays on track, you should:

- a) create a timetable.
- b) set meeting goals.
- a) Create a timetable.

It can be hard to find common times to meet to work on your assignment. If you're unable to meet in person, communicate online in a way that suits your group best.

Whether you meet online or in person, creating a timetable can help to schedule regular group meetings and break work into manageable tasks.

- b) Set meeting goals

To ensure your meetings are productive, it can help to set goals for each meeting.

Your meeting goals may include:

- reviewing work that has been completed
- working through tasks as a group

- raising and working through any issues.
- identifying and assigning outstanding tasks
- setting deadlines and checking progress on outstanding tasks.

You may want to send out an agenda before each meeting to outline the goals for the meeting.

COMMUNICATE EFFECTIVELY

Your group will function well if you can all communicate effectively. When you're working together, remember to:

- Be considerate: avoid dominating the conversation or letting one group member take over the assignment.
- Be respectful: listen to each group member's perspectives, value their insights, and don't talk over them. If you don't agree with a perspective, share your own ideas.

As you work through the assignment, evaluate the group's performance and make suggestions if you think things could be managed better.

ADDRESS ISSUES

Managing different personalities and working styles can be difficult. If you're having problems in your group, it's better to deal with them as they arise.

RESOLVING GROUP WORK ISSUES

To help your group work well together, it's important to know how to deal with common group work issues.

Managing group work can be tough. If you're having problems with your group, it's better to deal with them as they arise – this will stop them from escalating and will help get your group back on track.

There are some common issues that may arise when working in a group:

- Poor communication
- Personal issues
- Unequal contribution
- Lacking focus
- Missing deadlines

POOR COMMUNICATION

Sometimes, your group may misunderstand each other or communicate negatively. This can lead to group members:

- making assumptions
- misinterpreting what's being discussed
- not understanding what they need to do
- working on the wrong task
- failing to work well together.

To help address issues, encourage your group to think about how they can improve their communication skills.

IMPROVING COMMUNICATION

To help your group communicate effectively, encourage group members to:

- clarify anything they don't understand
- ask questions instead of making accusations
- make requests instead of demands
- express their views as opinions instead of facts
- provide constructive criticism
- speak respectfully and positively.

If your group members are speaking negatively, encourage them to think about how they're expressing themselves. By rephrasing negative statements, your group will be able to communicate more respectfully and productively.

Use the following examples to help rephrase negative statements:

- Instead of saying "You're wrong" say "I don't think I agree with that because...".
- Instead of saying "You're being lazy" say "You don't seem to be contributing to the group. Is there a problem?".
- Instead of saying "You should do it this way" say "It might help if we do it this way.".

PERSONAL ISSUES

Problems may arise when personalities clash, or if group members start to argue with or speak over the top of each other.

CONFLICT BETWEEN MEMBERS

To resolve conflicts, encourage group members to:

- respect and acknowledge others' ideas
- consider how they can improve their communication

- work through the cause of the conflict as a group
- understand that working in a team may require negotiation and compromise.

If you're unable to reach an agreement or resolve a conflict in a meeting, take a break to diffuse the situation and regroup at a later meeting.

DOMINEERING PERSONALITIES

When working in groups, everyone should have an opportunity to contribute ideas. If one group member is dominating group discussions, it may help to:

- create time limits for individual contributions
- ensure that each member has a chance to speak without interruption
- remind all members that it's important to hear all opinions about the topic and respect those opinions.

UNEQUAL CONTRIBUTION

Some group members may be quieter than others, but if members are not contributing at all this is a problem. Try to find out why they're not participating – but don't be confrontational.

Remember to reassure all members that their opinions are valid.

To encourage group members to contribute to discussions, it may help to work around the group and ask everyone to contribute their ideas. This will encourage the group to work together and remove the focus on individual members.

If you find that group members are struggling to come up with ideas, it can help to:

- brainstorm the topic as a group
- research the topic independently and then meet to discuss the group's findings.

LACKING FOCUS

If your group is struggling to focus on their work, ask everyone to talk through the tasks they are trying to complete. When they have explained their tasks, have the group discuss ideas for how to finish them.

If your group is still unable to focus, try:

- setting meeting goals
- working through complex tasks as a group
- rewarding the group for staying on task (e.g. organise a lunch or another activity).

MISSING DEADLINES

Make sure you discuss tasks with your group and establish firm (and realistic) deadlines for completing those tasks. All group members should agree on these deadlines before you start work.

If your group is struggling to meet deadlines, ask everyone to discuss their progress each meeting so the group can track overall progress and adjust deadlines if needed.

As a group, make sure you reassess deadlines as they're approaching and provide help to any group members who need it.

CONTACT STAFF: UNIT COORDINATOR, LECTURER OR TUTOR

If you run into problems with the topic or team members, try to work it out with your teammates, but do not be afraid to contact a tutor or lecturer for assistance and guidance.

ESOS FRAMEWORK

The Education Services for Overseas Students Act 2000 (ESOS Act) forms the legal framework for the quality assurance of education and training institutions offering courses to international students (students studying in Australia on student visas).

The ESOS legislative framework consists of the:

- ESOS Act
- Education Services for Overseas Students Regulations
- Education Services for Overseas Students (Registration Charges) Act
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- National Standards for Foundation Programs
- ELICOS National Standards.

Find out more on the Department of Education and Training's ESOS legislative framework page. [https://internationaleducation.gov.au/Regulatory-](https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx)

[Information/Pages/Regulatoryinformation.aspx](https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx) The Department of Education and Training administers the ESOS Act and the related legislative instruments which govern:

- the registration process and obligations of registered international education providers
- the Tuition Protection Service
- enforcement and compliance arrangements.

The Australian Government passed a bill in mid2017 which aimed to strengthen the Government's ability to monitor current and new education providers.

TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL and HELP).

For more information visit Tuition Protection Service page <https://tps.gov.au/Home>.

INFORMATION FOR INTERNATIONAL STUDENTS (ESOS FRAMEWORK)

International education: ensuring quality and protecting students Australia

welcomes international students

Australian laws protect international students'

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

BEFORE YOU BEGIN YOUR STUDIES

CHOOSING A COURSE TO STUDY

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with and can be found at <http://cricos.education.gov.au>.

USING AN EDUCATION AGENT

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin.

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

WRITTEN AGREEMENTS OR CONTRACTS BETWEEN THE STUDENT AND INSTITUTION

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, making complaints and getting help.

YOUR RIGHTS BEFORE YOU ENROL.

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol.

- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement.
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement.

YOUR RIGHTS BEFORE YOU ENROL

- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

PAYING YOUR TUITION FEES

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early. Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on page 5 of this fact sheet under Protecting your tuition fees.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

DURING YOUR STUDIES

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they

can help advise you on working and careers.

Welfare for students under 18 years of age

- If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.
- If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your institution before you do so. This is because your institution must advise the Department of Home Affairs (DoHA) as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the DoHA. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit:<http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students/>.

YOUR RESPONSIBILITIES AS AN INTERNATIONAL STUDENT IN AUSTRALIA

YOUR STUDENT VISA

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

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Home

Affairs (DoHA) website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

ACADEMIC INTEGRITY AND MISCONDUCT

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

YOUR CONSUMER RIGHTS AND PROTECTIONS

PROTECTING YOUR TUITION FEES

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance. **Working in Australia** Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. 6

Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

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

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Home Affairs (DoHA) website at <https://www.homeaffairs.gov.au>.

CHANGING EDUCATION INSTITUTIONS OR COURSES

If you are not satisfied with the course, you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions

if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of change of course due to study change visit home affairs website at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>. For more details about the legislative requirements around transferring courses, you can visit: <https://www.education.gov.au/esos-framework>.

MAKING COMPLAINTS AND GETTING HELP

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the online complaint form at www.ombudsman.gov.au. If you are unable to complete the online form, you can contact them on 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at

<https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm>.

Studying and Living in *Melbourne...*



STUDYING AND LIVING IN MELBOURNE

GETTING READY TO COME TO MELBOURNE

There are important things you should arrange before you travel to Victoria. This section includes information, a packing guide and pre-travel checklists to help you get away smoothly.

APPLYING FOR YOUR STUDENT VISA

Once you receive your electronic confirmation of enrolment (eCoE), you will need to apply for a student visa from the Department of Home Affairs (DoHA). You can apply directly with DoHA. Details of how to apply directly with DoHA is available at their website <https://www.homeaffairs.gov.au/trav/visa/appl/student>



Migration Agents

You may wish to use a migration agent instead of applying directly to DoHA. A migration agent can assist you in submitting your visa application and communicate with DoHA on your behalf. Migration agents will charge you fees but cannot guarantee you an outcome. More information on migration agents is available from DoHA here <https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/using-a-migration-agent>

VISA CONDITIONS

If you are granted a visa, you must abide by all conditions set out in your visa. Failure to comply with these conditions could result in the cancellation of your visa.

Under these conditions, you must:

- Complete the course within the duration specified in the eCoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with MIHE for six months from the time you commence your principal course, unless MIHE approves a release
- Notify MIHE of your Australian address and contact details
- Notify MIHE of any change to your address or contact details within seven days.

For a full list of mandatory and discretionary student visa conditions please visit the DoHA website at

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Generally, booking return flights is cheaper than one-way flights. There's a lot of competition with flights and a lot of online booking sights, so keep your eyes out for flight specials.

Please try to arrive at least one to two weeks before the start of your Orientation. This will allow enough time for you to settle in, adjust to the climate and overcome jet-lag (depending on where you are coming from).

