



# International Student Handbook

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## Acknowledgement of Country

Cairnmillar was founded on the unceded lands of the Wurundjeri People of the Kulin Nation.

We pay our respects to their elders, past and present, and acknowledge their deep enduring connection to land, waters, and community.

We acknowledge the richness and value of their accumulated cultural knowledge spanning vast expanses of time.

We extend this respect to all Indigenous peoples of this continent and adjacent lands.





## Welcome to the Cairnmillar Institute

This Student Handbook provides you with an outline of our policies, guidelines, standards and responsibilities that are expected of you as an International Student. The Guide also covers services and support you will receive from Cairnmillar.

Every year students from around the world choose to study in Australia at private organisations like Cairnmillar. Our reputation for excellence in psychology, counselling and psychotherapy education, treatment and research is highly regarded.

We believe that your experience should be more than just studying, and our mission is to make international and diverse students feel comfortable and well-supported in having a flourishing living and learning experience.

At Cairnmillar, we respect and value people from all cultures. In addition to Australian students from diverse ethnic backgrounds, we have previously welcomed students from Turkey, Romania, Bhutan, Japan, Israel, Sri Lanka, Columbia and Kenya (just to name a few)!

They join many graduates who continue to tell us that our courses offer practical training and experience, confirming that we are a provider dedicated solely to improving the mental health of the broader community.



## About Cairnmillar

The Cairnmillar Institute is one of Australia's leading centres for psychology and counselling services and an industry leader in psychology education and training. Founded by Professor Emeritus Dr Francis Macnab in 1961, the Cairnmillar Institute pioneered counselling and psychotherapy in Australia.

Over this time, Cairnmillar has developed a unique mental health model – the 'Triple Helix' referred to as the three pillars of Cairnmillar. The three pillars of: training, research, and clinical practice are integrated through all programs and services, where each pillar reinforces and informs the other two, therefore strengthening and building our expertise in mental health.

As a registered higher education and accredited Vocational Educational and Training (VET) provider, we are focused on providing mental health training through a range of courses spanning from micro-credentials and short courses to university-equivalent degrees (Bachelor of Psychology & Counselling through to Doctor of Psychology (Clinical Psychology)).



For more than 60 years, Cairnmillar has been at the forefront of clinical psychology and psychotherapy services with a strong reputation for clinical excellence and community engagement. Our clinical and 'translational' research focuses on taking basic psychological theory and empirical findings and turning them into evaluated and applied outcomes that benefit the community.

As a not-for-profit organisation and a registered health promotion charity we seek to leverage our expertise and deliver real benefits to the communities we serve, including those in regional and rural areas. One hundred per cent of all donations are directed to Cairnmillar's no cost counselling services.

## Our location and facilities

The Institute moved to our new location in Hawthorn East in 2018, where we offer our accredited higher education (university equivalent), VET & short courses, as well as clinical services to the community.

We are about 500 meters from Monash Freeway via the Toorak Road exit. Tooronga train station is also 400 meters away, and we are a short walk from major bus and tram routes. Many car park spaces are also available onsite for free.

Our lecture, tutorial and counselling rooms are fully equipped to meet student needs. All rooms are equipped with audio-visual facilities, overhead projectors and an internet connection. A video camera and recording facility is available to meet the educational needs of provisional psychologists and counselling and psychotherapy students.

### Hawthorn East (main campus)

Address: Level 1, 391-393 Tooronga Road,  
Hawthorn East, Victoria, 3123

Phone (free call): 1800 391 393

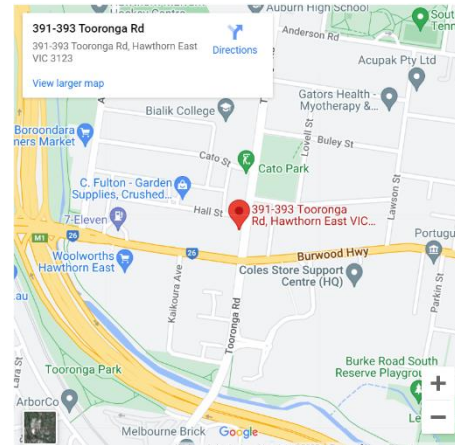
Phone: 03 9813 3400

Fax: 03 9804 3333

Email: General: [reception@cairnmillar.org.au](mailto:reception@cairnmillar.org.au)

