



# **Lincoln Institute of Higher Education [LIHE] Student Handbook**

## **2024**

**LIHE Trading as Lincoln Education Australia (LEA) | ABN 53 638 284 081**  
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## CEO's Welcome

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LIHE offers innovative, relevant, and contemporary courses backed by high quality teaching, contemporary facilities, and wide-ranging academic and learning support services. Class sizes are small, and the teaching approach is friendly, supportive, and personalised. Academic staff are accessible outside of scheduled classroom and learning times to support student's individual and/or additional learning needs.

LIHE's vision is to provide a world class education by enhancing the knowledge, skills, and character of enrolled students for them to become not only competent job ready graduates, but also have the skills and attributes to become entrepreneurs and job creators and to serve the community.

LIHE fosters a culture of excellence, social responsibility and entrepreneurship, and provides an environment for students to learn and thrive.

We are excited to welcome you to Lincoln Education Australia!



**Dr Amiya Bhaumik**

CEO (Designate)



## Vision

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Lincoln Education Australia is a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society, and for responsible global citizenship.

## Mission

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Lincoln Education Australia is dedicated to advancing knowledge and scholarship, preparing students as critical and creative thinkers capable of responding to real world challenges, developing leaders, inspiring entrepreneurs, and promoting lifelong learning.

## Values

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In pursuing our vision and mission, Lincoln Education Australia will:

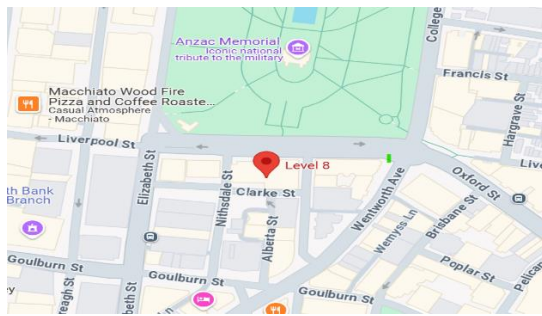
1. Be an acclaimed institution of higher education that provides world class education.
2. Enhance teaching and academic services and activities by recruiting highly qualified faculty and supporting staff.
3. Provide a learning environment that is conducive to student achievement and satisfaction.
4. Embrace cultural diversity instilling humane values and intercultural awareness.
5. Prepare graduates with strong disciplinary knowledge and digital literacy. Critical and creative thinkers who will become socially responsible leaders and entrepreneurs, creating jobs in a highly competitive, technologically advanced and rapidly changing global market.
6. Prepare graduates who are effective communicators, capable of working in teams and collaborating to solve problems.
7. Exemplify and promote professional conduct and ethical competence.
8. Provide character building education with strong social, moral and environmental values and obligations for all students.
9. Provide humanist and holistic educational courses to benefit students and the broader community.



## Our Campus

The LIHE campus is located in the Central Business District or CBD of Sydney and is designed to engage you in your learning and to get you all working together. Our student cohorts are small which gives you the opportunity to get to know people and experience the rewards of working and socialising with others.

### Campus Location



The LIHE City campus has a suite of fully equipped classrooms designed for small group engaged learning.

There are large well-equipped areas for personal or group study and lots of opportunities to interact with staff and your fellow students online.

### City Campus

Level 8, 175 Liverpool Street,  
Sydney,  
NSW 2000  
AUSTRALIA

### Library Hours

Our on-campus library is open during the working hours. As well as all the books and online resources you will need for your studies, our Library staff are also there to help you with your assignments, writing essays, referencing, and any other learning support you might need whilst you are studying at LIHE.

### Campus Facilities

Our on-campus facilities include:

- Classrooms
- Student breakout areas
- Study areas
- Student recreational areas
- Library facilities:
  - open reading area
  - photocopying and printing
  - Wi-Fi
  - book borrowing
- Kitchenette



## Student Support Services

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The Student Experience Team at LIHE, located at the Student Help Desk, offers on-campus advice, information and a referral service designed to meet the needs of the student body with academic and mentoring support, counselling, financial matters, legal issues, work rights, health, welfare and accommodation.

Students can discuss matters and/or seek assistance of the Student Representative Group (SRG) at LIHE who would be able to provide advocacy and personal support services for students

Useful information for international students on studying and living in Sydney including on accommodation, banking, health, travel, shopping, and legal, advocacy and other support services can be found at “Study NSW” <https://www.study.sydney/>

International students in NSW can get free advice from the Redfern Legal Centre about housing problems, problems at work, sexual assault and sexual harassment, complaints about colleges or universities, fines, debts, car accidents, discrimination, family law issues, domestic violence, migration and visa issues. The Centre can also advise how these problems affect student visas. More information on the Centre’s free legal advice service for international students can be found at

[International students | Redfern Legal Centre \(rlc.org.au\)](https://www.redfernlegalcentre.org.au/)

Students can access advocacy support via LIHE’s Student Experience Manager, Academic staff or Student Experience Officers. External advocacy and support information is also available from the Student Experience team. All referrals to legal services by LIHE are offered to students at no cost.

The LIHE IT helpdesk is available to assist with all your computer, printing and access services.

### Sexual Assault and Sexual Harassment

LIHE has a “Zero Tolerance” policy on its campus towards sexual harassment and assault. As a student of LIHE, you have the right to feel safe and secure at all times and to be able to fully participate in all aspects of life on campus. Anyone affected by sexual harassment and sexual assault is likely to experience a range of negative effects that is likely to have an impact on their studies and work. LIHE is committed to ensuring that those affected are properly supported and provided with tools and the appropriate resources for them to succeed.

During the Orientation sessions on your first day at LIHE, you will be provided with information on the prevention of sexual assault and sexual harassment and what to do if such incidents occur. For this purpose, LIHE has developed the [Sexual Harassment and Sexual Assault Policy and Procedures](#) guide you through the process, should you experience any form of harassment or bullying at LIHE. This policy defines sexual harassment and sexual assault, what is meant by consent, establishes the principles on which LIHE operates, and the procedures through which LIHE aims to prevent incidents from occurring. Additionally, it details the procedures which victims of sexual harassment and/or sexual assault can make a report, what they can expect from LIHE, and the disciplinary measures that may be applied. The policy also notes the circumstances in which LIHE is obliged to involve outside authorities, and how records will be kept in order to maintain the privacy of those involved.