PREPARING TO STUDY IN AUSTRALIA

You should make a list of things to do and things you need before you depart. Here are some of the most important items you should arrange before you leave:

- Your passport must be valid and have details of your student visa.
- Make sure you have a copy of your eCoE from MIHE.
- Ensure you have your flights details and documents.
- Make sure you have a copy of any accommodation and airport pick up services that you have arranged.
- Your Letter of Offer and Student Agreement from MIHE
- Proof of payment to MIHE
- Evidence of previous studies as well as your English Language test results (certified copies)

would be best)

- Bring copies of other forms of identification other than your passport (Drivers licence, ID cards, birth certificate)
- Bring your credit card if you have one
- Make sure you have made arrangements with your bank, so you can access money in Australia
- It is a good idea to bring some Australian currency with you, so you have cash when you arrive (\$200 to \$500 should be enough)
- Bring medical records and any medications you may be taking
- If you are travelling with your family, please make sure you bring all of their passport and other documents (like marriage certificate for your husband/wife and birth certificates for any children) and that they are all valid

Contact MIHE if you have any queries, or if you are unsure of anything. Our team is here to help you.

WHAT YOU CAN AND CANNOT BRING IN TO AUSTRALIA

Australia has very strict laws about what you can and cannot bring into the country. If you're unsure if you are allowed to bring certain items into Australia, you are better off declaring them when you arrive. You may be fined for bringing in prohibited items without declaring them, so better be safe and don't bring them or declare them.

Please see the Australia Customs and Quarantine website for more information:

<https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine/>

Do Not Bring:	If you bring any of the following, you must declare them:
Fresh fruit and vegetables	Biscuits, cakes or confectionery
Beans, peas, cereal seeds	Dried fruit and vegetables
Egg and products containing eggs	Other food
Meat	Tea, coffee, juice and other drinks
Milk and milk products	Stuffed animals
Popping corn and raw unroasted nuts	Clean bones, horns, feathers or seashells

Salmon and trout products	Wool or any other animal hair
Live animals	Flowers
Live plants	Handicrafts
Biological materials	Seeds
Stuffing material (straw, raw cotton)	Wooden or bamboo items
Soil or sand	Herbal or prescription medicines

This isn't a complete list. Please see the following website to make sure you understand what can and cannot be brought into Australia: <https://www.homeaffairs.gov.au/busi/cargo-support-trade-and-goods/importing-goods/prohibited-and-restricted>

If you are in any doubt, it may be better to not bring the items with you as they may be confiscated. You may also risk being fined.

B A G G A G E A L L O W A N C E S

Check with the airline you are travelling with to find out how much luggage you are able to bring into Australia. In most cases, international economy flights allow 7 kg of cabin baggage and 30 kg of checked in luggage. It is also important to note that domestic flights in Australia have different luggage allowances, so check with your airline as well as if you have domestic connected flight to Melbourne. The last thing you want is to be charged for excess baggage as this can be quite expensive.

W H A T T I M E O F Y E A R A R E Y O U A R R I V I N G ?

Depending on when you commence your classes, the weather in Melbourne will be different. People often joke that Melbourne weather has four seasons in one day. Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

W H A T T O W E A R

MIHE students tend to be quite casual with how they dress. Jeans and t-shirts are normally what students wear to campus. People in Australia dress more casually than some other countries, and some international students may be more used to conservative dress sense. Culturally in Australia, there is no requirement to cover up for both men and women. So seeing both men and women wearing shorts and singlet tops is common and accepted in Australian culture.

ELECTRICAL EQUIPMENT

Australian Power Points use 3-Pin Plugs - an earthing pin that points downward, and two flat pins above that form an upside-down V-shape (see picture to the right). Australian Power Points output 230 Volts AC 50Hz. Multi-purpose Adaptors for international appliances can be easily purchased from Electrical Retailers throughout Melbourne.

So, make sure any electrical equipment you bring is compatible with Australian power supply. You can buy adapters before you leave home to make sure that your electrical equipment works in Australia, or when you arrive in Melbourne.

Tip: bring a compatible power board from your home country so that one adapter can be used for a few electrical items!



BRINGING YOUR COMPUTER, LAPTOP, TABLET AND MOBILE PHONE

There are a few things you need to consider if you intend on bringing your computer, laptop, tablet or mobile phone to Australia. Firstly, as outlined above, you need to make sure that the device is compatible with the Australian power supply.

Depending on the age of your device, there may be tax charged when you bring it into Australia. Items which are less than 12 months old and more than AU \$900 may attract the Australian Goods and Services Tax (GST). Please check the Australian's Customs website to make sure you meet the requirements: <https://www.homeaffairs.gov.au/trav/ente/duty-free-concessions/>

Another important thing to consider is the compatibility of mobile phones, tablets and some laptops with the Australian communications networks. You can check with the Australian Communications and media authority website to check compatibility of your device:

www.acma.gov.au/

INSURANCE

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

OVERSEAS STUDENT HEALTH COVER

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. International students undertaking formal

studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the Department of Home Affairs website.

M E D I C A R E A N D O S H C

If you are in Australia on a student visa from the United Kingdom, Sweden, the Netherlands, Belgium, Slovenia, Italy or New Zealand, you can also apply for Medicare under your country's Reciprocal Health Care Agreements. (Students from Norway, Finland, Malta and the Republic of Ireland are not covered by the agreements with those countries.) Any Medicare coverage you are entitled to under a Reciprocal Health Care Agreement will be in addition to OSHC. Having reciprocal access to Medicare does not exempt you from needing to take out OSHC.

W H E R E C A N I P U R C H A S E O S H C ?

OSHC is offered by certain insurers under a Deed of Agreement with the Department of Health to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com

Allianz Global Assistance (Peoplecare Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

PRIVATE HEALTH INSURANCE

Along with your OSHC you might want to consider purchasing private health insurance to cover items that your OSHC does not cover. You can take out private health insurance to cover just you or your family as well. Benefits, membership costs and eligibility can vary greatly between funds and insurance policies, so when buying health insurance take care to ensure the cover you select is suitable for your needs. You can find more information at: www.privatehealth.gov.au

TRAVEL INSURANCE

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you have to meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

HOME AND CONTENTS INSURANCE

Home and contents insurance cover the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

VEHICLE INSURANCE

If you purchase a car, motorbike or other vehicle you will need to consider what type of insurance you will need to purchase. Depending on what state or territory of Australia you live in there may be compulsory insurance you need to purchase. You can also choose to purchase vehicle insurance that covers your car for accidental damage, malicious damage, theft, fire, flood or storm. There are a

wide range of providers in Australia that offer vehicle insurance so make sure you research your options and consider what your specific insurance needs are before you purchase vehicle insurance.

C O S T O F L I V I N G

You will have new and ongoing expenses during your time in Australia. Knowing the average living cost is an important step when preparing to study in Australia.

These expenses are on top of your tuition and study fees, and include costs like accommodation, food, textbooks, transport and other things you will need while in Australia. Living costs vary according to your circumstances, including the type of accommodation you choose, its location, the number of people you live with and your lifestyle.

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

A C C O M M O D A T I O N *

Accommodation Type	Approximate Weekly Price Guide
Hostels and Guesthouses	\$90 to \$150 per week
Shared Rental	\$95 to \$215 per week
Homestay	\$235 to \$325 per week
Rental	\$185 to \$440 per week
Boarding schools	\$11,000 to \$22,000 a year

O T H E R L I V I N G E X P E N S E S *

Accommodation Type	Approximate Weekly Price Guide
Groceries and eating out	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Car (after purchase)	\$150 to \$260 per week
Entertainment	\$80 to \$150 per week

MINIMUM COST OF LIVING

The Department of Home Affairs as financial requirements you must meet in order to receive a student visa for Australia. On 26 August 2023, the Australian Government announced: From October 1 2023, international students will need to show evidence of \$24,505 in savings:

Yourself or Guardians	\$24,505
Partner coming with you	\$8,574
Child coming with you	\$3,670.

All costs are per year in Australian dollars. To convert to your own currency, visit

<http://www.xe.com>

STUDENTS WITH SCHOOL AGED CHILDREN *

If you are bringing school aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information.

VIC

Tuition fees are the same for all Victorian Government schools. There are discounts for students who have a parent studying at a Victorian tertiary institute. More details can be found at on the StudyVIC website.

CHANGES IN COSTS THAT SHOULD BE EXPECTED

The Australian Bureau of Statistics provides detail on changes in the cost of living through its Consumer Price Index (CPI). While historical details are not representative of future costs, you should assume that some costs will increase during your stay in Australia.

Exchange rates between the Australian dollar and your home country are likely to vary during your study period. You should assume some variability in exchange rates and exchange rate charges by financial institutions.

USEFUL LINKS

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your cost of living in Australia.

* Information is sourced from <https://www.studyinaustralia.gov.au/>

ACCOMMODATION INFORMATION

Most students want to live within walking distance of the campus but this is not always possible, and accommodation is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport. Some tips when searching for accommodation include:

The costs will vary depending on your chosen state, city, and type of accommodation. Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.

Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train. Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Types of Rental Accommodation

It is important to understand the different types of rental accommodation available in Victoria, as there are different rules for each.

Rooming Houses

A rooming house is a house or apartment where one or more rooms are rented to four or more people. Rooming house residents usually have individual agreements with the owner, rather than sharing a rental contract.

You should check that a rooming house is registered before you sign an agreement or move in as registered rooming houses must meet minimum standards for privacy, security and safety. Refer to [Consumer Affairs Victoria](#) website for further information.

Private Rental

A private rental means that you have private use of a whole apartment or house. You will sign a tenancy agreement (also called a lease), which is a contract between you and your landlord or estate agent. The lease states the rent and bond amount, how often the rent is To be paid, the length and type of tenancy, and other conditions and rules. View this webpage [Before signing the lease page](#)

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.

Sub-letting is when a tenant rents out a room in the home, they are living in to another person who

is not on the lease. If someone offers you a room to rent in a sub-letting arrangement, you should ask them to show you that they have written permission from their landlord, before you agree to move in and pay them any money. If a tenant sublets without the landlord's written permission, the landlord can end the tenant's lease and your lease agreement with the tenant. For more information on share houses and sub-letting, view our [Types of rental agreements page](#).

Homestay

Homestay is when you stay with a family in their home, in the suburbs, which are usually about 30 - 50 minutes from the city by train. The family provides you with your own bedroom and you are welcome to share the other facilities of the home the bathroom, living room, kitchen, laundry, etc. It is different to a guesthouse or 'bed and breakfast' establishment in that you are treated like a member of the family. Remember, too, that, as it is a family situation, respect and co-operation are required.