Faculty: [education@cairnmillar.edu.au](mailto:education@cairnmillar.edu.au)

Clinic: [clinic@cairnmillar.org.au](mailto:clinic@cairnmillar.org.au)



### How to find us

Driving: 500 meters from Toorak Road Exit on the M1/Monash Freeway.

Public Transport: 400 meters from Tooronga Station, 850 meters from the Burke Road tram, or 160 meters from bus route 624.

Find your way via [391 Tooronga Rd - Google Maps](#) or Public Transport Australia's Journey Planner, see: [Journey planner - Public Transport Victoria \(ptv.vic.gov.au\)](http://Journey planner - Public Transport Victoria (ptv.vic.gov.au))

## Virtual campus tour

[The Cairnmillar Institute, Virtual Walking Tour - YouTube](#)



[See a video walkthrough of our Hawthorn East Clinic here.](#)





## Studying at Cairnmillar

The Faculty has developed an outstanding teaching program and a reputation for the training of psychologists, psychotherapists and counsellors. In 2022 our courses were ranked 6<sup>th</sup> and 8<sup>th</sup> on most quality Teaching and Learning metrics, out of a possible 93 universities and higher education institutions. Almost 87% of students are positive about their skill development, compared to the national average of 78.6%. Our psychology degrees have accreditation from the Australian Psychology Accreditation Council (APAC) as being equivalent in status to university degrees in psychology. Our counselling and psychotherapy programs have also received accreditation from the Psychotherapists and Counsellors Federation of Australia (PACFA). The high quality of our programs means that our graduates meet the highest possible standards.

At Cairnmillar, we are committed to giving students experiences that continue to assist you after you have finished your degree. We aim to provide you with skills beyond what you will gain through the units of study, including:

- A supportive environment and a close community of students
- Academic writing and study skills support
- An inspiring colloquium program
- Career advice
- Free leadership training and peer mentoring programs
- Friendly staff with an open-door approach
- Professional development opportunities.



## Learn more about our Faculty and courses

[Faculty of Psychology, Counselling & Psychotherapy - The Cairnmillar Institute](#)

## Cairnmillar policies and regulations

Cairnmillar has a range of policies and procedures that govern how students are expected to conduct themselves throughout the course of their relationship with Cairnmillar. These include statutory law and Cairnmillar policies on expected standards of behaviour and conduct which cover interaction with fellow students, staff and the wider Cairnmillar community, in addition to the health and safety requirements in the course of their studies and whilst using University facilities.

All students are expected to familiarise themselves with Cairnmillar regulations, policies and procedures and have an obligation to abide by the expected guidelines. These include, but are not limited to:

- [Academic Integrity and Student Conduct Policy and Procedure](#)
- [Academic Progress and Review Policy & Procedure](#)
- [Tuition Fees Policy and Procedure](#)
- [International Student Policy](#)
- [Student Deferral and Leave of Absence Policy](#)
- [Learning Environment, Student Wellbeing, Diversity and Inclusion Policy](#)

# Applying to study at Cairnmillar

## Before applying to study with Cairnmillar

There are some steps to consider before applying to study with Cairnmillar.

Step #1: Have prior qualifications assessed by the APS (psychology only where relevant)

The APS assesses at what level of APAC accreditation your qualification(s) are comparable to.

Please note, this does not apply to applicants interested in our Counselling & Psychotherapy programs. Instead, you are encouraged to apply without APS assessment of overseas transcripts, ensuring they have been officially translated into English (where required).

