

HOLMES  
INSTITUTE



# Under 18 Student Handbook

Name: \_\_\_\_\_

Class: \_\_\_\_\_

If found, please:

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

**Melbourne Campus:** 0413 758 066

**Sydney Campus:** 0413 758 861

**Brisbane Campus:** 0413 758 869

**Cairns Campus:** 0413 758 863

**Gold Coast Campus:** 0413 758 862

## **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 for appropriate referral to Holmes academic support services, which include one on one tutoring with Academic Mentors and SuperTutors.

#### **APPLYING FOR LEAVE**

Students must submit to the Campus Manager 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 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 and you 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 Manager. 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](mailto: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 equals – 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 woman or a man.

Any person who has experienced sexual harassment may seek assistance from the Campus Manager 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 Manager 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. In Melbourne the number is: 0413 750 066 and in Sydney 0413 758 861. The phone number for other campuses are located on the front of this handbook and on the Holmes website, in the Critical Incident Policy.

## **F**

### **FAILURE TO COMPLETE SET WORK**

Holmes sets work to ensure that learning is consolidated and to measure the progress that students are making. Failure to complete set work will prevent you from obtaining the best results possible. You are encouraged to undertake all learning tasks as part of your studies.

### **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 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.

### **ID 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 have a class.

### **INTERNET USAGE**

Students are expected to use the 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. Students are to turn off these devices in class. If you choose to ignore this warning, they will be confiscated by your teacher and be retained for a designated period of time.

## **R**

### **RESOURCE CENTRE/LIBRARY**

The Resource Centre is an important part of the School's 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**

Students have the following rights at Holmes:

- 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:

- (a) your age e.g., if you are under 18 years of age. Then you must have a care provider;
- (b) your contract with Holmes e.g., if you have not paid your fees and

- (c) 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 School 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**

We do not have many rules. However, the following rules are very important for the smooth running of our programs for the benefit of all students:

- Eating and drinking only on the Common Room/Lunch Room; only water is allowed in the classrooms.
- Rooms are to be left tidy at all times. Your personal books and papers are to be stored in your lockers, leaving desks clear for other classes to use.
- 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 – SCHOOL**

As is the case in all schools and educational institutions there is a student code of conduct in relation to attitude and behaviour. This diary as well as the Student Handbook details various rules that students need to adhere to. If there is a breach of any of the school rules, students may be penalised accordingly.

The following breaches of school rules can result in punishment:

- 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. Serious matters can result in Suspension or Expulsion from the School.

## **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 classrooms, 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 Manager, Holmes Administration or any staff member if you see anything suspicious. Better safe than sorry.

## **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 lecturer or Academic Manager as they can direct you to resources to assist you to successfully complete your course.

## **T**

### **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. At Holmes you will need to pass 50% of all subject you are enrolled in to be deemed to be making satisfactory academic 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.

#### **EMERGENCY CONTACT NUMBERS**

Call your relevant campus number anytime to report a serious incident that affects you or to gain support when needed. The numbers are:

**Melbourne Campus:** 0413 750 066

**Sydney Campus:** 0413 758 861

**Brisbane Campus:** 0413 758 869

**Cairns Campus:** 0413 758 863

**Gold Coast Campus:** 0413 758 862

If students require assistance in locating additional support services please contact the School Administration or School 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 manager 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

### Fire, Emergency, Ambulance 000

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

### Hospital (Melbourne)

St Vincent's Private Hospital  
59 Victoria Parade Fitzroy

St Vincent's Public Hospital  
41 Victoria Parade Fitzroy

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.

<b>Hospital (Sydney)</b>	
Royal North Shore Hospital	99267111
Reserve Road, St Leonards	
St Vincent's Hospital 390 Victoria Street	83827111

Darlinghurst	
<b>Doctor (Melbourne)</b>	
Melbourne City Medical Centre 222 Exhibition Street Melbourne	
9639 9600	
<b>Female Doctor</b>	
Women's Health The Royal Womens Hospital 132 Grattan Street Carlton 9344 2000	
<b>Doctor (Sydney)</b>	
George Street Medical Centre	92313211
308 George Street	
MLC Medical Centre Suite 1003, Level 10 19-29 Martin Place	92325184
<b>Dentist (Melbourne)</b>	
Melbourne City Dental Group Grd Floor 393 Swanston Street Melbourne 9662 2638	
<b>Dentist (Sydney)</b>	
Sydney Medical and Dental Centre 70 Pitt Street	92333399
<b>Drug Rehabilitation</b>	
Addiction Medicine Clinic 41 Victoria Parade Fitzroy 9288 2627	

The clinic assists people suffering from drug and alcohol addiction and can provide support and medical assistance in conjunction with St Vincent’s Hospital.

**Queensland  
Hospitals**

Doctor		
BRISBANE Albert St Medical 138 Albert St		3210 1889
GOLD COAST My Doctors Clinic (24 hrs) 3221 Surfers Paradise Blvd		5592 2299
Cairns Cairns and local medical service		4041 1699
BRISBANE Royal Brisbane Hospital		3646 8111
GOLD COAST GC University Hospital		1300 744 284
CAIRNS  Cairns Base Hospital		4050 6333
Cairns 24 hours Medical Center		4031 8131

<b>Dentist</b>		
BRISBANE CBD Dental Clinic 141 Queen St		3229 4367
GOLD COAST Surfers Dental Care 7-9 Trickett St, S.Paradise		5592 1030
<b>Drug and Alcohol Abuse</b>	Queensland	1800 177 833

## **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, a 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.

## **Legal Assistance (Melbourne)**

Victoria Legal Aid  
350 Queen Street Melbourne  
9269 0234

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)**

### **NSW Legal Aid**

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.

LawAccess NSW

1300 888 529

## **Quit Smoking**

QUIT Line

Phone 13 18 48, or visit [www.quit.org.au](http://www.quit.org.au).

## **Study**

Study in Australia - information about living and studying in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Study Melbourne - the Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services: [www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre](http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/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/>

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Gold Coast Student Hub: <https://www.goldcoaststudenthub.com/>

Study Adelaide - information on studying, living and working in Adelaide: <https://studyadelaide.com/>

Study Perth - information on studying, living and working in Perth: <https://www.studyperth.com.au/>

Study NT - information on studying, living and working in Australia's Northern Territory: <http://www.studynt.nt.gov.au/>

Study Tasmania - information on studying and living in Tasmania: <http://study.tas.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](http://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/](http://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](http://www.cisa.edu.au)

### **Ombudsmen services (External Complaints)**

State and Territory Ombudsman's offices - take complaints about public education providers in Australia:

<http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen>