

HOLMES INSTITUTE



Under 18 Student Handbook

If found, please return to:

Name: _____

Class: _____

Emergency contact number (call relevant campus number anytime to report a serious incident that affects you or to gain support when needed):

03 7002 3399

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INFORMATION FINDER A-Z

A

ACADEMIC SUPPORT

Access to Academic Support and appropriate learning resources is available to all students. This includes supplementary English Proficiency classes and weekly Study Skill sessions. For students seeking support in their learning, e.g. finding course content difficult, you are encouraged to arrange to see the Academic Manager or Academic Support Officer for appropriate referral to Holmes academic support services, which include one on one tutoring with Academic staff.

APPLYING FOR LEAVE

Students must submit to the Campus Director an “Application for Leave.” You will be informed if your leave has been approved. Your attendance is routinely monitored. If you are absent from class, we will contact you or your care provider to ensure you are OK. If we cannot locate you and/or become concerned for your welfare, we are obliged to notify your parents/legal guardians, the police and other relevant government agencies as soon as practicable.

ASSESSMENT AND EXAMINATIONS

Students will be provided with a subject outline outlining when assessments and exams are held at the commencement of each subject.

B

BEHAVIOUR (Also see Rules)

As members of the Holmes community, students must behave sensibly and appropriately. Abusive language, threatening behaviour, bullying, and harassment, misuse of Holmes property or disorderly conduct will not be tolerated and may lead to disciplinary action.

C

CHILD (YOUR) SAFETY

Holmes is committed to your safety and to protecting students from any abuse within, as well as outside the environment of the School. This includes protection against child sexual abuse, physical abuse, serious emotional and psychological abuse and serious neglect with particular emphasis on protecting the welfare of students under the age of 18 years.

You will be provided with information at Orientation and throughout your time with us at Holmes on how to identify, communicate and report any abuse you might be experiencing. If you are concerned for your safety for any reason, contact your Campus Director directly – the phone number is on the front page of this manual as well as in the Critical Incident Policy on the Holmes webpage.

If the risk is immediate you should phone 000 for Police, Fire or an Ambulance.

COMPLAINTS AND GRIEVANCES

Students, their parents and care providers have the right to complain about matters regarding Holmes. Students also have the right to have these complaints considered fairly and justly. Holmes takes these complaints seriously, gives them full consideration and takes the appropriate action regarding the complaint. In general, complaints are lodged with the Campus Director. For more information about the process of sharing a grievance refer to Complaints and Appeals Policy on the Holmes website.

D

DRESS CODE

There is no official uniform at Holmes and students are able to enjoy the comfort of casual clothes. However, there is an expectation of the type of clothing and grooming that is considered appropriate and this must be strictly adhered to. The following is a guideline for students to follow:

- ❖ Casual but appropriate clothing permitted (no ripped, inappropriate text/images or revealing clothing)
- ❖ Casual shoes (no thongs or bare feet)

E

EMAIL ADDRESS

All students have been allocated a Holmes Email Address. The format of your email address is:

StudentID@my.holmes.edu.au

You can access your student email from within the Campus or from anywhere on the Internet by using your Student ID and Password. The Website is:

<http://my.holmes.edu.au>

EQUAL OPPORTUNITY

Holmes is committed to ensuring that all staff and students enjoy an environment free from discrimination, harassment and victimisation. Our Commitment is to create a learning environment in which there is mutual trust and respect and where everyone is treated fairly. Disciplinary action will be taken against individuals who victimise and harass others.

❖ **Sexual Harassment**

Holmes is committed to maintaining an environment for work and study that is free from sexual harassment. Sexual harassment is classified as verbal, visual, auditory or physical behaviour, which is unwelcome, unsolicited and unreciprocated, and that it is regarded as offensive, humiliating or intimidating. This also covers material sent by electronic means including computers and mobile phones. In all cases it is both unacceptable and unlawful.

Sexual Harassment may be a single incident or a prolonged pattern of behaviour.

It may occur among peers – from student to student, or it may occur from a staff member to a student or a student to a staff member. It can be initiated or directed towards a female or a male.

Any person who has experienced sexual harassment may seek assistance from the Campus Director or Student Services.

❖ **Racism**

Racism takes the form of unfavourable distinctions, exclusions and restrictions based on race, colour, descent or ancestry, ethnicity or ethnic origin, nationality or nation origin or immigration.

Holmes is committed to fostering a culturally sensitive and diverse environment for students and staff, and to eliminating racial discrimination and harassment. Any person who has experienced racial discrimination or harassment from a staff member or student can seek assistance from the Campus Director or Student Services.