Homestay is a fantastic opportunity to really experience the Australian lifestyle and the different cultures first hand and enjoy the warmth and hospitality of the multicultural diversity of people who live in Australia. Your host family can also help you plan sightseeing and other activities during your stay in Australia during the summer vacation or during an absence of more than one week, however there is no contractual obligation for them to do this.

Deposits

A landlord, estate agent or owner may ask you for a 'holding deposit' before you sign a lease. They must refund it after both you and they have signed the lease. If the lease is not signed within 14 days, the deposit must be given back to you by the next business day.

A landlord or agent cannot charge fees for other things, such as administration. If you are unsure if you should pay for something, contact us.

Bonds

If your landlord, estate agent or owner asks you to pay a bond, they must:

- give you a completed bond lodgement form for you to sign
- lodge the bond with the Residential Tenancies Bond Authority (RTBA). You will receive a confirmation letter from the RTBA within two weeks of your bond being lodged
- prepare a condition report, which notes the general condition of the property. See 'Condition report' below.

- If you cause damage or fail to keep the property clean at the end of your tenancy, your landlord can claim some or all of the bond. For further information, visit [Lodging the bond page](#).

Condition Report

If you pay a bond, your landlord, estate agent or owner must prepare a condition report. This document records the general condition of the property or room, including fittings and fixtures, such as carpets, curtains and heaters.

Your landlord or estate agent must give you two signed copies of this report before you move in.

Once you have moved in, inspect the property and fill in the report with any existing damage, such as cracks, marks on the walls, or broken handles. Also note on the condition report if you disagree with what the landlord or agent has written.

You must complete and return one signed copy of the condition report to the landlord or property manager within three days of moving in, and keep the second copy of the condition report as a record for yourself. You will need it at the end of your tenancy if there is a dispute about who should pay for cleaning, damage, or replacement of missing items. For further information, visit [Condition report page](#).

While You Are Renting

Pay your rent on time. You are entitled to receive a receipt for each rent payment. View our [Rent responsibilities and receipts page](#).

Tell your landlord or estate agent about any repairs that need to be done. See important information about repairs in our [Repairs, maintenance and changes to the property section](#).

Moving Out

If your tenancy agreement is a periodic lease – that is, a month-by-month agreement - you must give 28 days' written notice to your landlord/agent when you decide to leave. You must still pay rent for the 28 days.

If you have a fixed term lease - for example, 12 months - and you plan to move out on the date your lease ends, you must still give 28 days' written notice to your property manager or landlord. For further information, visit to [Consumer Affairs Victoria](#).

Important Renting Tips

- Do not sign anything unless you understand what it means.
- Never sign a blank form, even if it looks official.
- Keep a copy of anything you sign.
- Ask for a receipt every time you have to pay for something and keep the receipt in a safe place.
- Do not pay a deposit or bond if you have not visited the property yourself.
- Ensure you receive confirmation from the RTBA that your bond has been lodged.
- Check our website or call us for free advice if you have a renting problem or question.
- Lodging a complaint about your landlord or property manager will not affect your student visa.
- Ask your school for help and advice.
- Know where you stand with share house living.

Tenants Victoria

For information and advice, call (03) 9416 2577 Monday to Friday, 9 am to 4 pm, or visit the [Tenants Victoria website](#).

ARRIVING IN MELBOURNE



WHEN YOU LAND MELBOURNE

When you arrive in Australia, make sure that you have and all of the required documents easily accessible. You will need to fill in an Incoming Passenger Card which will be provided to you on the plane. You must complete and sign this form to be able to clear Customs in Australia.

Clearing Immigration

After getting off the plane, follow the 'baggage claim' or 'arrival' sign, where you will approach the Immigration section. Queue at the Immigration section (a Customs Officer will advise you to queue in the appropriate section). Make sure you have your passport and Incoming Passenger Card ready before approaching the Immigration Control point. An Immigration Officer will ask to see your completed Incoming Passenger Card along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Getting Your Bags

Once you have cleared the immigration section, you will need to go to the baggage carousels to collect your luggage. There will be signs showing which carousel to go to depending on which flight you arrived on. Make sure you collect only your bags (it might be advisable to have bag tags or some other form of easily identifying your luggage).

Once you have collected your luggage, there may be quarantine detector dogs in the baggage claim area. These dogs are trained to detect illegal substances such as drugs, explosives, food, plant material, animal products, or any other substance which Customs are concerned with. Part of the reason we advise you to not bring items into Australia if you are for when you're allowed to or not.

Clearing Customs and Quarantine

The last step of the arrival process is to clear Customs and Quarantine. As mentioned earlier, Australia is very strict about what you are allowed to bring into the country. If you bring items which are banned, you could they could be confiscated and you may have to pay a fine.

The Customs and Quarantine check will be the final step before you can leave the airport. Once you clear Customs and Quarantine, you will be able to access into the Arrivals Hall of the airport. If you have arranged an airport pickup, this is where you should look for the company or person who is picking up.

If you have not arranged an airport pickup, you can either catch a taxi for the SkyBus.

Catching a Taxi

Taxis are available at each terminal. To catch a taxi, follow the signs and head to the taxi queue. It costs approximately AUS \$65 to get to Melbourne Central Business District (CBD). For more information, please visit: www.melbourneairport.com.au. You can use a credit card to pay for the fare.

Catching the SkyBus

SkyBus offers an express bus service from the airport to the city centre. This service operates 24/7,



including most public holidays. Buses run every 10 minutes throughout the day.

You can catch the SkyBus outside the Arrivals Hall. The SkyBus will drop you off in the heart of Melbourne at Southern Cross Station. The SkyBus terminal is on the corner of Bourke and Spencer Streets.

You can buy a ticket when you arrive just before you catch the SkyBus. You can also purchase SkyBus tickets online at <https://www.skybus.com.au/buy-tickets/>

THINGS TO DO

BEFORE LEAVING HOME COUNTRY

1. Research about Institute (MIHE) and course who willing to study for your career.
2. Arrange Australian student visa.
3. Contract MIHE/Authorised Agent for offer letter.
4. Review policies and procedure and other relevant policy from Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)
5. Arrange for immunizations.
6. Arrange sufficient funds
7. Confirm overseas access to your funds with your bank.
8. Pay tuition fee to MIHE.
9. Make travel arrangements.
10. Pack bag being sure to include the following:
 - a. MIHE contact and address details,
 - b. Enough currency for transportation.
 - c. Passport and other relevant travelling documents
 - d. eCoE copy.
 - e. Your academic transcript and certifications.
 - f. ID cards, drivers licence (If have one) and Birth Certificate.



UPON ARRIVAL IN AUSTRALIA

1. Call home
2. Settle into accommodation
3. Contract MIHE
4. Visit Preston and Locate MIHE campus.
5. Attend Orientation
6. Get Student ID card.
7. Open bank account
8. Advise health insurance company.
9. Apply for tax file number if seeking work.
10. Get involved in student life in MIHE

LIFE IN VICTORIA



LIFE IN VICTORIA AND MELBOURNE

Victoria is well known for embracing different cultures and students like you are a big part of that. You probably already know Melbourne is a thriving modern city where you'll be able to enjoy lots of different interests and activities. This part of the handbook has information about what it's like to live in Melbourne and Victoria. MIHE has included some websites where you can get extra information too.

Melbourne is one of the most beautiful cities in Australia, just one reason why it keeps ranking highly on international research on livable cities. It is also one of Australia's most multicultural and cosmopolitan centres with a long history of immigration and the establishment of many ethnic communities, each has its own unique character, rich with distinctive customs, festivities, foods and art which has made Melbourne what it is today.

P E R S O N A L S A F E T Y

Victoria is a friendly, safe and multicultural community. You'll find Melbourne clean, quiet and welcoming. No matter how small your question, if you're ever concerned ask a teacher, your homestay family or International Student Coordinator. They're here to help you feel safe and happy. You'll also have access to student support services, including emergency phone numbers. The sun and surf are enjoyable for visitors and locals alike but can also be risky. You should always be careful to protect your skin, especially at the beach or pool. The Australian sun can be very hot in summer and, unlike other countries, the Ultra Violet (UV) index may be high throughout the year. Long-sleeved clothing, sunscreen and a hat are important, especially during the hottest part of the day. Always choose a patrolled surf beach for swimming, where lifesavers are on duty. If you can't swim, tell your homestay family or the friends who invite you to the pool or beach so they can keep you safe. There's more information about beach safety online at www.beachsafe.org.au

T I M E D I F F E R E N C E

Victoria is within the Australian Eastern Standard Time GMT+10 (AEST) international time zone. In the warmer months of the year, clocks are moved forward for one hour for Daylight Saving. You can find out the time difference any time of year at www.timeanddate.com/worldclock/

P U B L I C H O L I D A Y S

Victorian public holidays are published online at www.vic.gov.au/about-victoria-tourism/holidaysdaylight-saving/public-holidays.html

WORKING IN VICTORIA

Your international student visa lets you work while you study. If you decide to take a part-time or casual job, you must begin your studies before starting work. You can then work up to 40 hours per fortnight during the academic terms and full-time during holidays. Because working outside school hours can affect your studies, you should wait until at least Term 2 to find a job. This gives you time to settle into a study routine.

We recommend you only work on weekends, leaving week nights free for homework and study. You will need to get an Australian Tax File Number. Any reputable employer will need this information before you can start work. 'Cash-in-hand' or 'off-the-books' jobs are illegal and leave you without proper protection, so don't accept this type of work. If you are worried about your working conditions, you must speak with our administration officer.

Equal Opportunity Commission

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or is experiencing sexual harassment. For more information, please visit: www.humanrightscommission.vic.gov.au/ or phone 1300 292153.

AUSTRALIAN TAXATION OFFICE

Provides information on taxation and superannuation issues. For more details, please visit: www.ato.gov.au or phone 132 861 for an appointment.