APS assessments can take some time to complete during peak periods, so it is important to start this process as soon as possible, so it is ready in advance of the relevant [applications period](#). You can find more information on the [APS website](#).

Step #2: [See which courses at CMI are available to International applicants](#)

Note, any courses with CRICOS codes means they are available to international students.

Cairnmillar's CRICOS registered provider number is 03530E. Our listing can be found on the [Department of Education, Skills and Employment website](#).

While some courses offer a part-time option, student visa holders are required to study full-time only. Please also consider visa requirements regarding online delivery. (See further details about visa applications and advice below.)

Step #3: Review the English Language requirements for each course(s)

Some recognised English tests include:

- International English Language Testing System (IELTS)
- Pearson/PTE Academic
- TOEFL iBT
- Occupational English Test (OET)

Helpful tip: Book your test well before the applications period begins. There can be long delays in booking a testing session. It also gives you the opportunity to re-take the test if your attempt was unsuccessful.

Step #4: Make yourself aware of any relevant policies.

## Before arriving in Australia

There are conditions under which you may need, or not need a VISA:

### Visa applications and advice

Under legislation, the Cairnmillar Institute is not allowed to provide advice about migration or visas. Only the Department of Home Affairs, a Registered Migration Agent or a Migration Lawyer are permitted to do so.

International students can find more information about applying for or extending student visas directly from the [Department of Home Affairs](#).

If you have any further questions about your visa and your obligations as a student visa-holder you should contact a registered migration agent, a migration lawyer or other registered service. You can find a list of all registered migration agents and advisors at the [Office of the Migration Agents Registration Authority](#). Please be aware that you will need to pay for any fees charged and the Cairnmillar Institute will not be entering into arrangements with any service provider or pay commission on your tuition for any education agents or other services. Cairnmillar does not pay commission for enrolments of international students under any circumstances.

Further information can be found:

- [Study Melbourne website](#)
- [Department of Home Affairs website](#)

### Applicants not applying for a visa

Some applicants may already hold a visa which allows full or part-time study (e.g., permanent residency or a spousal visa).

If you are successful in being made an offer of study and indicate you will not be applying for a student visa on your offer acceptance and enrolment form, then you may need to consent to a VEVO check to confirm your eligibility to study in Australia for the duration of your program.

Note: Permanent residents and New Zealand citizens are considered domestic students for tuition fee purposes but will not normally be eligible for FEE-HELP. See: [Fees & Scholarships](#).



### Budgeting and living costs

Study Australia provides some estimates for living, education and other expenses that are important to consider prior to moving or considering moving to Australia.

[You can view these on their website here.](#)

## Further requirements as a Cairnmillar student

### Maintaining overseas student health cover (insurance)

It is a requirement of Australian Government that you and any dependents (e.g., spouses and children under 18 years) maintain Overseas Student Health Cover (OSHC) for the entire period of your student visa. You will be responsible for obtaining and maintaining appropriate OSHC.

Please note: OSHC does not cover any pre-existing conditions (such as pregnancy or prior illness). Further information can be found:

- [Private Health.gov.au](http://PrivateHealth.gov.au)
- [Study Australia](#)
- [Study Melbourne](#)

### Having no debts to the Commonwealth

Acting in good character and with integrity and professionalism at all times

Having sufficient funds for your time studying in Australia.

## Making an application

Visit our [How to Apply page](#) for detailed instructions on applying through Cairnmillar's online Application Portal and VTAC.

### Attending an admissions interview (if applicable)

Some of Cairnmillar's postgraduate courses require shortlisted applicants to attend an admissions interview, to assess their suitability for entry into the program.

To view entry requirements and see which programs conduct admissions interviews, see [Find a Course](#).

If your application is shortlisted and you receive an email invitation, be aware that all interviews are conducted remotely (via Microsoft Teams or Zoom). Admissions interviews typically occur in November, December and January each year.

Please note, all interview times are provided in Melbourne time.