EMERGENCY

In the case of emergency: In Australia the emergency number for Police, Fire, and Ambulance is 000.

Holmes operates a 24-hour emergency service for our students. The number can be found on the front of this handbook and on the Holmes website in the Critical Incident Policy.

F

FAILURE TO MAINTAIN COURSE PROGRESS

Holmes sets work to ensure that learning is consolidated and to measure the progress that students are making. For all programmes, course progress is measured and monitored as a condition of your enrolment as an international student.

FAIR TREATMENT

Students have the right to be treated fairly and not to be treated differently because they happen to belong to a particular group of people. Such discrimination is illegal in Australia – refer to Equal Opportunity section for more information.

FREE TO QUESTION & EXPRESS VIEWS

Because Australia is a democratic country and Holmes is an educational institution, students have the right to inquire into the nature of, and ask questions about things and how they work. Students also have the right to speak freely and express their views on issues. These rights must be exercised with respect of others and their rights.

G

GROOMING

There is no official uniform at Holmes and students are able to enjoy the comfort of casual clothes. However, there is an expectation of the type of clothing and grooming that is considered appropriate and this must be strictly adhered to. The following is a guideline for students should follow:

- ❖ Casual but appropriate clothing permitted (No ripped, inappropriate text/images or revealing clothing).
- ❖ Casual shoes (No thongs or bare feet).

H

HOMEWORK/ ASSIGNMENTS

Teachers/Trainers/Lecturers set work to ensure that learning is consolidated and to measure the progress that students are making. You will have formal assessment tasks that you will need to undertake to pass your studies. Failure to complete set work will prevent you from obtaining the best possible grades and learning outcomes. If you fail to pass subjects you are enrolled in, Holmes may intervene and place you on a learning plan known as an Academic Probation Plan given that course progress is a consideration as part of your enrolment.

!

ID/STUDENT SAFETY CARDS

Once you have enrolled, you are entitled to receive your student ID Card. ID Card photos are taken in the first week of your course. Your ID Card establishes you as part of the school and allows you certain rights and obligations. You will find your card useful in obtaining student concessions and discounts for purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues. You must carry your ID card with you whenever you are on a Holmes campus.

Further to this, you will also be issued a Student Safety Card providing important contact details regarding both Homestay and our Care Assist. This card should be carried at all times and used in the event of an emergency or where necessary.

INTERNET USAGE

Students are expected to use Holmes' internet for research purposes only. Any inappropriate use of the internet (such as looking at explicit materials etc.) will result in serious disciplinary action.

L

LOST PROPERTY

If you have lost any belongings or have found any items, please see the School's Administration Office for assistance.

M

MOBILE PHONES

There are strict rules associated with the use of mobile phones or other electronic equipment. As a courtesy, students are to turn off these devices in all teaching spaces.

R

RESOURCE CENTRE/LIBRARY

The Resource Centre is an important part of our educational facilities. It offers a multitude of educational resources including books, journals and use of computers with access to e-learning resources. The Library/ Resource Centre is invaluable in the lead up to assessment and examination periods.

RIGHTS & RESPONSIBILITIES

The rights and responsibilities of students are set out in the Student Charter which applies to all students. There are additional rights and responsibilities which apply to students under 18 years of age. These are summed up below::

- ❖ The right to a safe and secure environment
- ❖ The right to an equal opportunity to benefit from our educational programs
- ❖ The right to quality educational programs
- ❖ The right to be free of harassment
- ❖ The right to be treated fairly
- ❖ The right to be free to ask questions and to express views
- ❖ The right to have complaints properly reviewed
- ❖ The right to maintenance of the privacy of personal information.

Some or parts of these rights are covered by Australian Law. However, students should realise that there are limits to the extent that they may enjoy these rights. Some limits are:

- ❖ your age e.g., if you are under 18 years of age, then you must have a care provider;
- ❖ your contract with Holmes e.g., if you have not paid your fees; and
- ❖ where the exercising of your rights prevents someone else from exercising their rights, e.g., the non-return of a library reference book.

The rights of one student, however, can only be exercised if other students have a responsibility to ensure that those rights are protected. For example, your right to be safe requires others to support the rules on safety and your right to be respected requires others to show respect.

Therefore, students have responsibilities to ensure that everybody's rights are protected including:

- ❖ Treating others with respect and fairness
- ❖ Taking care of Holmes Institute property
- ❖ Avoid unsafe or unhealthy situations

To ensure the smooth running of the college and a comfortable learning and working space for all.