WAGE LINE

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit www.wagenet.gov.au or phone 1300 363 264

JOB WATCH

Investigates exploitation in employment and training, and handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: www.jobwatch.org.au or phone 03 9662 1933 or 1800 331 617.



FAIR WORK AUSTRALIA

Australia has minimum standards for employment. Fair Work Australia is the Commonwealth Government department which looks after the rights of workers in Australia. There are minimum standards across various aspects of working life in Australia.

One of the most important things that some international students who want to work may not be aware of is that Australia has a minimum wage. Currently the minimum wage in Australia is \$18.29 per hour. As well as this, if you work you will have to pay tax and are eligible to have superannuation payments made by your employer.

The Fair Work website has information about your rights as a student visa holder. Please see the following website for more information: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants/>

If there is anything more that you need information on, please don't hesitate to contact MIHE as we are more than willing to provide assistance.

WEATHER AND LOCATIONS

Compared to many places, the Victorian climate is mild and comfortable. Weather can change quickly though, sometimes more than once a day. This is a chart of average daily maximum temperatures. These vary by location, e.g. closer to the mountains will naturally be cooler. You can find more Victorian weather information at the Bureau of Meteorology website: www.bom.gov.au/

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average maximum temperature (°C)											
25.9	25.8	23.9	20.3	16.7	14.1	13.5	15	17.2	19.7	22	24.2
Average minimum temperature (°C)											
14.3	14.6	13.2	10.8	8.6	6.9	6	6.7	8	9.5	11.2	12.9
Average rainfall (mm)											
47.6	48	50.4	57.3	55.8	49	47.5	50	58.1	66.4	60.4	59.5

SEASONAL CLIMATE

Victoria's mild climate offers plenty of opportunity for outdoor activity and an active, healthy lifestyle. Like all countries in the southern hemisphere, Australia's seasons follow the sequence:

Summer:	December to February	Autumn:	March to May
Winter:	June to August	Spring:	September to November

MI HE HEAD OFFICE PRESTON CAMPUS

PRESTON

Multicultural Preston is a lively mix of new and long term residents buying produce at Preston Market and soaking up the arts, cafes and offerings.

Multicultural Preston is a lively mix of new and long term residents buying produce at Preston Market and soaking up the arts, cafes and multicultural vibes. Preston is 9km north from Melbourne's CBD and in 2022, had a population of approximately 34,000.

The suburb is bordered to the east by the Darebin Creek, a small tributary to the Yarra River and consisting largely of flat terrain, ideal initially for farming, but later for industrial and residential development.

Preston is named after a place in Sussex, England and was first surveyed for sub-division by Robert Hoddle in 1837.

What's happening in Preston

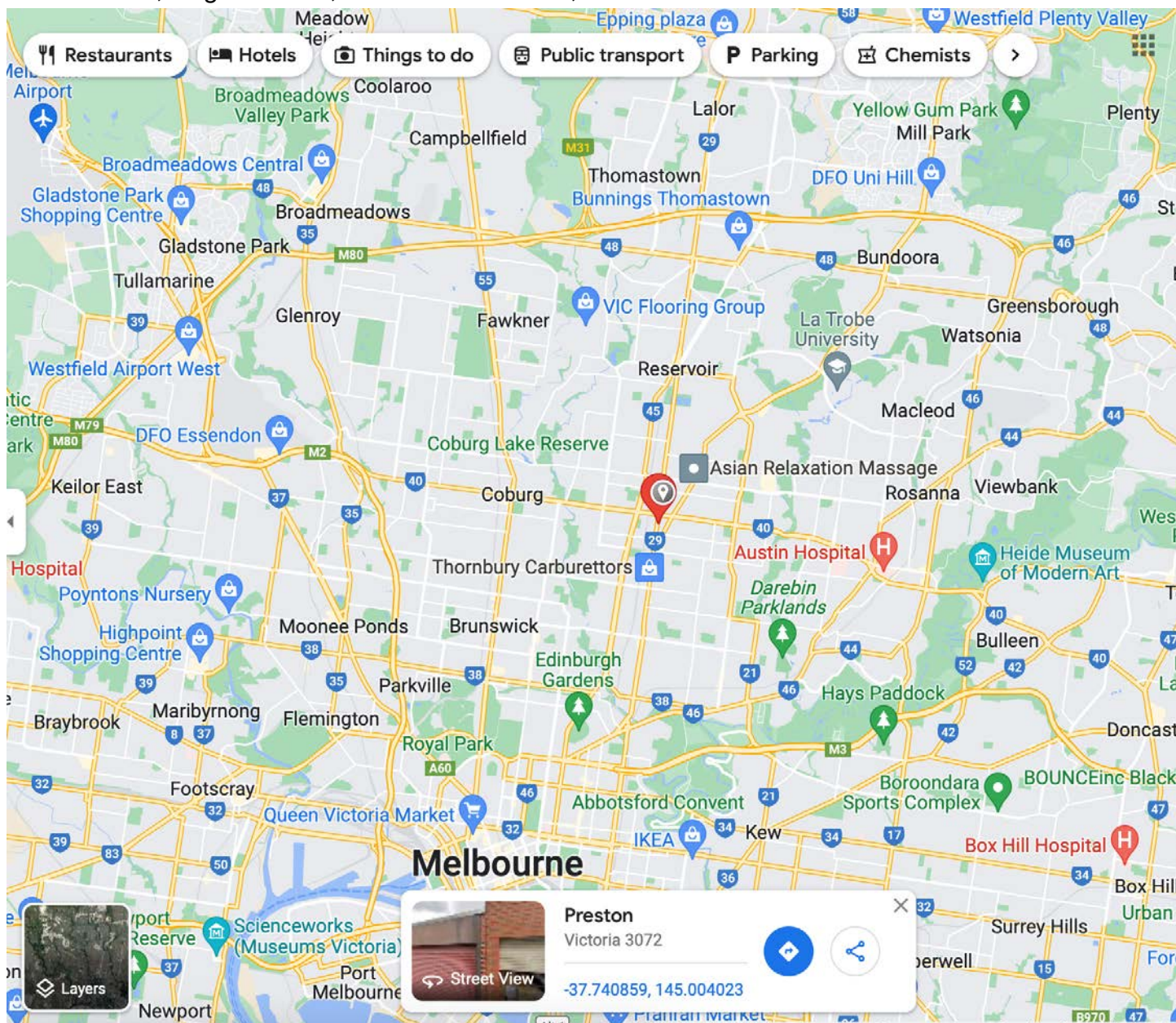
Find out the latest news and developments going on in your neighbourhood from park upgrades to major planning developments. Keep informed and get involved!

- Junction Urban Master Plan - Works to rejuvenate High Street Preston, between Dundas and Bell Streets are underway. These improvements were one of the key projects identified during consultation with the local community for the development of the Junction Urban Master Plan (JUMP). It is a key project that will enliven, refresh and beautify the Junction Precinct.

Getting around

- Preston is well connected by public transport, you can catch a train, bus or tram to get around to Preston Market or Northland Shopping Centre quite easily.
 - Train: Bell & Preston Station [South Morang line] Parkiteer bike cage at Preston Station
- Tram: Route 86 & Route 11
- Bus: Route 552, Route 553, Route 527, Route 526, Route 903, Route 555

- Walking and Cycling: St Georges Road shared path, Oakover Road shared path, Cramer/Gower Streets, Raglan Street, Darebin Creek Trail, and Victoria Street bike lanes



MELBOURNE TRANSPORT AND GETTING AROUND



You'll find Melbourne simple to get around using the excellent public transport system. A network of trains, trams and buses gives you access to MIHE, home, the city centre and other popular places. V-Line trains and buses make your travel connections between Melbourne and around Victoria easy. You could also walk, ride a bike or travel in your homestay family car.

Ride Your Way Around Town

You can use our extensive network of dedicated, safe bike paths when you're living in Melbourne. Mix and match a train trip with a bike ride – you can take your bike on the train.

Our Famous Trams

Melbourne's trams are part of the city's unique character. They're a great way to explore the central business district and inner suburbs. We have the largest tram network in the world, with over 500 trams and 25 different routes. They travel along most of the city's major roads and their routes extend out into the suburbs.

Heritage trams run on the free City Circle route, especially for visitors to Melbourne. Trams run on many of the major roads in the inner suburbs, but only some run on roads in middle and outer suburbs.

The Central City Train Network

The city has a train system (the "City Loop") that stations in the city centre: Flinders Street, Parliament, Melbourne Central, Flagstaff and Southern Cross. There are 16 different train lines to the outer suburbs. Trains run from around 5am until midnight. On Friday and Saturday nights, trains and

some trams operate throughout the night.

Regional Trains To Country Victoria

V-line is Victoria's regional rail network. It will take you to all the main tourist attractions across the state. It connects to regional cities in Victoria and also to the other Australian states.

How to Travel on Public Transport?

To travel in Victoria, you will need to purchase a 'myki' card. This card will enable you to travel on suburban buses, trains and tram services. The 'Myki' card system conveniently allows you to top up your 'myki' card with money at most newsagents and convenience stores. It is important to remember in Melbourne the public transport network is divided into two zones according to the distance from the city centre. The price of your trip will depend on the: • zone(s) in which you want to travel • time period for your ticket (two hours, daily, weekly, monthly, annual). All public transport users aged between 5 and 18 years (under 19) can purchase a Child myki and pay a concession fare. This applies to anyone aged 18 years and under, including international students and tourists provided that they can demonstrate they are aged 18 years or under. Customers aged 17 and 18 must carry government issued proof of age identification (such as a Drivers Licence, Learners Permit, Proof of Age card or passport), or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card) at all times when travelling on public transport. No proof of age is required for children aged 16 and under. For further information see:

<https://www.ptv.vic.gov.au/>

CAMPUS LOCATION

MIHE is located at 150 High Street, Preston, Melbourne VIC 3072.