### Following up an application

We understand that there are significant and strict deadlines associated with visa applications, but we are generally not able to provide exact dates of when an offer may arrive, exact positions on an offer waitlist, or inform you of whether you are likely to receive an offer or not.

We provide outcomes to students whether successful or unsuccessful as soon as a decision has been made regarding their application.

### Confirmation of Enrolment (CoE)

A Confirmation of Enrolment (CoE) is for international students seeking a student visa and is the only accepted evidence of enrolment for processing these requests.

You will only be provided with a CoE after you have signed and returned an International Student Enrolment Agreement and paid for your first semester tuition fees.

See more information on the [Home Affairs website here](#).

## Tuition fees and scholarships

To see how much our programs cost and any scholarships that might be available to international students, visit the [Fees & Scholarships page](#).

## Tuition fee refunds

A copy of Cairnmillar's refund policy can be found in [section 3.5 of the Tuition Fees Policy and Procedure](#).

## Student life and support

Cairnmillar strives to ensure that our students view the Institute not as a steppingstone, but rather, as providing an enriching learning experience that enables them to get the best out of themselves.

Examples of this include small class sizes that promote in-depth discussions and a dedicated Student Hub which contributes to a community environment at the campus. Cairnmillar students are more than just a number and the accessibility of staff, as well as personalised learning and support services, reflect that.



We also believe that peer support and leadership is important and our Student Mentors and Student Leadership programs provide a way for students to raise issues, access support or simply have a chat with a colleague if they feel more comfortable doing so.

At Cairnmillar personal and professional development, beyond what might be learnt during your course, is considered highly important. As such, we offer discounts on lots of our professional development short courses. Please visit the [Professional Development & Training page](#) to see which short courses might interest you!

Visit our [Student Life page](#) for information on Cairnmillar's position on inclusivity and respect, including relevant student groups, as well as academic, health and wellbeing support available to Cairnmillar students.

## Student disability support

Any student with a disability or chronic health condition can contact our dedicated Student Disability Support Advisor to discuss a learning support plan and special consideration such as:

- Accessible learning materials (i.e., alternative format such as large font or braille).
- Equitable assessment arrangements (e.g., ergonomic seating, access to assistive technology, rest breaks and more).

The Institute cannot guarantee that all assessment arrangements can be made available. Every effort will be made but will be dependent on time or resource constraints.

Some disabilities may impact your career and registration obligations. Once you have become a student, our course coordinators are here to help with any questions you may have.

## Mentoring and counselling

Current students have access to an experienced student mentor who can assist them with study skills, time management, academic progress, assistance with English language, and other academic issues. Individual counselling with a qualified clinician is also available for students experiencing difficulties in their personal life, or the stress and anxiety associated with academic study.

## Career support and advice

Our course and program coordinators are more than happy to assist with any career guidance or planning questions you may have, as well as supporting further study applications when appropriate.



We also run career planning and preparation workshops during our Orientation week. Students from our Certificate IV in Career Development periodically run dedicated careers sessions as well.



## Academic skills support

Workshops, online resources and one on one consultations are available with our Student Learning Support Advisor. More information can be found on the student website, my.CMI.

Our Librarians are also great resources and are willing to help students with their research and academic referencing.

## thedesk (online student support)

[thedesk](#) aims to support Australian tertiary students to achieve mental and physical health and wellbeing. Being a student can be a challenging time and many students do not access support services for a range of reasons including time pressures, not knowing where to go for help and feeling embarrassed. Providing resources online means that more people will be able to get help to improve their wellbeing and be able to study more effectively.

[thedesk](#) offers free 24/7 access to online modules, tools, quizzes and advice.



## Library

The library at Cairnmillar is a highly specialised library resource, aimed at the curriculum requirements of our students, psychological research and clinical psychology.

Our library focuses on the on the needs of our counselling, psychotherapy and psychology students and staff. It has an exceptional range of materials to support our curriculum, as well as some amazing books including the minutes of Freud's first psychology meeting in Vienna.