Whether the incident is recent or has happened in the past, on-campus or off-campus, we are here to support our students when they report incidents of sexual assault or sexual harassment. Contact us in person or via [admissions@lincolnau.nsw.edu.au](mailto:admissions@lincolnau.nsw.edu.au) to report the incident.



Student Counsellors are also available on-campus to listen to you, to provide you with support and further references if required. Appointments with Student Counsellors can be organised with our Student Support team, who can also provide more information if required.

All our students have access to Sonder; a 24/7 personal safety and wellbeing service accessible on demand via the Sonder app, phone and in-person. You will be shown how to download and use the app at Orientation.

### Mental Health

At LIHE we recognise that the struggles of studying far from home may have an adverse effect on our students’ mental health. As a result, LIHE is committed to providing you the appropriate resources, tools and support to look after your psychological wellbeing. This includes dedicated student counsellors, wellness events, online resources, mindfulness training, special consideration and more.

For more information, please contact our Student Experience team or our Counsellor.

### Useful Emergency Contact Numbers

There are external support networks also available for support, please see below.

<u>Useful Contact Numbers</u>	
If there is an emergency and you require ambulance, fire brigade or police	000
Home doctor service	137 425 / 13 SICK
Health Direct 24-hour helpline	1800 022 222
<u>24 Hour Counselling and Psychological Support</u>	
Lifeline	131 114
Beyond Blue	1300 224 636
Suicide call back service	1300 659 467
<u>Sexual Assault and Domestic Violence</u>	
1800 Respect	1800 424 017
NSW Rape Crisis	1800 211 028
Sexual Assault Counselling Australia	1800 211 028
<u>Local Police Station</u>	
Day Street Police Station	02 9265 6499
Surry Hills Police Station	02 9265 4144
Glebe Police Station	02 9552 8099
<u>Local Hospital</u>	
If there is an emergency and you require an ambulance	000
Sydney Hospital	02 9382 7111
Royal Prince Alfred Hospital	02 9515 6111
<u>Legal and Advocacy Services</u>	
Redfern Legal Centre	02 9698 7277
Overseas Student Ombudsman	1300 362 072



## Bachelor of Business Information Systems

The business environment has changed dramatically over the decades and has seen an increase in information, smart systems and global connectivity. Globalisation has reshaped the business industry, therefore professionals are implementing and using information technology solutions to enrich organisational performance.

In this course students will learn cognitive and technical skills to use in a business and cohesive environment for diverse organisations and industries. The business components of the course focus in on the business functions of operations, marketing, human resources and finance. The information systems components focus on IT development, strategy and governance, e- business, and database.

With this degree, you will have the skills and knowledge to work in industries and organisations that require business knowledge along with cutting-edge information systems and technology skills. The skills learnt will help you enhance the efficiency and effectiveness of any business.

### Course Structure

You are required to complete a total of 24 subjects. Each subject is 4 credit points. Information about this course, subject descriptions, learning outcomes and assessment structure can be found on our website [Here](#).

**CRICOS Course Code: 112283H**

**Duration: 36 months**

**Level: AQF 7**

Sem	Subject			
1	BIS5101 Entrepreneurship and Marketing	BIS5102 Computer Principles and Programming	BIS5103 Organisational Management	BIS5104 Database Management Systems
2	BIS5105 Principles of Accounting	BIS5106 Systems Analysis and Design	BIS5107 E-Commerce	BIS5108 Data Communication and Networking
3	BIS5201 Design Thinking	BIS5202 Accounting Information Systems	BIS5203 Website Design and Development	BIS5204 Business Ethics and Professional Perspectives
4	BIS5205 Object-Oriented Programming	BIS5206 Human Resources Management	BIS5207 IT Industry Management	BIS5208 Cloud Computing
5	BIS5301 Cyber Security Management	BIS5302 Artificial Intelligence in Business	BIS5303 IS Project Management	BIS5304 Total Quality Management
6	Elective	BIS5305 Analytics for Decision Making	BIS5306 Enterprise System Development	BIS5311 Capstone Project
<b>Elective Group</b>				
	BIS5321 Big Data Analytics	BIS5322 Data Visualisation	BIS5323 Network System Management	BIS5324 Internet Routing
	BIS5325 Cyber Law and Ethics	BIS5326 Enterprise Data Management and Analysis	BIS5327 Systems Integration	





## Master of Business Information Systems

Over the last few decades, the business environment has changed dramatically due to an increase in globalisation, smart systems and global connectivity. Professionals are needing to implement and use information technology solutions to enrich organisational performance.

This course provides graduates and professionals cognitive and technical skills for business and information systems. The components of this course have an advanced focus on the business functions and e-business, system designs and information management.

Graduates from the Master of Business and Information Systems will have the ability to work as a business or system analyst, IT manager, information management specialist or project leader.

### Course Structure

You are required to complete a total of 16 subjects. Each subject is 4 credit points. Information about this course, subject descriptions, learning outcomes and assessment structure can be found on our website [Here](#).

**CRICOS Course Code: 112284G**

**Duration:** 24 months

**Level:** AQF 9

Semester	Subject			
1	BIS7101 Business Information Analysis	BIS7102 Database Management Systems	BIS7103 Business Data Communications and Networking	BIS7104 Entrepreneurship and Management
2	BIS7105 E-Business models	BIS7106 Web Design and Development	BIS7107 Operations Management	BIS7108 Design Thinking
3	BIS7201 Cloud Computing for Business	BIS7202 Cyber Law in Practice	BIS7203 IS Project Management	Elective 1
4	BIS7204 Enterprise Information Systems	BIS7205 Data Governance and Ethics	Elective 2	BIS7211 Capstone Project
ELECTIVE GROUP 1 Business Intelligence		ELECTIVE GROUP 2 Cyber Security Analytics		
BIS7221 Big Data Analytics		BIS7222 Data Mining for Business Analytics		
BIS7231 Information Security Management		BIS7232 Cyber Forensics		



Below table shows the BBIS and MBIS Software Resources which will be Provided by LIHE to the students.