STUDYING AT MIHE

TYPE OF ASSESSMENTS

This section contains the different categories of formative and summative assessments used at MIHE as well as the academic integrity and moderation procedures used to ensure that students submit their own work.

a. Written assessment tasks including assignments

Refers to artefacts submitted by the student, which includes but is not limited to paper or hardcopy submissions, electronic files, models, physical objects and a portfolio of artefacts. The artefact(s) are evaluated *using predetermined written assessment criteria to determine a mark or a grade.

b. Performance assessment tasks

Refers to a student performance, which includes but is not limited to oral presentations, skills demonstrations, portfolio presentations or defense. The task is evaluated using predetermined written assessment criteria to determine a mark or grade and may be recorded through images, video or artefacts associated with the task such as PowerPoint slides.

c. Tests and Quizzes

These may be held in class or online. Quizzes are typically more appropriate for level one units and for early assessments in a trimester.

Where they are conducted online, a new set of questions must be used each time a quiz is conducted, students give a random sample of questions that may be used and the time provided to complete the test must be sufficient for a competent student to complete all the test items. The rubric must be identified to students in advance of any test. Normally a test or quiz should not comprise more than 10% of the available marks in a unit.



c. Examinations

These are assessments undertaken by students under controlled and invigilated conditions. Marks are determined by using a predetermined written marking guide. An examination must not form more than 50% of the total assessment in a unit.

Most units will have exams and a hurdle requirement requiring students to obtain a minimum score of 45% on the examination.

d. Summative Non-Examination Tasks

Assessment tasks may be conducted under non-examination conditions in order to determine students' achievement of learning outcomes. These tasks include but are not limited to assignments, major papers, research reports and problem sets. A course capstone unit will normally have such an assessment, typically worth 50% of the total marks in a unit.

e. Group Assessments

Any group assessment must include a minimum of one individually assessed component worth at least 10% of total marks and which is clearly identified in the unit outline. Group assessments will not constitute more than 50% of the total assessment unless the unit learning outcomes require a focus on group processes.

f. Class Participation

Student attendance and participation is an important part of the learning process and consequently students may be assigned marks for class participation up to a maximum of 10% of the total marks in a unit. Attendance will be recorded as part of the student's academic record.

The members of the Learning and Teaching Committee must develop assessment tasks for each unit in line with the unit learning outcome, course learning outcomes and graduate attributes.

Assessments must be developed to ensure the following:

- A unit outline with all essential information such as ULOs mapped to relevant CLOs, content, delivery and assessment is available to the enrolled students before they commence their studies in that unit.
- Students' achievement of the unit learning outcomes being assessed in accordance with the unit content.

- Assessments are designed based on different criteria that matches the level of complexity for the level of study and allocated credit points to the particular unit.
- Any assessment within a unit will have minimum 10% and maximum 50% weighting. Each unit must have at least two assessments. At least one formative assessment must be in the early weeks of each unit.
- Scheduled appropriately to provide students adequate time to prepare and submit the assessments.

ASSESSMENT MODERATION

The Academic Board will determine the timing and regularity of pre-assessment and post-assessment internal moderation procedures that will occur in all units.

Unit coordinators are required to submit the following items to the Course Director for pre-assessment and post-assessment moderation:

- Assessment items and marking rubrics.
- Assessment tasks
- Marks awarded for the assessment item in an Excel spreadsheet.
- Any other relevant and pertinent information
- Examinations and marking guides.

Unit Coordinators are required to be involved in the following moderation procedures, which include:

- Constructive joint development of assessment items, marking guides and criteria-based rubrics
- Sample marking of borderline/fail assessments as well as a specific sample of assessments representing a range of grades

The Unit Coordinator is responsible for checking the Excel spreadsheet with the results of the assessment item including in relation to students who do not have a result. The Course Director is responsible for ensuring that moderation procedures are followed and that a Moderation Report is submitted to the Academic Board for review.

ASSESSMENT PEER REVIEW

The Academic Board will decide on the timing and regularity of external peer review of assessment tasks and student work in all units. External peer review will benchmark a 10% sample that will be provided by each Unit Coordinator and which includes submissions that are graded borderline

pass, mid-range and high-range grades. External peer review will be carried out by discipline experts who are teaching equivalent units.

The Course Director will consult with Unit Coordinator if significant discrepancies are identified in the external peer review with a view to redesigning the assessment in any unit.

ASSIGNMENT REFERENCING

The Harvard referencing system is the prescribed style of referencing that students must use for referencing direct source or paraphrasing another person's work. MIHE will supply a template for use by students in bibliographic software such as Endnote.

The assignment cover page must include student ID and name, unit code and name, Unit Coordinator's name, the due date and word count.

Assignments must be submitted to the Learning Management System (Canvas) and it is the student's responsibility to retain a copy of all assignments submitted.

Students are required to endorse the following statement when submitting assignment:

This assignment is my own work, except where I have acknowledged the use of the works of other people. It is my responsibility to ensure that academic integrity is adhered to in all submissions of assignments, including group assignments. Serious consequences will result from plagiarism.

ASSESSMENT SUBMISSION

Students must submit assessments electronically through the Learning Management System (Canvas) by the due date or by attendance at an exam on the advertised date.

Late submission: 5% of the marks allocated for the assessment will be deducted for each day or part thereof for which a student is late in submitting an assignment (including weekends and public holidays). Assessment tasks submitted 5 days past the due date will receive 0 marks.

Late penalties will not be applied in case where a request for an extension has been approved in accordance with this policy and procedure. If a student fails to submit their assignment by the granted extension date, then penalties apply as explained above.

The Unit Coordinator must notify a student in a case where a late penalty is applied. The notification must include the mark, the penalty and the final mark after penalty.

ABSENCE FOR IN-CLASS ASSESSMENTS

Where a student is absent from an in-class assessment task a zero mark will be recorded unless the student informs the Unit Coordinator by email of their intended absence. Where it is not possible to notify the Unit Coordinator prior to the in-class assessment, a request for an alternative assessment must be submitted within 48 hours. Supporting evidence must be attached to the email request for an alternative assessment. It will depend on Unit Coordinator's discretion whether to decide on the reason provided by the student.

The 48-hour period for lodging extension requests can be extended by the Course Director; for example, where a student is admitted to hospital with a serious medical condition or illness.

SPECIAL CONSIDERATION AND ASSESSMENT EXTENSION REQUESTS

Special considerations may be applied for in the following circumstances:

- Medical: e.g. the student suffers an accident, illness or medical condition.
- Compassionate: e.g. the student faces an unforeseen situation such as the death of a close relative, disruption to domestic arrangements or being a victim of a crime.
- Special: e.g. the student has religious reasons or legal duties. An application for special consideration requires the student to:
 - Complete a Special Consideration Form (SCF) and submit via email before the assessment due date; and
 - Submit evidence supporting the application: e.g. medical certificates.

Once a decision has been made, the student will be informed of the outcome in writing by the Unit Coordinator.

A copy of the approval for an extension of time must be attached to the assessment at the time of submission.

MARKING AND GRADING

Marking of assessment tasks and providing feedback to the students will be performed by unit coordinators following this policy and procedure. All students will be provided with rubrics (marking guides) and schedules for all assessment tasks at the commencement of the study period with the exception of examinations. Unit coordinators will discuss marking guides and schedules to ensure that students understand the expected standards of academic performance.

Students will be awarded of marks and grades only based on merit with reference to the

predetermined written assessment criteria in the rubrics. Students' marks will not be adjusted by the Board of Examiners with the exception of examinations or other final summative assessments.

HURDLE REQUIREMENT

Unit outlines must clearly explain any hurdle requirements and necessary instructions. Students will normally be required to attempt all assessment tasks as a hurdle for the successful completion of the unit.

GRADING MATRIX

Normally, all assessment tasks must be attempted and an overall pass mark of 50% must be achieved to pass the Unit. The final grade of the course is an accumulation of all unit results. The following table determines what grades will be awarded. It is based on AQF standards used across the Australian higher education sector.

Results	Grade	Description
80% +	High Distinction (HD)	High distinction is awarded for an outstanding performance that provides evidence of an outstanding level of attainment of the relevant Unit learning outcomes
70 – 79%	Distinction (D)	Distinction is awarded for a superior performance that provides evidence of a superior level of attainment of the relevant Unit learning outcomes
60 – 69%	Credit (C)	Credit is awarded for good performance that provides evidence of a high level of attainment of the relevant Unit learning outcomes
50 – 59%	Pass (P)	Pass is awarded for an acceptable performance that provides evidence of a satisfactory level attainment of the relevant Unit learning outcomes
<50%	Fail (N)	Fail is awarded for unsatisfactory performance, below the minimum acceptable level. This grade characterises work which shows a significant lack of understanding of the topic or its context and is therefore unsatisfactory.
<50%	CP	Conceded Pass. Where the mark in a final unit in a course is in the range 45-49% and to be offered by exception, see conditions below.
<50%	Fail Non-submission (FNS)	Fail is awarded for non-submission of one or more pieces of assessment.
44%	Fail (XN)	Awarded where the overall grade is 50% or above, but a hurdle requirement has not been met, e.g. failing to pass the final exam.

Pass grade for a non-graded (pass/fail) Unit	Pass (PA)	Pass is awarded for an acceptable performance that provides evidence of a satisfactory level attainment of the relevant Unit learning outcomes.
Fail grade for a non-graded (pass/fail) Unit	Fail (N)	Fail is awarded for unsatisfactory performance, below the minimum acceptable level. This grade characterises work which shows a significant lack of knowledge, understanding or application of the topic or its context and is therefore unsatisfactory.
Withdrawn	WD	Awarded when a student withdraws from a Unit before the Census Date.
Withdrawn without Penalty	WDWP	Awarded when a student withdraws from a Unit after the Census Date, and when academic and/or financial penalties have not been applied due to personal circumstances such as ill health.

A conceded pass will only be offered by exception and where all the following conditions apply:

- the student has achieved a mark of 45% - 49% in the unit.
- the student has submitted all marked assessment tasks for the unit.
- the unit represents the last 10 credit points needed to complete the course and obtain the qualification.