RULES – ACADEMIC

The following rules will assist you in maintaining satisfactory academic progress:

- ❖ Maintain a folder of material for each course/subject
- ❖ Attend all classes/complete all assessment tasks on time
- ❖ Submit all work required and assessment tasks to teachers.

RULES – CAMPUS

The following rules are very important for the smooth running of our programs for the benefit of all students:

- ❖ Eating and drinking only in the Common Room/Lunch Room; only water is allowed in the teaching spaces.
- ❖ Rooms are to be left tidy at all times.
- ❖ Rubbish is to be placed in the bins provided in classrooms or around the Campus.
- ❖ Food waste is to be placed in the bins provided after eating, not left on the tables or floor.
- ❖ The building is smoke-free and gum-free. You are not allowed to smoke or chew gum inside or in front of the building.
- ❖ Running in the building is dangerous and may cause injury and is not permitted.

RULES – GENERAL

As is the case in all educational institutions there is a student code of conduct in relation to attitude and behaviour. This Student Handbook details various rules that students need to adhere to. If there is a breach of such rules, students may be penalised accordingly. The following breaches of these rules will not be tolerated:

- ❖ Offensive language/behaviour

- ❖ Persistently uncompleted work
- ❖ Theft
- ❖ Misuse of computer facilities/services/vandalism
- ❖ Inappropriate classroom behaviour
- ❖ Harassment/bullying issues
- ❖ Use of drugs and alcohol on the premises
- ❖ Smoking in non-smoking areas. In Australia it is illegal to smoke if you are under 16 years old.
- ❖ Use of mobile phones or other electronic devices in class.

When a student acts irresponsibly and denies others the opportunity to exercise their rights, disciplinary action will be taken.

S

SAFE AND SECURE ENVIRONMENT

You are entitled to be free from harm at Holmes. Holmes has support people and a number of procedures in place to minimise the potential for you being harmed in any way. For instance, as an under 18 student you will meet with an advisor at the School on a monthly basis so we can help ensure your wellbeing is maintained.

SAFETY

Personal safety is an issue and taken seriously at Holmes. Do not leave belongings unattended in spaces, the library or any other area of the Campus. Report any losses or thefts to the school's Administration Office. Holmes takes no responsibility for the loss damage of personal items that are left unattended. Alert the Campus Director, Holmes Administration or any staff member if you see anything suspicious. Better safe than sorry.

STUDENT CHARTER

The Student Charter sets out the responsibilities that Holmes has to its students and the responsibilities that students have to Holmes, its staff and faculty.

Holmes responsibilities

- 1** Provide teaching practices that facilitate engagement and communication between students, their peers and lecturers, and the ongoing development of the Holmes Graduate Attributes;
- 2** Treat students with respect and take seriously the time and financial commitments made by students to undertake study.
- 3** Provide a safe, supportive and sustainable environment that challenges and empowers students.
- 4** Recognise, celebrate and support the diversity of students and staff on each campus.

- 5 Reject discrimination and harassment.
- 6 Expect and model academic integrity and honesty.
- 7 Provide all relevant information to inform students' selection of programs.
- 8 Maintain effective systems of communication with students and provide timely and accurate information about students' progress, programs and services.
- 9 Reflect on our practice, respond to feedback and continually improve the services and experience Holmes delivers to students.
- 10 Address problems and complaints fairly and promptly.
- 11 Support student organisations and include student voices in decision making.
- 12 Champion independent thought, freedom of speech and free intellectual enquiry.

Student responsibilities

- 1 Be fully committed to your own learning, the decision you take in relation to it, and the challenges involved.
- 2 Work with honesty and integrity.
- 3 Give and receive feedback about your experiences and participate in continuous improvement processes.
- 4 Treat all members of the Holmes community with respect.
- 5 Be aware of and uphold their responsibilities following Holmes' policies and procedures.
- 6 Value the diversity of students and staff.
- 7 Reject discrimination and harassment.
- 8 Champion independent thought.
- 9 Respect Holmes' facilities and resources, relevant policies and follow safety and security advice.
- 10 Provide up to date, accurate and timely student information when required.
- 11 Accept responsibility for decisions made about courses and program choices.

STUDY SKILLS SUPPORT

Students sometimes find it difficult to deal with a new learning environment. They may need to further develop their language or literacy skills to be successful in their studies. Do not wait until there is a problem! Talk to your teacher/trainer/lecturer or Academic Manager as they can direct you to resources to assist you to successfully complete your course.