S. No.	BBIS Subjects	Software
1	BIS5102 Computer Principles and Programming	JDK, Eclipse
2	BIS5104 Database Management Systems	MySQL
3	BIS5106 Systems Analysis and Design	ArgoUML
4	BIS5108 Data Communication and Networking	Wireshark
5	BIS5202 Accounting Information Systems	1. Workstations supporting Microsoft Windows® 10 64-bit Or Linux Operating System.
6		2. AIS Package, MYOB and others as relevant
7	BIS5203 Website Design and Development	Visual Studio
8	BIS5205 Object-Oriented Programming	JDK, Eclipse
9	BIS5208 Cloud Computing	Cloud systems such as Open Stack, Amazon Web Services or Azure
10	BIS5302 Artificial Intelligence in Business	1. Workstations supporting Microsoft Windows® 10 64-bit Or Red Hat.
		2. Software: MS Access, R
11	BIS5303 IS Project Management	MS Project
12	BIS5305 Analytics for Decision Making	1. Workstations supporting Microsoft Windows® 10 64-bit Or Red Hat.
13		2. Software such as: MATLAB, SPSS, Microsoft Office, Python
14	BIS5306 Enterprise System Development	ARIS (business process management), SAP (enterprise systems)
15	BIS5321 Big Data Analytics	Apache products i.e., Hadoop and Pig
16	BIS5322 Data Visualisation	Microsoft Excel, Tableau
17	BIS5323 Network System Management	Windows, Unix and/iOS, and simulator and possibly network tools
18	BIS5324 Internet Routing	Wireshark
19	BIS5327 Systems Integration	Visual Studio
<b>MBIS SUBJECTS</b>		
20	BIS7102 Database Management Systems	NoSQL, RDBMS, MangoDB, Redis, Hadoop,
21	BIS7103 Business Data Communications and Networking	Wireshark
22	BIS7106 Web Design and Development	Visual Studio
23	BIS7201 Cloud Computing for Business	Amazon EC2
24	BIS7203 IS Project Management	MS Project software
25	BIS7221 Big Data Analytics	MS Access, SPSS, Hadoop, NoSQL, Hive, Pig, Oozie
26	BIS7222 Data Mining for Business Analytics	1. Workstations supporting Microsoft Windows® 10 64-bit
27		2. R, Query Language, Statistical Data Analysis tools such as SPSS and Access
28	BIS7204 Enterprise Information Systems	ERP, ARIS (business process management)



<b>S. No.</b>	<b>List of Software</b>
1	JDK
2	Eclipse
3	ArgoUML
4	Wireshark
5	Workstations supporting Microsoft Windows® 10 64-bit Or Linux Operating System.
6	AIS Package
7	MYOB and others as relevant
8	Visual Studio
9	Open Stack
10	Amazon Web Services
11	Azure
12	MS Access
13	R
14	MS Project
15	MATLAB
16	SPSS
17	Microsoft Office
18	Python
19	ARIS (Business Process Management
20	SAP (Enterprise Systems)
21	Apache product Hadoop
22	Apache product Pig
23	Microsoft Excel
24	Tableau
25	Windows
26	Unix &/iOS & simulator & network tools
27	NoSQL
28	RDBMS
29	MangoDB
30	Redis
31	Amazon EC2
32	Hive
33	Oozie
34	Query Language
35	ERP



## Entry Requirements

### General Course Entry Requirements

#### Undergraduate courses

- Successful completion of an Australian Year 12 with a minimum ATAR of 65 (or equivalent qualification), or alternative ATAR with interview; or
- Successful completion of a recognised foundation studies program; or
- One (1) year of university studies.

#### Postgraduate courses

Australian bachelor's degree or overseas equivalent.

#### Assumed Knowledge

In some undergraduate courses, it is assumed that through secondary school studies or other equivalent studies a student will have achieved a level of knowledge of the subject area that is considered desirable for successful university level study. Consistent with the Australian university sector standards and comparator institutions, LIHE will require applicants for study in the Bachelor of Business Information Systems course to have a mid-range level of assumed mathematics knowledge as “*Mathematics Advanced (NSW HSC), or equivalent*” for successful study. Consistent with the Australian university sector standards and comparator institutions, LIHE will require applicants for study in the Master of Business Information Systems course to have a mid-range level of assumed mathematics knowledge as “*Mathematics Advanced (NSW HSC), or equivalent*” for successful study.

#### Recognition of Prior Learning

LIHE’s [Recognition of Prior Learning Policy](#) applies to the assessment of applicants who do not meet the formal entry requirements.

Applicants who meet the course entry requirements are not necessarily guaranteed a place in the course. For example, when the number of applicants meeting the requirements exceeds the number of places available in a course.

You may be required to provide evidence of requirements additional to the general course entry requirements as outlined below.

#### English Language Entry Requirements

LIHE has English language entry requirements that apply to all applicants, set out in our [English Language Entry Requirements Policy](#). The English language requirements for undergraduate are:

#### For Undergraduate Students:

##### Domestic Students

- A Unit 3-4 sequence in English with a study score of at least 30 in Units 3 & 4 English as an Additional Language (EAL) or at least 25 in Units 3 & 4 English, Literature or English Language

##### International Students

- IELTS: An overall IELTS band score of 6.0 with at least 5.5 in writing and speaking; or
- TOEFL (Internet-based): An overall score 65 with a minimum of 21 in writing and at least 18 in speaking; or
- CAE Advanced (CAE) or CAE Proficiency (CPE): An overall score of 169 with a minimum of 154 in writing and speaking; or
- PTE Academic: An overall writing communicative score of 50 with a minimum score of 43 in writing and speaking.

#### For Postgraduate Students:

The English proficiency requirement for international students or local applicants with international qualifications:

- IELTS: An overall IELTS band score of 6.0 with at least 5.5 in writing and speaking; or
- TOEFL (Internet-based): An overall score 65 with a minimum of 21 in writing and at least 18 in speaking; or
- CAE Advanced (CAE) or CAE Proficiency (CPE): An overall score of



169 with a minimum of 154 in writing and speaking; or

- PTE Academic: An overall writing communicative score of 50 with a minimum score of 43 in writing and speaking.

Applicants who do not meet English proficiency requirements may be made a conditional offer pending successful completion of an approved intensive English language course and meeting the required standard prior to commencement.

Proof of English language proficiency shall not be older than 2 years from the date of commencement of the course applied for.

### **Additional Entry Requirements**

LIHE does not accept students under the age of 18. You are required to have turned 18

before the first day of Orientation week.

Application for admission into some LIHE courses may require you to attend an interview or submit a portfolio.