Just under half of our physical collection is available on the shelves, with the rest of the historical collection available on request. In addition to the books, journals and test library we also have a wide range of electronic resources, including psychology specific databases, journals and e-resources for students. These are accessed via the dedicated student website, my.CMI.

Some of the databases and eResources available to students include:

- Cochrane Library
- EBSCOhost
- GALE
- ProQuest
- Psychotherapy.net
- Sage Journals
- Taylor & Francis
- OverDrive eBooks



- Springer Publishing

The student placement collection is a highlight of the library and assists students while on placement to understand complex psychological issues with children, adolescents and the aged. An extensive collection of psychological tests are available to students to borrow from, at the approval of their supervisor.

Students and staff are able to meet with our librarians to gain research and informational assistance in all facets of their learning, research and clinical requirements. This includes individual sessions in developing literature searches relevant to their research proposal, as well as group sessions aimed at library and research skills.

## Inclusivity and respect

At Cairnmillar we respect people from every walk of life and all are welcome at our campuses and clinics. Inclusivity is one of our main priorities and we believe diversity is something to be celebrated, which is why we'd love to have you on board and help to make the culture of CMI what it is!

In 2022, Cairnmillar staff established the Inclusivity and Diversity committee (IDA), whose role it is to ensure that any actions are implemented when it comes to maintaining and continuing to improve Cairnmillar's focus on inclusivity and diversity, so that we can 'practice what we preach'.

For students there is also an active LGBTQIA+ Student Group, whilst an International Students Group is also in the process of being formed.

Another of Cairnmillar's core values is equal opportunity for everyone and maintaining an environment free from discrimination, bullying and harassment. This includes students and staff. [You can view our Discrimination, Bullying and Harassment Policy here](#). The Victorian Equal Opportunity and Human Rights website contains general information about Australia's human rights framework and Victoria's human rights laws, while Sexual Harassment Australia provides a comprehensive website, including a hotline to contact if needed.

Cairnmillar has a zero-tolerance policy when it comes to verbal and physical abuse, discrimination or harassment of any kind. Please see the following websites for further information, including additional support and contact details.

- [Victorian Equal Opportunity and Human Rights Commission](#)
- [Sexual Harassment Australia](#)

[You can view a full list of Cairnmillar's policies here](#).



## Living in Melbourne

Melbourne is the second largest city in Australia by population and is home to between 110 -140 different ethnicities. [You can discover more about Melbourne here](#). Melbourne is a welcoming and safe student city that is consistently ranked as the most liveable and best student city in Australia.

Although Australia and Melbourne have one of the most diverse societies in the world, transitioning to life in a new city can be challenging.

Study Melbourne is a Victorian Government initiative providing support and information to this community of international students, helping them have the best possible time while studying and living in Victoria. They offer a year-round program of free events and confidential support services provided by the Study Melbourne Hub - the first of its kind in Australia.

At the award-winning Study Melbourne Hub access free support, information and contacts to help you enjoy living and studying in Victoria. The Hub is a welcoming place to network, attend events, meet other students and access support and advice. [Find out more](#).

Below is some information to help international students adapt to life in Melbourne.

### Accommodation

Our campus (where all face-to-face courses are delivered) is located in Hawthorn East, Melbourne, 3123.

As a small provider we are not able to offer accommodation services, housing support or help with finding a flat or house. Please find some resources on renting in Victoria:

- [Study Australia](#)
- [Consumer Affairs Victoria](#)
- [Tenants Victoria](#)

[Click here to watch a short video from Consumer Affairs Victoria on renting in Victoria as an international student.](#)

It is important to note that all tenants in Victoria receive the same rights and obligations. The same rules apply for everyone, no matter their background or reason for renting.

Some additional factors to consider on top of rental costs include:

- The security bond, paid at the beginning and returned at the end of the lease depending on the upkeep of the property
- Furniture – most rental properties will be unfurnished
- Utility costs (electricity, water, gas, internet).