I

TRANSPORT

International students do not get travel concessions when travelling on public transport, except in Queensland. Queensland students can contact the Administration Office for further information.V

VISA REQUIREMENTS AND PROCEDURES

Many students have been granted Student Visas on the basis of a number of conditions. These conditions are prescribed by the Department of Home Affairs and include the following important rules:

- ❖ Students must continue to make satisfactory academic progress through their respective courses. They must demonstrate a genuine commitment to their study and make every effort to satisfy the course requirements (refer to Holmes' policies on monitoring course progress).
- ❖ Students must notify the school of any changes to their residential address and emergency contact details within 7 days of this change. NOTE: Students under the age of 18 CANNOT change address without permission.

Students in breach of Visa conditions will be reported to Department of Education and Training. As part of our School's processes and rules, we will endeavour to assist you to meet your visa obligations but the responsibility primarily remains with you.

W

WELFARE AND GENERAL SUPPORT

Access to personal counselling is available through Holmes Student Services. Experienced counsellors deal with all aspects of International students' lives in Australia. The office has dedicated staff members who deal with issues such as accommodation, banking, student Visa requirements, medical issues and cultural acclimatisation. Find a detailed contact list of services on the Holmes website under Student Welfare, in your Student Handbook and also in pages 12 and onwards in this handbook. Students are reminded that if students need emergency assistance, they should call their relevant 24-hour emergency contact number from the below list or those provided on Student Safety Card.

EMERGENCY CONTACT NUMBERS

Call anytime to report a serious incident that affects you or to gain support when needed. The number is:

03 7002 3399

If students require assistance in locating additional support services, please contact the Administration or Student Services. If students require additional assistance with issues of a personal nature, please refer to the detailed contact list of services in your Student Handbook.

HELP DIRECTORY

WELFARE AND GENERAL SUPPORT

Holmes provides access to personal counselling through student services. Experienced counsellors deal with all aspects of students' lives in Australia. Dedicated staff members deal with issues such as accommodation, banking, student visa requirements, medical issues and cultural acclimatisation. For any support in relation to these issues, students are encouraged to talk firstly with the Academic Manager, Campus Director or student administrator.

As Holmes campuses are centrally located, we can also advise you on the location of many general service providers such as doctors, lawyers, interpreters and banks. Below is a list of some useful contacts.

USEFUL CONTACTS

Campus Welfare and General Support

Name	Campus Location	Phone Number
David Mustafa	Melbourne	0413 750 066
Rob Scott	Melbourne	0455 953 535
Rob Relton	Sydney	0413 758 861
Terry Malone	Brisbane	0413 758 869
Rajani Pant	Brisbane	61 7 3211 4188
Bailey Eder	Gold Coast	0413 758 862
Cerie Jinno	Cairns	0413 758 863
Adrian Baxter	Cairns	61 7 4041 2855

International Student Contacts

Holmes has designated the following members of its staff, at each of its campuses, to be International Student Officer Contacts, the official point of contact for overseas students:

Campus Location	Name
Melbourne Campus	Mr David Mustafa
Sydney Campus	Mr Rob Relton
Brisbane Campus	Mr Terry Malone
Gold Coast Campus	Mr Bailey Eder
Cairns Campus	Ms Cerie Jinno

Student Engagement Team

Holmes is committed to engaging its students and supporting students in achieving their study goals. The Student Engagement Team is a designated team to facilitate students in receiving applicable study support. The Team is coordinated by the Student Support Manager, with the Academic Support Officers (ASO) to be the student contact in each of Holmes' campus:

Name	Position Title	Phone Number
Gillian Urquhart-Simms	Student Support Manager	61 3 9662 2055
Sabeetha Peiris	ASO	61 3 9662 2055

Fire, Emergency, Ambulance 000

You can call 000 from any pay phone, mobile or regular phone in Australia, this is an emergency number.

In Australia we visit a hospital in the event of a medical emergency. If medical assistance is required but is not life threatening, for example: A student suffering from a cold, they would visit the doctor (listed below) and not a hospital.

Hospital	Phone
Royal North Shore Hospital (Sydney) Reserve Road, St Leonards	9926 7111
St Vincent's Private Hospital (Melbourne) 59 Victoria Parade Fitzroy	9411 7111
St Vincent's Public Hospital (Melbourne) 41 Victoria Parade Fitzroy	9231 2211
The Royal Melbourne Hospital (Melbourne) 300 Grattan Street Carlton	9342 7000
Royal Brisbane and Women's Hospital (Brisbane) Cnr Butterfield St and Bowen Bridge Road Herston	3646 8111
GC University Hospital (Gold Coast) 1 Hospital Blvd, Southport	1300 744 284
Cairns Base Hospital (Cairns) 165 Esplanade, Cairns North	4226 0000