### **Equity Measures**

LIHE facilitates access to applicants from underrepresented and/or disadvantaged groups, including:

- Part or full-time carers
- Persons with disabilities
- Persons experiencing mental or physical health concerns
- Mature-age applicants
- Single parents
- People for whom English is a second language
- Persons who identify as LGBTI

## **Credit Transfer**

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You may be able to have related study or work experience credited to your degree, meaning you won't have to repeat similar units and could graduate sooner. This is available for equivalent:

- units of study taken at another university or higher education institution.
- qualifications from a higher education institution or vocational education and training institution (including TAFE and private providers – limited to some qualifications).
- relevant work experience.

### **How to Apply**

If you are applying direct to the LIHE, you can apply for credit as part of your course application.

We will assess your credit after a decision is made on your course application.

### **Types of Credit Available**

The following types of credit are available:

- specific credit: this is credit granted for a specific unit of study when you've previously undertaken its exact

equivalent at another institution.

- non-specific credit: when there is no equivalent unit of study here, credit may be considered for a certain number of credit points at a specific level.
- block credit: where a sequence of units undertaken at another provider is deemed sufficiently equivalent to the content and learning outcomes of a sequence of units at LIHE, block credit may be granted.

### **Please note:**

Accepting credit can change your study load, fees or course duration. This may also affect your government assistance eligibility and full-time concession benefits.

You need to be aware that accepting credit could reduce the duration of your student visa.

For further details, see our [Recognition of Prior Learning Policy](#).



## Fees and Charges

Charge Description	Amount
<b>Bachelor of Business Information Systems</b>	
Course Fee per year (full-time domestic student)	\$14,000
Course Fee per year (full-time international student)	\$19,800
<b>Master of Business Information Systems</b>	
Course Fee per year (full-time domestic student)	\$15,000
Course Fee per year (full-time international student)	\$21,800
<b>Administrative Fees</b>	
Enrolment Fee / Application Fee	\$250
Overdue tuition Fee – 7 days	\$200
Overdue tuition Fee – 14 days	\$400
Re-enrolment or Change of Enrolment Fee	\$200
Enrolment Cancellation Fee	\$100
Late Enrolment Fee	\$50
Change of Confirmation of Enrolment details before commencement	\$50
Change of Confirmation of Enrolment details after commencement	\$100
Cancellation and course variation fee	\$200
Deferral of initial enrolment	\$0
Deferral of a continuing student	\$0
Credit Transfer Fee per Subject	\$50
Refund Processing Fee	\$150
Reinstatement Fee	\$200
Transfers processing fee	\$250
Re-issue of record results	\$50
Failure to provide notification of non - attendance of off-campus examinations	\$130
Registered post (within Australia)	\$10
Express Post with signature on delivery (within Australia)	\$15
Courier / Registered International Post (overseas)	\$25
Academic Transcript (digital and physical copy)	\$15
Issuance of Interim Transcript	\$10
Graduation ceremony attendance (includes gown hire and two guest tickets)	\$130
Post-graduation ceremony attendance (includes gown hire and four guest tickets)	\$155
Extra guest ticket for graduation ceremony	\$15
Graduating in absentia - Testamur postage within Australia by registered post	\$25
Graduating in absentia - Testamur postage courier/registered international post	\$65
Replacement of Student ID card	\$10
Card Payment Charge (Visa and Master card 1%, American Express card 2.5%)	Up to 2.5%
Late Fee for the return of items on loan from the library	\$1 per day
Accommodation Fee - cost to be determined by third party	Various
Airport Pick-Up Fee - cost to be determined by third party	Various
Printing Charges	Various

### Please Note:

1. All fees and charges are in Australian dollars.
2. All fees, including tuition fees and associated costs are published on the LIHE website and are charged based on the current fees at the time of offer. Fees are reviewed annually, and updated fees are published by 30 September for the following calendar year.



## Orientation

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Upon arriving on the LIHE Sydney City campus, you will be directed to the registration area. Here you will be required to have the following information with you to complete the Student Information Form:

- Student Number (this will be on your enrolment letter)
- Passport (if you are an International Student)
- Australian address and phone number
- Emergency contact

You will then be required to sign a Student Acknowledgement form. After you have filled out and signed these two forms you will receive your welcome pack.

The welcome pack includes:

- Student Handbook
- Student Quick Reference Guide
- Other useful information

From here you will go and have your photo taken for your Student ID card. This card is your official form of ID on campus, so ensure you always have it on you.

The Academic and Student Experience teams will hold presentations covering all aspects of LIHE and explaining the academic structure in detail. They will answer any questions you have, so make sure you come prepared.

More information can be found at on the [LIHE Website](#).

## General Administrative Information

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### Change of Address or Contact Details

You are required to notify LIHE within 7 days of any changes to your contact details. Please let Reception know or email the Student Experience team at [admissions@lincolnau.nsw.edu.au](mailto:admissions@lincolnau.nsw.edu.au)

### Student Card

You will receive your student ID card at Orientation after having your photo taken. Ensure you have this card on you are all times whilst you are on campus, as it is your ID card for access to all facilities, classrooms, the library, photocopying, and printing. Off-campus you can use it as a concession card at museums, theatres and cinemas.

There is a replacement fee should you lose your ID card.

### Mail

Mail is not to be sent to campus. Please ensure all mail is delivered to your accommodation.

### Request for Official Documentation

If you would like a copy of the following documentation you are required to complete a request form which can be found at Reception or on your student portal:

- Replacement Testamur
- Official transcript
- Reference letter
- Leave approval
- Completion letter

Please note that fees may apply for some documentation.

### Campus Rules

The following are not permitted on campus:

- Alcohol
- Drugs
- Firearms and knives
- Smoking





As the student body comprises a diverse group of people, all students and staff must be thoughtful of the following:

- Respect of others
- Be aware of other cultures
- Be respectful of other's personal space
- Please wear deodorant
- Wash your hands regularly
- Do not leave valuables unattended

### **Classroom Behaviour**

In the classrooms, please adhere to the following:

- No food or drink, except for bottled water
- Mobile phones are to be turned off
- Do not write on the desks
- Participate in lessons and group activities
- Respect the culture of other nationalities
- Respect LIHE staff and students
- Follow the lecturer's instructions
- Leave the classroom tidy

### **Student Email**

Students are expected to check their LIHE email regularly as this is the main channel of communication between students and staff.