MARKING AND FEEDBACK

Marks and assessment feedback must be provided within 10 business days of the assessment being submitted however if a unit has an exam, all assessment feedback must be provided by Week 12. This feedback can be made verbally, in writing, face-to-face or online and must be done in a respectful and timely manner in order to foster improved learning through constructive suggestions and correction. Examination feedback is not normally provided.

For group assessments all group members will be awarded the same mark but, in some instances, there will be a version of peer reviewed adjusted marking that determines the individual marks. Team members who do not evidence any role in the submission will be awarded zero marks.

All examination results will be provided to students through the LMS but for other assessment tasks feedback may also be provided by email.

ASSESSMENT REVIEWS

Assignments, quizzes, presentations and tests are marked according to a rubric or template and are not subject to review, on the grounds that there has been an

administrative error in compiling marks.

A student may request a review of the final grade if they have reason to believe that:

there has been an administrative error in compiling marks. Students may also request a review of their examination. In this case, they are entitled to see their paper and review the marks according to the marking guide. The purpose of this is not to dispute the mark given, but to learn from the outcome and apply this learning to other Units or to the same Unit if they need to take it again.

- The student's prior evidence of illness or extenuating circumstances was not duly considered.

SUPPLEMENTARY AND DEFERRED EXAMINATIONS OR ASSESSMENTS

There will be only one Supplementary or Deferred Exam offered each trimester for each unit. Students who do not sit the Supplementary or Deferred Exam as offered will not be offered a further supplementary exam, regardless of the reason.

A student may be offered a supplementary examination if they have completed all assessment tasks and received a total unit grade of between 45% and 49% and it is determined that their attendance, academic history, and other factors warrant a supplementary examination. The decision to offer a student a supplementary assessment can only be made by the Course Director or Dean.

Students who are offered a supplementary or deferred examination will be contacted through their MIHE email address with the details of the examination date, time, and location.

Students who sit a supplementary exam or assessment will receive one of the following two grades:

- Pass grade (50%) for the unit if they pass the supplementary exam or assessment regardless of the result
- Fail grade for the unit if they fail the supplementary exam or assessment, however, in such a case the original mark will be recorded as the result regardless of whether the result in the supplementary exam is lower.

Requests for a deferred examination must be made by students in writing to the Course Director in the form of an application for Special Consideration. The Course Director will decide on a case-by-case basis whether to grant a deferred examination. Students who sit a deferred exam or

assessment will get a final unit grade that reflect the mark gained in the deferred exam or assessment plus any the marks obtained for any other assessment task completed in that unit.

The Unit Coordinator is responsible for setting and marking supplementary and deferred exams or assessments. However, the exam must be moderated in accordance with this policy and procedure. The supplementary or deferred exam paper must be different from the primary exam, having no more than a 40% overlap in questions.

Students who sit a supplementary examinations and assessment may receive one of two grades:

- If they pass the supplementary or deferred examination or assessment, the student will be awarded a 50% pass grade for the unit regardless of the mark assigned to the supplementary or deferred examination or assessment
- If they fail the supplementary or deferred examination or assessment, the student will be awarded a fail pass grade for the Unit

Students who sit a deferred examinations and assessment will receive a final unit grade based in the mark achieved in the deferred examinations. and taking into account any other assessment tasks in that unit.

Marks and recommendations for change of grade are submitted to the Course Director who will inform the Dean who is required to review and ratify the marks and recommendations for change of grade.

BOARD OF EXAMINERS

The Board of Examiners will meet within 10 business days of the final examination in each trimester and will be chaired by the Dean or the Course Director

The Board of Examiners is responsible for: the ratification of final results; determination of each student's academic status, making determinations on any major discrepancies arising from cross-marking (differences of more than 10% between the original mark and the cross-marked item); approval of supplementary assessment, supplementary assessment or conceded pass; and determination of awards and student prizes. A report from the meeting will be prepared for the Academic Board. The report should include the identification of trends particularly where statistics suggest areas of concern or improvement.

Procedures for meetings of the Board of Examiners require the Course Director and Unit Coordinators to:

- Ensure that all available grades are submitted in the required format through

electronic means by the notified date.

- Attend relevant Board of Examiners meetings if requested and be prepared to respond to any queries of the Board along with any proposed amendments to final grades.

Prior to accepting, amending or rejecting grades, the Board will satisfy itself that the assessment process has been conducted in conformity with this policy and procedure. The Board should investigate the handling of issues including those pertaining to students at risk; students with language difficulties; unforeseen assessment events; the awarding of special consideration, moderation activities; benchmarking of standards; and progression, completion and attrition rates. The Academic Board will ratify the final results and authorise the release to the students.

ASSESSMENT APPEALS

In accordance with the Student Complaints and Appeals Policy and Procedure, students have the right to lodge a formal complaint if they form the view that the assessment procedures have been unfairly administered. This policy and the availability of complaints and appeals procedures do not remove the rights of the student to seek redress under Australia's consumer protection laws (including the *ESOS Act 2000*) or to pursue other legal remedies.

EXAMINATION MANAGEMENT

Attendance at Examinations

Student attendance at examinations is mandatory and students who do not attend will be awarded a fail grade for that assessment task unless satisfactory evidence is provided for the failure to attend in the form of an application for Special Consideration.

Admission to the Examination Room

Student entry into the examination area is dependent on the following:

- A valid form of student identification.
- Mobile phones, electronic watches and other electronic devices being turned off (excluding permitted examination materials such as calculators).
- All non-examination materials including mobile phones, notes, food and bags must be kept in a designated location which is not readily accessible from the student tables.
- Students may carry a clear plastic bag with writing materials and other permitted examination materials to their allocated seat.
- Students may have a single clear water bottle without labels.

Once at their allocated seat, students are not allowed to leave their allocated seat until 30 minutes after the examination has started.

Entry into the examination area is not allowed after 30 minutes from the scheduled beginning of the examination.

Conduct of the examination

The following process must be undertaken by the examination invigilators:

- Papers are to be distributed to student tables at least 10 minutes before students enter the examination room. If an exam is administered electronically it must be released electronically at a start time;
- A timing device is set up on an electronic display showing the time remaining to complete the exam;
- Invigilators are to monitor students to ensure that examination papers remain untouched until the start of the exam. Typically, there will be 10 minutes reading time and 120 minutes to complete the exam;
- Invigilators inform the students of key information about the nature and timing of the examination prior to the start of the examination (which includes but is not limited to no mobile phones, electronic watches or other electronic devices excluding permitted examination materials such as calculators; permitted materials in the examination; the number of questions; variations in the questions that need to be completed; the amount of time allowed);
- Once the examination has started, invigilators are responsible for monitoring student behaviour to ensure that students do not:
 - disrupt other students including but it not limited to communicating or indicating with other students or making noise that is likely to disrupt other students,
 - make repeated requests to invigilators in regard to materials or bathroom breaks),
 - engage in cheating or behaviour likely to involve cheating, which includes being in possession of devices that have been prohibited from the examination room (e.g. mobile phone, electronic watches or other electronic devices), speaking or communicating with another student or using materials that are not permitted in the examination.

If an invigilator believes a student has engaged in disruptive behavior or has engaged in cheating, invigilators will collect the evidence and provide a written report detailing the conduct of the student and provide this to the MIHE for further disciplinary and other appropriate action;

- Students are permitted to ask clarifying questions during the reading time for the examination about the exam procedures.
- Invigilators are to monitor students who leave the room during the examination. The students must sign out before leaving the room, cannot access their bag or materials at the front of the class and have a limited number of visits and time to use the bathroom.
- Invigilators may provide extra examination booklets to students as required.
- If a student finishes before the examination time is concluded, the invigilator must collect the examination paper and record the time that the student finished the examination. The student may not re-enter the examination area once they have handed in their examination. The student can then quietly collect their belongings and leave the room without communicating with any other students.
- Students may not leave the examination room in the last 30 minutes before the end of the examination.
- At the end of the examination, students are to remain silent and seated until the invigilators have collected all the examination papers.

C O N F I D E N T I A L I T Y A N D S E C U R I T Y

All reasonable effort will be made by MIHE staff to ensure that the principles of privacy, confidentiality and security are maintained throughout the administration of student assessment. Particular care will be employed in relation to:

- Ensuring student scripts and examination papers are stored securely.
- Maintaining the confidentiality of assessment results.
- Reproducing or using assessed material beyond standard marking and moderating procedures and then only when prior written permission is obtained from the student.
- Providing access to or disclosing grades to students or third parties
- In matters of privacy and confidentiality in assessment, staff will be guided by MIHE's privacy policy.

SUBMITTING WORK FOR ASSESSMENT

In submitting work for assessments (such as assignments, tests and reports), whether electronically or by hard copy, students are required to declare that the assessment item submitted is entirely their own work and where they use or make reference to the work of others, that this is acknowledged.

ACADEMIC INTEGRITY COMMITTEE (AIC)

The AIC is the body responsible for developing this Academic Integrity Policy and implementing its Procedure. Details of the AIC and its purposes are to be found in Academic Integrity Committee Terms of Reference.

The AIC is responsible for the content the MIHE website dealing with academic integrity, designing mechanisms to facilitate reporting of alleged misconduct, providing mandatory training to all academic staff starting employment with MIHE and promoting academic integrity throughout MIHE. The AIC will establish and maintain a centralised management system to keep secure and confidential records of all cases of alleged academic misconduct and the outcomes of investigations. The AIC, through the Dean, is responsible for reporting to AB on proposed changes to policy and for regular reporting of its activities.

CANVAS

At Melbourne Institute of Higher Education (MIHE) delivered face to face sessions over the period. The Canvas (Learning Management System [LMS]) is the platform provided for MIHE students to engage in after class sessions, learning content, submission of the assessments available on LMS and completing the self-directed activities, uploading the assessment for marking. Here students can develop their skills and knowledge by reading course material and taking part in activities online. For more details see canvas student guide.