## Public transport

Melbourne has an extensive public transport network that includes buses, metro and regional trains, ferries and trams, which the city is famous for.

The first place to look for information involving all public transport in Victoria is the [Public Transport Victoria \(PTV\) website](#). On this site you can plan your journey, view information on Myki (Victoria's transport pass), check routes and service timetables.

Some other useful information can be found below:

- [Myki - Melbourne's Public Transport card](#)
- [Yarra Trams](#)
- [Ferries](#)
- [Cycling lanes and route information](#)

Driving in Victoria:

- [Interstate and Overseas Drivers Licenses](#)
- [Safety and Road Safety Rules](#)

## Things to do in Melbourne

Melbourne never has a shortage of things to do or places and events to see. Whether it be sporting events, art exhibitions, concerts or music festivals, theatre shows, food festivals or a day trip to the beach or Dandenong ranges, Melbourne has something to enjoy for everyone.

Please find below some websites which display events and things to do in Melbourne:

- [Study Melbourne - Events](#)
- [What's On Melbourne](#)
- [Eventbrite - Festivals in Melbourne](#)

- [Live in Melbourne - Arts and Culture](#)
- [Visit Melbourne - Music Festivals](#)
- [Multicultural Commission](#)
- [Visit Melbourne - Outdoors and Adventures](#)
- [Immigration Museum](#)
- [Scienceworks](#)
- [ACMI - free entry!](#)

SBS offers television and radio programs in multiple languages. [Visit their website here.](#)

## Working in Australia

As an international student there are important compliance requirements you must be aware of to ensure you do not violate your visa obligations.

Once employed, you are covered by the same work laws as every other Australian (e.g., under law you must be paid the minimum wage per hour regardless of the job you do, unless there is a registered agreement from both parties about the pay rate; you will also get break times and follow the same health and safety laws, etc.).

A major consideration for students is to ensure that employment does not impair your ability to study and complete your degree. Nonetheless, there are several reasons why employment during your stay in Australia should be considered. These include (but are not limited to): (1) gaining experience and skills; (2) professional and social networking; (3) improving your CV; (4) demonstrating your ability for time management, teamwork and taking responsibility; and (5) improving your knowledge of Australian workplaces.

When seeking work with a potential employer, ensure you are at least clear about (1) employment status (e.g., part-time or casual work); (2) the expected hours per week (and starting and finishing times); (3) the pay rate (including penalty rates; see the Fairwork pay calculator link below); and (4) leave entitlements. Please note you will need to have a tax file number when starting paid employment (see link below).

The [Fairwork Australia webpage for international students](#) contains legal rights and supporting information.

[See the Australian Taxation Office website](#) for information on obtaining a Tax File Number (required for anyone participating in paid work) and visa obligations.

[International student employability through IEAA](#). The [International Education Association of Australia \(IEAA\)](#) website provides exhaustive information about what employers are looking for, how to increase your chances of getting a job, preparing for interviews, and your rights.

You can search for work online using these websites: [careerone](#) and [Seek](#).

Employment agencies that may assist you in finding work include: [Hays](#); [Dixon Appointments](#); [Drake](#); [Hudson](#); and [Randstad](#).

[See Skillselect on the Home Affairs website](#) for information for skilled migrants seeking work in Australia.

## Contact us

Prospective students (before you apply) should contact [applications@cairnmillar.edu.au](mailto:applications@cairnmillar.edu.au) for any enquiries regarding making an application or course eligibility. For technical assistance using our Application Portal, please contact [helpdesk@cairnmillar.edu.au](mailto:helpdesk@cairnmillar.edu.au)

For academic and administrative queries once you have become a Cairnmillar student, contact [education@cairnmillar.edu.au](mailto:education@cairnmillar.edu.au)

For anything else, contact [reception@cairnmillar.org.au](mailto:reception@cairnmillar.org.au) and our lovely team will direct you.