### **Attendance**

Students are required to attend all lectures and tutorials as this is an important part of the learning process. Attendance will be recorded and may be used to determine a student's progress.

### **Assessments**

Assessments are designed to:

- Promote, enhance, and improve the quality of student learning through feedback that is clear, informative, timely, constructive and relevant to the needs of the student.
- Measure and confirm the standard of student performance and achievement in relation to a unit of study's defined learning objectives
- Reward student effort and achievement with an appropriate grade,
- Provide relevant information in order to continuously evaluate and improve the quality of the curriculum and the effectiveness of the teaching and learning process.

### **Learning Support**

Your lecturers are available to support you with your studies and have consultation hours in addition to your normal lectures. Please contact your lecturer directly for individual support or one of our Academic Support Officers. The LIHE Librarian can also provide additional academic support. We are here to help you to be as successful as possible with your studies. So, seek help early!





## International Students

### Student Visa Requirements

As an international student in Australia, you are required to hold a valid student visa for the duration of your stay in Australia. You are required to meet all the requirements both before and during your stay in Australia.

To apply for the visa, visit the [Australian Government Department of Home Affairs](#).

The conditions of this visa include:

- Maintaining a full-time study load
- Making satisfactory academic progress
- Completing your degree within the timeframe outlined on your eCoE
- Working no more than 40 hours per fortnight during any study period (all students on a postgraduate research visa are exempt from this condition, and can work unlimited hours)
- Notifying us of your address within seven days of your arrival, and if you change your address later.
- Holding Overseas Student Health Cover (OSHC) from an Australian Government-approved provider for the duration of your visa
- Maintaining adequate schooling arrangements if you have school-age dependents in Australia
- Notifying the Institute / University of any changes to your visa.

Please be aware that changes to your enrolment can impact on your student visa.

Failure to comply with your student visa conditions could impact your ability to stay in Australia.

### Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is compulsory health insurance for all students for the duration of your visa.

The OSHC helps international students meet the costs of medical and hospital care. It also includes ambulance costs and some

pharmaceuticals.

There are many different health insurance providers that offer OSHC. It is recommended you have a look at each and compare the costs and benefits of each.

You can find detailed information about OSHC and its requirements [Private Health Australia](#).

Health Insurer	Insurers website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (Peoplecare Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

### Living in Australia

Australians love the coastline, and the majority of people live in cities and urban centers along the coastline.

It is common for couples to live together before being married and for men and women to live in a share-house together with friends or roommates.

#### *Main Language*

English

#### *Time*

Sydney is within [Australian Eastern Standard Time \(AEST\)](#). Daylight saving is used in New South Wales; clocks are put forward one hour on the first Sunday in October and put back one hour on the first Sunday in April and during this period [Australian Eastern Daylight Time \(AEDT\)](#) is used.



### *Currency*

Australian Dollar - \$

### *Climate*

In Sydney the average temperatures are:

- Summer – December to February (18.6 - 25.8°C)
- Autumn – March to May (14.6 - 22.2°C)
- Winter – June to August (8.8 - 17°C)
- Spring – September to November (11 - 23°C)

*Emergency Phone Number* – 000

*Phone area codes* – 61 (Australia) 02 (Sydney)

### *Greetings*

When meeting someone for the first time, it is polite to shake their right hand (although with COVID-19 this is now changing), and people generally call each other by their first names.

### *Clothing*

The dress in Australia has emerged from country living, modern leisure activities, and beach culture. There are no laws or regulations about clothing in Australia. Most people dress to suit the weather, social or work situation, and their own personal style.

### *Sports*

There are many different sports played in Australia and which are a favourite way to socialise for many people. The most popular sports are swimming football (AFL, rugby and soccer), netball, tennis and cricket.

### *Entertainment*

There are many different forms of entertainment in Australia including; food, art, film, culture, fashion, music and sport. These reflect the multiculturalism of the country and are a fun thing to do with friends.

### **Health and Safety**

Australia is a safe country to live and study,

however, it is still important that you take care of your personal health and safety.

*Emergency services* – ‘000’ – this number is free from all phones and it will direct you to the police, fire and ambulance services.

*Beach safety* – Australia has some of the most stunning beaches, however they do present some potential risks. Please ensure you swim between the red and yellow flags, where lifeguards can see you. Lifeguards patrol beaches during the day between September and March. To stay safe, please ensure you swim at a beach with lifeguards, such as Bondi, Manly, and Balmoral. For more information on beach safety [click here](#).

*Sun protection* – Although the sun is nice and warm, Australia experiences some of the highest UV radiation in the world, so it is important that you protect yourself from the sun to prevent skin burn and future cancers. Ensure you apply sunscreen (SPF +30 or SPF +50) to all exposed skin and wear a hat. You should reapply your sunscreen every three to four hours when in the sun.

### **Living in Sydney**

LIHE city campus is located in the Central Business District or CBD of Sydney, which is the capital of New South Wales (NSW). It is considered one of the most beautiful cities in the world and attracts thousands of visitors a year both domestically and internationally due to its beautiful harbour, natural parklands and beach lifestyle. Sydney is also the most populated city in Australia with over 5,500,000 people.

Sydney harbour is situated in the centre of Sydney with spectacular views and a wide range of places to eat, things to see, and activities.

If you would like to explore the many things to do and events in Sydney visit <https://www.sydney.com> or <https://www.timeout.com/sydney>. Sydney is a great base day trips or for a weekend break on your days off study and work, see - <https://www.visitnsw.com>.



## **Accommodation**

Depending on your preference, there are many styles of accommodation in Sydney.

### *Hostels and Guesthouses*

These are budget hotels and guesthouses and typically involve accommodation in a dormitory or a private room excluding meals and are common among language or short course students and backpackers. Costs vary between A\$90 to A\$150 per day. Electricity and gas are usually included.

### *Shared Accommodation*

This usually involves the payment of bond (commonly 2 weeks rent), which is refundable if the room is vacated in good condition. Telephone, gas and electricity costs are shared between the tenants. Prices can vary between A\$100 and A\$300 per week depending on size, location and facilities. Notice boards and newspapers (online or print) are generally the most common places to find share accommodation.

### *Homestay*

Home-stay accommodation is popular among English language students and involves living with an Australian family in a shared or private room. Home-stay accommodation is often arranged by the educational institution or privately by the student. Homestay can cost anywhere between A\$200 and A\$300 per week inclusive of most meals.