STUDENTS WITH LEARNING NEEDS

If you have any special learning difficulties or needs, please alert us to these as we can make arrangements to provide you with support. Contact MIHE student support services for academic support. Your lecturer or MIHE academic officer (academicsupport@mihe.vic.edu.au) should be your first point of contact for assistance for any information you require throughout the duration of your course. If in the case where your lecturer cannot assist you they will to guide you to the most appropriate service and/or resource that may be of assistance to you.

Students with particular needs are able to negotiate alternative learning and assessment strategies where this is allowable under MIHE graduate program. Other assistance arrangements should be discussed with the academic staff directly.

STUDENT ACADEMIC SUPPORT AND COUNSELLING

The Student Academic Support/Wellbeing and Counselling program provides:

- Somewhere to talk about problems ranging from everyday hassles to those that are seriously affecting a student's ability to function
- A safe place to let off steam
- An opportunity to generate solutions to problems
- Academic workshops
- English support services.

If you are experiencing any of the following, we suggest you contact our Academic or wellbeing/ counsellor officer or make appointment through the reception:

- Thoughts of quitting study
- Physical signs of emotional stress
- Problems sleeping – either not being able to sleep or having too much sleep
- Lack of concentration in study or completing normal day-to-day activities
- Feeling sad and unable to function properly
- Thoughts about self-harm

Some of the issues that students typically seek counselling about include:

- Adjustment issues
- Stress / Anxiety / depression
- Victim of assault
- Cultural issues – difficulty in 'fitting in' to the Australian way of life
- Family issues
- Grief and loss
- Victim of harassment – either at the college, workplace or in your home
- Victim of abuse – psychological, physical, sexual
- Self-esteem
- Sex and sexuality
- Study problems

A wellbeing/counsellor will help by listening without judgment, offering new perspectives and working with students on strategies that are right for them. All counselling services are strictly confidential between the counsellor and the student. No one else needs to know that you are seeking these services. Make an appointment with our welfare counsellor Susan (studentwelfare@mihe.vic.edu.au) or ask reception to book an appointment.

MIHE RELVEANT POLICIES

ACADEMIC ASSESSMENT AND MODERATION POLICY

Background and Scope

This Assessment and Moderation Policy and Procedure provides guidelines on assessments and moderation in order to ensure consistency, fairness and transparency. The course structure ensures that assessment tasks are constructively aligned with learning outcomes. Assessments are a vital part of learning and teaching and measure students' academic performance. As a measure of students' work all assessment tasks must be fair, valid, equitable and consistent.

This Policy and Procedure also provides guidelines for the maintenance and delivery of assessment standards at MIHE. It applies to all staff engaged in developing and conducting assessments, students and services provided at MIHE.

Definitions

Assessment	A process to determine the quality of student work against learning outcomes by awarding marks or grades based on a quality assured set of standards. Assessments are used to determine student achievement of expected learning outcomes and may include a range of written, oral and practical methods. It also includes gathering assessment information from multiple and diverse sources in order to develop a deep understanding of what students know, understand, and can do with their knowledge as a result of educational experiences; culminating when assessment results are used to improve student learning.
Assessment Criteria	Criteria used by assessors that guide them in the proper evaluation of students' knowledge, understanding and applications as they relate to appropriate learning outcomes.
Assessment Moderation	Procedures involved at the design, marking and results analysis stages of assessment to ensure that the marking of assessments within a course is both fair and consistent. It includes independent checking or verification of assessment results by a qualified person or committee.
Benchmarking	This involves testing the standard of any course or unit against comparable courses and units at the appropriate AQF level.
Census date	Date before which students can withdraw from a Unit without being liable for fees and without a result being recorded.
Cheating	Acting dishonestly or unfairly in order to gain an advantage.
Contract cheating or ghost writing	The practice of students hiring someone to complete assignment tasks on their behalf.

Criterion referenced assessment	The use of pre-determined written criteria based on learning outcomes to design marking rubrics, guides and schemas.
External peer review of assessment	A determination of the relevancy and equivalency of assessment materials against commensurate institutions for the purpose of quality assurance.
Formative assessment	Assessment of progress in a unit of study in order to identify possible at-risk students or teaching that needs to be supplemented to improve Unit outcomes. As a matter of policy, each unit needs to have an early formative assessment., typically in week 3 or earlier.
Hurdle requirement	An assessment task that requires a minimum standard of performance in order to pass the unit or a requirement that a specified assessment task be completed in order to pass that unit.
Learning Management System (LMS)	Each unit will have its own LMS site where assessments can be lodged and checked with Turnitin™ to avoid plagiarism issues. Feedback on lodged assessments will be provided through the LMS. It will display news items for students and provide them with many resources such as lecture slides, reading material, assessment due dates, unit calendars and links to other relevant content.
Learning outcomes	A statement of the knowledge, skills and application a student has demonstrated and acquired.
Plagiarism	Not appropriately acknowledging the use of another person's ideas, designs, words or work.
Rubric	These are published assessment criteria linked to the ULOs that show how an assessment is to be marked. Normally they are accessed from the LMS.
Scaffolding	A matrix showing the types of content and assessment in each unit in a course. It is used to identify any gaps and overlaps and to ensure that content and assessment in the level 2 and 3 units build on the earlier Units.
Special Consideration	The process of a student applying for alternative assessment or consideration when they can demonstrate that a situation or circumstance beyond their control impacted on their assessment performance.
Summative assessment	Assessment of students' knowledge, learning and application of a unit as a whole in relation to the ULOs.
Turnitin™	Plagiarism checking software available to students and academics and accessed through the LMS.
Unit Learning Outcomes (ULOs)	The specific learning outcomes for knowledge, learning and application for a unit. These must be linked to the broader Course Learning Outcomes.

Also, refer to Glossary of Terms

Note: for more detail please visit MIHE website: [Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](https://www.mihe.vic.edu.au/policies-procedures-and-plans)

ACADEMIC INTEGRITY AND ACADEMIC MISCONDUCT POLICY

Background and Scope

This document details how MIHE prioritises academic integrity and outlines the principles, policies and procedures that underline it. MIHE's focus on academic integrity is built on MIHE's values of quality, intellectual freedom and respect. This document also outlines the procedures, roles, and responsibilities of maintaining academic integrity at MIHE and provides guidelines and processes to report, investigate, and appeal academic misconduct decisions. It covers integrity involving learning and teaching.

This policy and its related procedures apply to all the MIHE stakeholders including students enrolled in accredited courses as well as academics, contractors and partner organisations.

Definitions

Academic Integrity	The moral code of academia. It involves using, generating and communicating information in an ethical, honest and responsible manner ¹ . 2F
Academic Misconduct	Breaches of the MIHE's policies, procedures or guidelines, detailed in this Academic Integrity Policy and Procedures, course requirements, Australian Law, and any other relevant MIHE policies in the course of their study, work, or research. Areas of misconduct include cheating, collusion, intellectual property infringement, fraud or plagiarism.

Cheating	Engaging in dishonest or unfair actions in order to gain an advantage over the course of study, work, or research including, but not limited to, the following:^{2 3F} a) Study • plagiarism and failures of correct acknowledgement practice • contract cheating or paying for another person to prepare an assignment or providing contract cheating services • submitting (for assessment or review) work prepared by another person • all forms of cheating in examinations and other assessment tasks such as bringing unauthorised material or aids into exams, tests, or quizzes in order to gain an unfair advantage • offering or accepting bribes (money or sexual or other favours), e.g. for admission or for grades, and • fabrication or falsification of information or student identity. • Interfering with the work, study or research of others to disadvantage them in any way b) Research • Cheating • Plagiarism • Fabrication or falsification of data • Unauthorised disclosure of personal information • Harming or disadvantaging those who take part in research
Contract cheating	Contract cheating occurs when students employ or use a third party to undertake their assessed work for them and these third parties may include: essay writing services; friends, family or other students; private tutors; copyediting services; agency websites, or 'reverse classifieds' (Lancaster & Clarke, 2016, p. 639)³. 4F
Collusion	Working with one or more other individuals to complete an assignment, in a way that is not authorised (INQAAHE, TEQSA & QBBG, 2020, p. 6)⁴, including: a) writing the piece of work together; b) determining the method or approach to question or assessment task together; c) sharing answers or giving access to questions and answers or completed assessment tasks (e.g. knowingly allowing personal work to be copied by others).
Intellectual Property	Copyright in Australia is governed by the Australian Copyright Act of 1968 under Australian Law. Any actions in breach of this Law, and any use of copyrighted work without permission, as ordained by the Australian Copyright Act of 1968, is a violation of the MIHE's Academic Integrity Policy. Any other unauthorised appropriation of intellectual property for academic or commercial purposes is forbidden by this Policy. Unfair use of the work of 1. others constitutes intellectual property theft.
Fraud	• Any actions intended to steal or deceive, through any means. • Faking qualifications, language ability assessment or previous academic results. Providing fraudulent medical certificates.
Plagiarism	Any attempt to present another's work as one's own without appropriate and clear acknowledgement of the work's source is considered plagiarism. <i>The definition below is from an excerpt from Griffith University's Institutional Framework for Promoting Academic Integrity among Students</i>⁵. 6 F Plagiarism occurs when the work of another is represented, intentionally or unintentionally, as one's own original work, without appropriate acknowledgement of the author or the source. This is an act of academic misconduct and includes but is not limited to acquiring or commissioning a piece of work, which is not his/her own and representing it as if it were, by: a) purchasing a paper from a commercial service, including internet sites, whether pre-written or specifically prepared for the student concerned; b) submitting a paper written by another person, either by a fellow 1. student or a person who is not a member of MIHE.