Doctor	Phone
Melbourne City Medical Centre (Melbourne) 68 Lonsdale St, Melbourne	9639 9600
George Street Medical Centre (Sydney) 308 George Street	9231 3211
MLC Medical Centre (Sydney) Suite 1003, Level 10 19-29 Martin Place	9232 5184
Albert St Medical (Brisbane) 138 Albert St	3210 1889
My Doctors Clinic (24 hrs) (Gold Coast) 3221 Surfers Paradise Blvd	5592 2299
Cairns Central Medical Centre (Cairns) Cairns Central Shopping Centre, Shop 112a/1-21 McLeod St, Cairns City	4031 3717
Dentist	Phone
Melbourne City Dental Group (Melbourne) Grd Floor 393 Swanton Street Melbourne	9662 2638
Sydney Medical and Dental Centre (Sydney) 70 Pitt Street	9233 3399
CBD Dental Clinic (Brisbane) 141 Queen St	3229 4367
Surfers Dental Care (Gold Coast) 7-9 Trickett St, Surfers Paradise	5592 1030
Total Care Dental Boutique (Cairns) 58 McLeod St, Cairns City	4015 2996

Counselling Service

Life Line: 13 11 14

The Lifeline Information Service provides information and referral for people dealing with mental health issues, personally or as a family member or friend of someone with mental illness. This service also provides callers with information about relevant local services, as well as links to books and websites.

Gambling Help

Gambler's Helpline: 1800 858 858

If you are finding it difficult to handle your gambling problem on your own, it may be useful to seek professional help. Gambler's Help can assist with free, confidential information and support services.

Alcohol and Drug Abuse Help Lines

Victoria	1800 888 236
Queensland	1800 177 833
New South Wales	1800 250 015
Northern Territory	1800 131 350

If you are concerned about your drinking or using drugs and you want to talk to professional people through the issues, these direct lines can assist you with confidential and support services.

Legal Assistance (Melbourne)

Victoria Legal Aid: 9269 0234
350 Queen Street, Melbourne

Victoria Legal Aid (VLA) can help students with legal problems. VLA provides legal information, advice and assistance in relation to criminal issues, family breakdown, family violence, immigration, social security, mental health, debt and traffic offences.

Free interpreters are available at Victoria Legal Aid.

Legal Assistance (Sydney)

New South Wales Legal Aid: 1300 888 529

If you need help with a legal matter regarding criminal matters, family breakdowns, immigration, social security, debt or traffic offenses, you can start by calling NSW Legal Aid.

Quit Smoking

QUIT Line

Phone 13 18 48, or visit www.quit.org.au.

Study

Study in Australia – information about living and studying in Australia:

www.studyinaustralia.gov.au

Study Melbourne – the Study Melbourne Centre (SMSC) is a ‘one stop shop’ where international students in Victoria can access a range of free support, information and welfare services: <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

Study Sydney – information on studying, living and working in Sydney:

<http://www.study.sydney/>

Study Queensland – information on studying, living and working in Queensland:

<http://www.studyqueensland.qld.gov.au/>

Brisbane Student Hub: <https://mdaltd.org.au/brisbanestudenthub/> Gold Coast Student Hub:

<https://www.goldcoaststudenthub.com/>

Study NT - information on studying, living and working in Australia's Northern Territory:

<http://www.studynt.nt.gov.au/>

My Future - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: <https://www.myfuture.edu.au>

The legal framework for international students in Australia

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - all the education providers who are registered to teach overseas students in Australia:

<http://cricos.education.gov.au/>

Education Services for Overseas Students (ESOS) framework – factsheets about the Education Services for Overseas Students framework:

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

Tuition Protection Service - assists international students whose education providers are unable to fully deliver their course of study: www.tps.gov.au

Department of Home Affairs – student visa information:

<http://www.homeaffairs.gov.au/Trav/Stud>

Knowing and protecting your rights

Fair Work Ombudsman - takes complaints about work rights and breaches of workplace laws

www.fairwork.gov.au/

Sydney: Redfern Legal Centre International Students Legal Advice Service -

<http://rlc.org.au/our-services/international-students>

Victoria: Consumer Affairs Victoria- provides information for international students about renting in Victoria, and general consumer rights:

<https://www.consumer.vic.gov.au/internationalstudents>

Organisations representing international students

Council for International Students Australia (CISA) - the national peak student representative body for international students studying at postgraduate, undergraduate, private college, TAFE, ELICOS and foundation levels: www.cisa.edu.au

Overseas Student Ombudsman services (External Complaints)

Commonwealth Ombudsman investigates complaints that international students have with private education providers in Australia:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>