### *Rental house or apartment*

Rental properties involve signing of a lease contract and paying a 4-week government held bond, which is refundable if the dwelling is left in good condition. Lease contracts are typically 12 months or six months in length. Multi room units and houses can be anything from \$250 - \$700 or more per week depending on the size and location to the city.

Please note: The prices above are an estimate and can vary depending on the market and your personal preference.

If you are unable to find accommodation, please enquire with our Student Experience team for any assistance.

More information on accommodation can be found at “Study NSW” <https://www.study.sydney/live/accommodation>

## **Cost of Living**

The Australian Government requires students to have the funds to meet living costs. This amount is currently \$21,041 (Australian dollars) per year. Your living costs will vary depending on your lifestyle and personal preferences. Estimates of living expenses (per person) are listed below:

*Food and groceries* – \$80 to \$280 per week.  
The best places to purchase your groceries are the local supermarkets including Coles, Woolworths and Aldi.

*Gas and electricity* - \$10 to \$20 per week

*Phone and internet* - \$15 to \$30 per week

*Public transport* - \$30 to \$60 per week

*Entertainment and socialising* - \$80 to \$150 per week

Please note: The above prices are estimates only and do not include items such as textbooks, clothing, gym memberships and medical expenses.

## **Transport**

Sydney has a large transportation network that is easy to use. LIHE city campus is located in the Central Business District or CBD of Sydney.

*Trains* – Sydney has many train lines that covers the greater Sydney suburban region. You can catch a train in all directions from Sydney’s Central Business District (CBD). The trains run from 4am to midnight on most train lines. You can view more information about the trains at [Transport Sydney Trains website](#). *Buses* – Sydney buses operate in the city and covers most of



Sydney's surrounding suburbs, almost 24 hours a day. The wait times can be between 5-20 minutes. You can use the [trip planner](#) to look up buses and plan your travel.

### **Arriving in Australia**

Before arriving in a new country, there are important steps to ensure you are prepared.

*Medication and medical devices* – If you have a medical condition, it is recommended you bring a letter from your doctor outlining the condition and any medication that you require. When you arrive at border control, you are required to declare any medications you are carrying. If you need prescription medication in Australia, you should visit a local doctor. Read the regulations about bringing medicines into Australia at [Department of Health](#).

*Vaccinations* – There are no specific vaccinations or medications required to enter Australia, unless you have been to a Yellow-Fever infected country in the six-days before arrival.

*Airport/Flights* – Sydney's Mascot airport is the largest and busiest airport in Australia. Talk to your local travel advisor in your country to organise a flight to [Sydney \(SYD\)](#).

*Travel insurance* – If you plan on doing any travel while you are in Australia, we recommend you organise travel insurance that covered theft, loss, accidents and travel incidents. Travel insurance is in addition to your Overseas Student Health Cover. You can read about travel insurance on the [Smartraveller website](#).

*Airport transport* – When you arrive at Sydney airport, there are many ways you can travel to your accommodation. You can use Sydney public transport system or book an airport transfer. Airport transfers can be booked [here](#), prior to arriving in Australia.

### **Working in Australia**

As an international student with a current student visa, you are able to work up to 40 hours per fortnight during the semester.

During holiday periods there is no limit to the hours you can work.

Many students who work and study participate in jobs such as café waiters, retail sales, baristas, bar staff, or dog walking.

Popular websites to search for jobs are [Seek](#) or [Indeed](#).

Please ensure you know the working conditions, including working hours restrictions that apply with your visa - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

### **Your Rights Under the ESOS Act**

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses.
- Fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to receive the education you have paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

For more information regarding the ESOS framework, see:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>



## Your Responsibilities

You must comply with all of your visa conditions as outlined in this handbook and as updated by DHA from time to time. This is particularly important for attendance and successful academic progression.

In addition to meeting the conditions of your visa and the course requirements, there are a number of laws that apply to you as a student studying in Australia. Some of these are discussed in this handbook. In short while in Australia, you need to recognise the rights of all people and exercise a reasonable duty of care in your day-to-day activities. Those that respect and obey Australian laws are warmly welcomed in this country.

If you have any concerns about how a law or rules apply to, please ask an appropriate person for advice before acting. While at

LIHE you can speak with the Student Experience Officers who can refer you to the right person for assistance and advice.

As an overseas student on a student visa, you are required to:

- Satisfy your student visa conditions.
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay.
- Meet the terms of the written agreement with LIHE.
- Inform LIHE if you change your address.
- Maintain satisfactory course progress.
- If attendance is recorded for your course, follow LIHE's attendance policy.

*Note: you are required to turn 18 before the commencement date of your course.*

### Contact Details for the Overseas Student Ombudsman

Body	Overseas Students Ombudsman (OSO)
Postal Address	GPO Box 442 Canberra ACT 2601.
Phone	Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111 Enquiries 9am to 5pm Monday to Friday (AEST)
Fax Number	02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
Website	<a href="https://www.ombudsman.gov.au/How-we-can-help/overseas-students">https://www.ombudsman.gov.au/How-we-can-help/overseas-students</a>
What They Do	The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively & publishes reports on problems and broader issues in international education that we identify through investigations.
Interpreting Service	If you want to make a complaint in your language you can. Call the Translating and Interpreting Service on 131 450 in Australia, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.





## LIHE Policies and Procedures

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### Academic Integrity

Students of LIHE are required to undertake their academic studies honestly and ethically and are expected to carefully acknowledge the work of others in all their academic activities.

Breaches of academic integrity are classified into two categories – minor breaches (poor academic practice) and major breaches (academic misconduct).

Minor breaches are generally inadvertent or as a result of inexperience or lack of understanding, whilst serious breaches are committed with dishonest intentions.

Academic Misconduct is conduct that allows an individual or group to obtain an unfair advantage through unethical practices. Academic misconduct includes:

- Cheating,
- Collusion,
- Plagiarism, or
- Any other conduct

Academic misconduct includes any form of activity that negates the academic integrity of the student or another student and/or their work, that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information.

Plagiarism occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference,
- Another students' work is copied or partly copied,
- Other people's designs, codes or images are presented as the student's own work,
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or sources, and/or
- Lecture notes are reproduced without due acknowledgement

LIHE uses Turnitin and other software to assist academic staff in determining if work has been plagiarised.