Research Integrity	The trustworthiness of research due to the soundness of its methods and the honesty and accuracy of its presentation (cited by TEQSA, 2020).
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¹See *TEQSA (2020). Guidance Note: Academic Integrity Version 1.2, 28 March 2019*, <https://www.teqsa.gov.au/latest-news/publications/guidance-note-academic-integrity>

² *ibid.*

³ See *TEQSA (2017). Good Practice Note: Addressing contract cheating to safeguard academic integrity, 4 October 2017*, <https://www.teqsa.gov.au/latest-news/articles/teqsa-outlines-ways-cut-contract-cheating> ⁴ Source: INQAAHE, TEQSA & QBBG (2020). Toolkit to support quality assurance agencies to address academic integrity and contract cheating

The key principles informing this policy are:

Centrality of Academic Integrity	Promoting and enforcing academic integrity is central to the reputation that MIHE has and to the value it offers. Failure to observe academic integrity badly affects not only the perpetrator, but the MIHE community as a whole.
Proactive Strategies	MIHE will proactively take steps to prevent or mitigate the risk of violation of this policy through a number of strategies. These strategies include, but not be limited to: • training all new students, academics, staff, contractors and partner organisations about MIHE's Integrity Policy. • training all staff in what signs to look out for to identify academic misconduct; • training students how to use plagiarism detection software or other means of checking for plagiarism in order to check their work before submission for assessment; • requiring teaching staff to model academic integrity to students; • creating an open and honest environment of study and work at MIHE, • having strict procedures in place to address academic misconduct, • ensuring security of academic processes, such as research work, • examinations, and submissions. MIHE must also take steps to prevent the recurrences of breaches.
Clear Communication	MIHE must clearly promote and communicate academic and research integrity of courses and units of study. MIHE must also communicate violations of this policy and take actions in accordance with its procedures. This communication can be conducted through any means that MIHE deems necessary, such as classroom sessions, webinars, online forums, etc. All stakeholders must be provided with guidance on what constitutes academic and research integrity including misrepresentation, fabrication, cheating, plagiarism and misuse of intellectual property. MIHE must make its Academic Integrity Policy and Procedure available to all the MIHE community and includes (and limited to) it being available on the MIHE website and in student and staff handbooks. Frequent and visual reminders regarding academic integrity generally, and contract cheating specifically, must be part of a holistic approach to promote integrity on campus (such as during Orientation and just before exams with visual posters on campus providing visual reminders).
Vigilance	MIHE must make efforts for its administrators, academic staff, students, and partners to be aware and vigilant to ensure that signs of academic misconduct are identified, reported and dealt with appropriately.
Accountability	MIHE must endeavour to be accountable to the values of quality, intellectual freedom

	and respect. This means that staff and students are accountable in promoting and upholding the standards and to manage any breaches of academic integrity in accordance with this Policy and Procedure.
Transparency	MIHE must make its Academic Integrity Policy and Procedure available to all the MIHE community and includes (and limited to) it being available on the MIHE website and in student and staff handbooks. MIHE must ensure that it responds to any evidence of academic misconduct in a consistent manner following published procedures.
Timeliness	In the interest of fairness to those against whom misconduct allegations have been made, it is desirable to resolve MIHE's response to allegations as soon as possible. While practical issues may intervene, normally allegations should be resolved within 30 working days of them being made.
Academic Freedom	Academics and students should be free to express their opinions and ideas about any matter, in any forum; such actions must not: • harm others; • make defamatory allegations; or • unfairly impugn the reputation of MIHE.
Repeated breaches	A student, academic or contractor who has been found to have committed repeated breaches of academic integrity, even if of a minor nature, shall be deemed to have committed major misconduct.

⁵ Source: Excerpt from Griffith University's Institutional Framework for Promoting Academic Integrity among Students, which clearly defines outsourcing of assessment as a form of plagiarism - policies.griffith.edu.au (referenced in *TEQSA (2017). Good Practice Note: Addressing contract cheating to safeguard academic integrity*, 4 October 2017, <https://www.teqsa.gov.au/latest-news/articles/teqsa-outlines-ways-cut-contract-cheating>).

This Policy also considers TEQSA Good practice guidance notes addressing contract cheating to safeguard academic integrity⁶.

AUTHENTICATION OF ASSESSMENT

- Regrettably, some student may submit work that is not their own. To preserve the validity of MIHE course awards for all students, MIHE maintains a strict process to ensure that the work submitted is authentic. MIHE use Turnitin software to ensure student must submit their own work.

Note: for more detail please visit MIHE website: Policies, Procedures and Plans
– Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)



COMPLAINT AND APPEAL:

COMPLIANT

Students may raise any matters of concern relating to the teaching and assessment, the quality of the teaching, student support, student facilities, discrimination, sexual harassment and other issues that may arise. MIHE will collect the data about, complaints and appeals and record the complaint in Complaint register of action taken to address the root cause of complaints including the follow up and the outcome of the complaint/appeal.

For more detail policy and procedure please visit MIHE website at [Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](#)

APPEAL

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeal against grading and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by MIHE. All teaching and assessment related appeals; would be managed by the Dean.

For more detail policy and procedure please visit MIHE website at Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

ACADEMIC PROGRESS

Melbourne Institute of Higher Education (MIHE) monitor and record and assess the academic progress of each student for the course in which the student is currently enrolled. MIHE assess student's progress at the end of each compulsory study period. Student must demonstrate competency in two consecutive study period more than 50 per cent in their full study load.

Unsatisfactory academic progress is defined as not successfully completing or demonstrating completing the subject in more than 50% of the course requirements in that study period.

For more detail academic progress policy and procedure please visit MIHE website at Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

STUDENT SUPPORT SERVICES

MIHE student support policy ensures that all students are given academic, welfare and other required support while studying with MHIE in Australia. For more detail student support services, special needs and critical incident policy and procedure please visit MIHE website at Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

COMPLETING WITHIN DURATION

MIHE monitoring student course progress under National Code 2018 standard 8, MIHE whilst monitoring progress against the course duration is a separate requirement, so learner able to finish the course within their eCoE period. MIHE will follow his policy to check the student's progress towards the completion of the course within the specified duration at the same time.

MIHE, will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCOE, as the result of: Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);

The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

- An approved deferment or suspension of study has been granted under Standard 9.
- MIHE will report the student change in enrolment through PRISMS.
- Records of variation must be maintained in the student file.

Note: For more detail policy and procedure please visit Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

CREDIT TRANSFER

Students for Credit Transfer must finish the Credit Transfer Application structure, connect a duplicate of a capability, Statement of Results (Academic Transcript) present the application to the admission officer or admissions manager.

The Admissions manager or Enrolment Officer must check the capabilities, Statement of Results (Academic Transcript) and award credit moves for indistinguishable subject(s) that have been recognised as being finished at another enlisted supplier.

Understudy must bring their unique duplicates and present the checked duplicates of Qualifications, Statement of Results (Academic Transcript) utilised as the reason for giving Credit Transfer must be set in the understudy documents.

The understudy and the Dean must sign the finished Credit Transfer record and credit result marked from understudy.

Note: Please note that once your application for credit move endorsed and fruitful, your term of eCoE will be change as indicated by the rest of the hours left for your investigation. Understudy must present their earlier learning proof and application inside about fourteen days after the course initiated.

For more detail please visit MIHE website at, Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

TRANSFER BETWEEN PROVIDERS

Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enrol a Student wishing to transfer from another Registered Provider's Course prior to the Student completing six calendar months of his/her Principal Course of study, except in limited circumstances as outlined in this policy.

The Institute is entitled to determine the circumstances in which it will provide or refuse to provide a Release Letter. Where a Student requests a transfer within the period of six months of commencement of their Principal Course the Student support officer will assess the request for transfer against this policy.

For more detail of the policy and procedure please visit MIHE website at [Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](http://mihe.vic.edu.au)

DEFERMENT/SUSPENSION AND CANCELLATION

Students wishing to defer the commencement of studies or cancel or temporarily suspend their studies should apply to do so in writing to MIHE. Where it is impractical to do so, the student may email, fax or telephone the Institute and advise of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification.

Students should fill out the student deferral/suspension/cancellation form available on the Institute website (www.mihe.vic.edu.au) and on request with the Student Administration Department.

MIHE will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate or compelling circumstances, or as a result of student misbehaviour. Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified to DoHA, via PRISMS, and may affect the status of their student visa.

For more detail of the policy and procedure please visit MIHE website at Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd (mihe.vic.edu.au)

PRIVACY POLICY

1. MIHE respects the privacy of all stakeholders and understands the importance of protecting personal information provided by its learners and staff.
2. MIHE will keep any information confidential, including direct debit account details.
3. MIHE will make reasonable efforts to keep any such information secure and to ensure that any

employees or agents who have access to learner information do not use, modify, reproduce or disclose that information.

4. Information provided by learners is considered confidential and will not be divulged to any third party, nor will it be sold. MIHE will only disclose learner information:
 - a) If specifically required by law; or
 - b) For the purposes of this agreement, including disclosing information in connection with any query or claim

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian Immigration Laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, The Education Services for Overseas Students Regulations 2001 and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to The Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and TPS fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Note: For all other policies and complete course information visit MIHE website. [Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](#)

SPECIAL CONSIDERATION

Note: For all other policies and complete course information visit MIHE website. [Policies, Procedures and Plans – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](#)

CONTACT US

ASK MIHE

General Enquiries

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

E: enquires@mihe.vic.edu.au

W: www.mihe.vic.edu.au

Admission

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

admissions@mihe.vic.edu.au

Student Welfare Support

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

studentwelfare@mihe.vic.edu.au

Academic Support

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

academicsupport@mihe.vic.edu.au

IT Support

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

ithelp@mihe.vic.edu.au

Library Support

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

library@mihe.vic.edu.au

Complaint & Appeal

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

admin@mihe.vic.edu.au

Special Consideration

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

Fee and Accounts:

150 High Street, Preston, VIC
3072

T: 1300 220 331 / 03 9276 0998

Emergency and Medical Services

MIHE has a strong component of international students who hail from different countries worldwide, creating a dynamic, multicultural community. In Student Administration, you'll find our specialist team whose role is to support our international students on a wide range of matters.

For serious or life-threatening Injury/Situation Call 000 Police/Fire/Paramedics/Ambulance. If an emergency call has been made, please notify the nearest staff member of the situation.

QUESTIONS?

If you have any questions or concerns that haven't been answered in this handbook, you can submit an enquiry at <https://www.education.gov.au/esos-framework>.

FIND OUT MORE AND CONNECT ON SOCIAL MEDIA

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>