Cheating is when a student seeks to obtain an unfair advantage in an examination or in other written or practical work required to be submitted or completed for assessment.

Collusion (unauthorised collaboration) involves working with others without permission to produce work which is then presented as work completed independently by the student.

LIHE will provide students with the necessary support and information to prevent instances of academic misconduct and avoid repeat instances of engaging in academic misconduct.

All instances of alleged misconduct will be:

- dealt with on its merits in consideration of the circumstances surrounding the case and in accordance with this policy
- confidentially investigated, and no record of misconduct will be associated with a student or staff member until the investigation is complete, and
- dealt with fairly and equitably and with due regard to the students' privacy and the principles of natural justice and procedural fairness

LIHE requires all students to complete an online Academic Integrity Module in the first 4 weeks of the commencing semester. The training module is aimed at assisting students gain understanding and awareness of academic integrity and develop a culture of academic integrity.

Further details can be found in the LIHE [Academic Integrity and Misconduct Policy](#).



## Student Code of Conduct

Students are entitled to engage in the educational process free from disruptive or inappropriate behaviors. LIHE is committed to ensuring that there are clearly defined standards of behavior and conduct for all enrolled students. By adhering to this Code, students will ensure that both they and their peers will be afforded a safe and productive environment in which to study.

Consequently, students are entitled to:

- Be treated fairly and with respect
- Learn in an environment free of discrimination and any form of harassment
- Pursue their educational goals in a safe and supportive environment
- Expect that their privacy is respected, and their personal information will be kept confidential

### *Expectations*

LIHE expects that all members of the broader LIHE community will behave professionally and with respect for others. Therefore, students must not behave in a manner that may be considered disruptive and/or inappropriate by any reasonable standard.

Students are expected to refrain from behavior that:

- Creates significant disruption to the learning environment
- Creates an atmosphere of hostility, intimidation, ridicule, anxiety or disrespect for others
- Contradicts published rules, regulations, procedures or common standards of safety
- Endangers or threatens to endanger the health or safety of others
- Damages, defaces or destroys LIHE's property

Students are expected to:

- Attend their scheduled classes

- Refrain from the use of devices which may disrupt classes, e.g. mobile phone, portable entertainment equipment such as an iPad, etc.
- Comply with reasonable direction from LIHE's staff and authorised representatives
- Conduct themselves in a safe and healthy manner.
- Identify and report any possible hazards from equipment, facilities and the environment
- Refrain from smoking anywhere on LIHE's premises
- Refrain from drinking and/or eating in any study area, including the library
- Refrain from the use of bad language, alcohol and drugs
- Report any discriminatory behavior, harassment or bullying to the LIHE Counsellor or Student Experience Manager
- Follow LIHE's policies and procedures

Students are required to read the full [Student Code of Conduct](#).

## Complaints and Appeals

LIHE's [Student Grievances, Complaints and Appeals Policy](#) establishes the mechanisms by which LIHE will handle student complaints and appeals. It outlines your rights and responsibilities and the procedures for making informal and formal complaints, as well as internal and external appeals. It also stipulates the processes followed for investigation, investigating officers and timeframes.

It is also designed to give you an understanding of when to escalate grievances and the processes through which mediation with a third party should be initiated, how complaints are to be dealt with objectively and fairly for all involved, and how LIHE monitors closely any instances of regularly and punctually



grievance reaching the level where external mediation becomes necessary.

The [Student Grievances, Complaints and Appeals Flowchart](#) details schematically the four stage complaints process, and internal and external appeals.

Before lodging a formal complaint, please ensure that you have read the [Student Grievances, Complaints and Appeals Policy](#) and followed Stage 1 of the student complaints procedure in the [Student Grievances, Complaints and Appeals Flowchart](#).

#### *Stage 1 - Informal Resolution*

You are encouraged, wherever possible, to resolve your grievance informally with the staff member concerned. You may raise a grievance informally by contacting the Student Experience team or your lecturer.

#### *Stage 2 - Formal Complaint*

If the grievance is not resolved to your satisfaction at the informal resolution stage, you can lodge a formal complaint using the [Student Complaints and Appeals Form](#). You will be notified in writing of the outcome within 10 days of receipt by LIHE of the completed Student Complaints and Appeals Form. If you are unhappy with the way your complaint is handled, you may be able to appeal the outcome internally or lodge a complaint with an external organisation.

#### *Stage 3 - Internal Appeal*

If you decide to appeal a determination, you must lodge a written *Notice of Appeal* within ten (10) working days being notified of the determination in Stage 2.

International students who may be subject to an *Intention to Report Letter* related to unsatisfactory academic progress, shall be informed that they have 20 working days to access the appeals process.

The appeal needs to specify what outcome you are seeking, set out the grounds of your appeal, and provide evidence supporting

the grounds of appeal or any new information not previously provided in support of your complaint.

You will not incur any costs for the appeals process and nor will you be discriminated against or victimised during the complaint process.

#### *Stage Four – External Appeal*

An external appeal can only be made after all internal appeal processes under this policy have been addressed. However, at any part in the complaints or appeals process you may refer the matter to an external agency.

If you wish to appeal the decision of the internal appeal, you have four (4) weeks to request an external review from the date of the letter notifying you of the outcome of LIHE's decision of your appeal.

You may request mediation or an external review through the *Resolution Institute* <https://www.resolution.institute/>

Please note that applying for an external review with the *Resolution Institute* shall incur a fee which will be shared equally. For details on the fees, you should contact the *Resolution Institute*.

No further appeals shall be accepted after mediation.

You may also want to contact the *Tertiary Education Quality and Standards Agency* (TEQSA) for certain types of complaints. More information can be found currently at <https://www.teqsa.gov.au/complaints>.

International Students may also contact the *Overseas Student Ombudsman* (<http://www.ombudsman.gov.au/How-we-can-help/overseas-students>).

If the external appeal agency contacts LIHE, then during the duration of the external appeal the student shall not be reported to the Department of Home Affairs nor have their enrolment cancelled until the process has been completed or the student withdraws their external appeal. Students should note that their visa may be affected in the event that their Confirmation of Enrolment (CoE) lapses during the period of external appeal.





## **Deferring, Suspending or Cancelling Your Enrolment**

### *Deferral*

You are permitted to defer the commencement of your studies for up to 12 months. You are required to submit deferral requests through the Registrar. You will be automatically re-enrolled at the end of the deferral period and are not required to re-apply for a place of study within your course.

### *Leave of Absence*

You may apply for a leave of absence under extenuating circumstances that are negatively impacting your studies. A leave of absence may be granted for up to 12 months. You are automatically re-enrolled at the end of the leave of absence and are not required to re-apply to the course.

### *Change of Enrolment*

After enrolling, you may modify your course by withdrawing from a subject, enrol in an additional subject, or changing the semester in which you commence a subject. This can be done through the online student portal, or through the Registrar, using the [Change of Enrolment Application Form](#). You are advised to change their enrolment before the course administrative date in order to avoid being charged a fee for late changes to their enrolment.

Please note that if you are an international student you are required to carry a full-time study load.

### *Course Withdrawal*

If you wish to withdraw from a course at LIHE, you are strongly encouraged to speak with the Course Coordinator and/or a Student Experience Officer in order to discuss your reason for withdrawal and your future plans.

Students may apply to the Registrar to withdraw from their course, using the [Course Withdrawal Request Application Form](#) either on-line or by submitting a hard copy.

You will not be guaranteed a place in the course from which you have withdrawn. If you wish to be re-admitted in future, you will be required to go through the course application and admissions process as before.

### *International Students*

You are required to remain aware of your visa conditions and the effect that any course modification may have on your enrolment and consequent visa requirements. LIHE will take into account the impact of your application on your visa when evaluating your application and notify you accordingly.

LIHE will only grant course deferrals and leaves of absence, and impose temporary suspensions on serious grounds such as:

- Compelling or compassionate circumstances
- Serious breaches of the student Code of Conduct.

LIHE is required to report any changes to the enrolment details of an international student through the Provider Registration and International Student Management System (PRISMS) system.

### **Transferring from Another Provider**

LIHE may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer.
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course.
- The student has a letter of release from the current provider.



### **Transferring to Another Provider**

You can apply to transfer from LIHE to another provider within the first six months of their principal course if:

- You are a government- sponsored student, and the student’s sponsor supports a transfer.
- LIHE or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents LIHE from continuing to deliver the principal course.
- You enrol in a course that is at the same or a higher level to that in which you are currently enrolled, and the course is not available at LIHE.
- Exceptional personal circumstances that the Registrar and Dean consider to be appropriate.

LIHE will not release a student seeking to transfer within the first six months of their principal course if:

- There is no offer from another provider.
- You are enrolling in a course that is at a lower level than the one in which you are currently enrolled.
- You have not exhausted all of the support services.
- You are trying to avoid being reported to DHA.
- You have outstanding debts to LIHE

### **Course Duration**

LIHE may extend the duration of your study where it is clear that you cannot complete your course within the expected duration, as specified on your COE, due to:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that you were unable to attend classes or where LIHE was unable to offer a pre-requisite unit)

- LIHE 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 13 of the National Code 2018.

You are required to apply for an extension in writing to the Registrar explaining the justification for your application.

The Registrar will review your application along with the Dean and/or Course Coordinator and other relevant members of staff and make an informed decision. The result of your application will be discussed with you and where appropriate, you may appeal the decision.

### **Critical Incidents**

LIHE is fully committed to safeguarding its staff, students, and campus environment, and will do its utmost to preserve the health, safety, and security of all stakeholders.

A critical incident is a sudden event or situation which may cause a student and/or staff major stress, fear or injury and may be regarded as outside the normal range of experience of the people affected. Each critical incident needs to be carefully assessed and managed in line with cultural sensitivities for student(s) impacted and their families.

More details of how we assess and handle critical incidents can be found in LIHE’s [Critical Incident Management Plan](#).

### **Emergency Evacuation Procedures**

Emergency response plans are displayed around campus. In the case of an emergency, senior staff direct staff, students and visitors to the emergency response point off campus.

Counselling is available if you have been adversely affected by a critical incident.



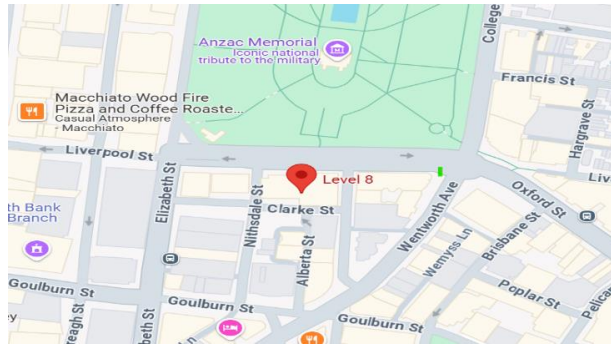
## Contact Us

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Follow the orders of staff and move orderly to assembly point which is situated at the Valentine Street and Quay Street.

### City Campus

Level 8, 175  
Liverpool Street,  
Sydney,  
NSW 2000  
AUSTRALIA



Phone: +61 2 9072 9950

Email: [admissions@lincolnau.nsw.edu.au](mailto:admissions@lincolnau.nsw.edu.au)

## Further Information and Links for International Students

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, (including the National Code of Practice 2018) which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

The Australian Government is committed to high quality educational experiences for international students and has produced a fact sheet containing important information about their rights and responsibilities while studying in Australia. This fact sheet provides information about:

- Choosing and enrolling in a course of study
- Support services available in Australia
- Rights and responsibilities of students on a student visa
- Working in Australia
- Making complaints and seeking help.

The links for the following four websites

The Education Services for Overseas Students Act 2000 (ESOS Act)  
<https://www.education.gov.au/esos-framework>



Education Services for Overseas Students Regulations 2001  
[Education Services for Overseas Students Regulations 2001](http://legislation.gov.au)  
[\(legislation.gov.au\)](http://legislation.gov.au)

National Code of Practice for Providers of Education and Training to Overseas Students 2018  
[National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Department of Education, Australian Government](#)

Australian Government Fact Sheet: "International Education - Ensuring Quality and Protecting Students –  
[International education: ensuring quality and protecting students](#)

## **Student Acknowledgement**

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I hereby acknowledge that I have received the Student Handbook and that I have read and understood the rules and information contained in the Handbook. I am aware of LIHE's policies, procedures, rules and regulations and will comply with those standards during my time at a student at LIHE.

**Student ID #:**

**Student Name:**

**Student Signature:**

**Date:**

Version: 20241111