



# Student Handbook

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*At Global Academy Australia we are committed to further the development of your career opportunities, lifelong learning skills and academic achievements within a student-centered, diverse and culturally inclusive environment.*

*Therefore it is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.*

*Studying with Global Academy Australia provides you with a variety of choices from the nationally recognised licence we are registered to deliver. Log onto [www.training.gov.au](http://www.training.gov.au) to see the full range of programs Global Academy Australia can deliver for you.*

**Our offer:**

*Prompt and courteous attention*

*Dedicated and specialised training facilities*

*Staff experience and lifetime involvement in the field*

*You get the convenience of training at one location with all course materials,*

*There are no hidden fees or additional charges*

**Benefits:**

*Competencies gained are industry standard*

*Enhanced career paths*

*Improved employment opportunities*

## Key Contacts

Role	Name	Contact
CEO/Managing Director	Keith Kasimiotis	<a href="mailto:keith@globalacademyaustralia.com.au">keith@globalacademyaustralia.com.au</a> 03 9768 2374
Training Manager	Margaret Kasimiotis	<a href="mailto:Margaret@globalacademyaustralia.com.au">Margaret@globalacademyaustralia.com.au</a> 03 9768 2374
Student Support Coordinator	John Kasimiotis	<a href="mailto:john@globalacademyaustralia.com.au">john@globalacademyaustralia.com.au</a> 03 9768 2374

## ***Courses offered by Global Academy Australia***

Global Academy Australia is committed to ensuring that access to its courses is fair, efficient and effective. All students must be over 18 years of age and satisfy the IELTS score required of their enrolled course. The qualifications currently delivered by Global Academy Australia are:

<b>Program</b>	<b>Title</b>	<b>Currency</b>	<b>IELTS Required</b>
<b>BSB50215</b>	Diploma of Business	Current	Overall: 6.0 Minimum per band: 5.5
<b>FDF20117</b>	Certificate II in Food Processing	Current	Not Available to International Students
<b>TLI21616</b>	Certificate II in Warehouse Operations	Current	Not Available to International Students

All nationally recognised training offered by GAA is based on the current version of the unit of competency. Global Academy Australia is responsible for compliance of training and assessment and for issuing certification documentation.

# Proof of Identity

When applying for a course at GAA one of the following documents from the list below must be provided prior to enrolment:

The Evidence of Identity required is defined as an **Australian photo licence or a Passport.**

## Student must provide one of the following:

- Driver Licence**  
A photo licence means any Australian photo driver licence or photo learner permit which is current  
**OR**
- Passport**  
Australian Passports must be current or have an expiry date within the last two years.  
International passports must be current, and for those countries of origin requiring a Visa, the **Visa must also be current and enable study in Australia.**
- Licence to Perform High Risk Work**  
(Or equivalent photo certificate of competency that is current, not expired)
- State, Territory or Federal Government Employee or ID card**  
(With Photo)
- Other Australian Government Issued ID card**  
(With Photo)
- Photo identity Card**  
(Issued by a Tertiary Institution must be current)
- Key pass ID card**  
(With photo, must be current)
- Consumer Affairs Victoria Proof of Age Card**  
(With Photo)

## In addition must also provide

- Medicare Card**  
Must be valid and issued by Medicare Australia
- Birth Certificate (Australian)**  
A Birth Certificate can refer to either an original document or a certified copy issued by an Australian State or Territory. Must not be an extract
- Certificate Of Registration By Descent**  
A Certificate of Registration by Descent is issued by the Australian Government to a person who was born outside Australia and at least one of their parents was an Australian citizen at the time of their birth.
- Citizenship Certificate**  
This certificate is issued by the Australian Government.
- ImmiCard.**
  - Evidence of Immigration Status (EIS) ImmiCard
  - Permanent Resident Evidence (PRE) ImmiCard
  - Residence Determination ImmiCard (RDI)

## **Important:**

Students who do not present a form of identification from the list above will not be allowed to commence the course.

## ***Enrolments:***

To enrol, simply request from the administration staff a Pre-training Review form and once complete they will provide an enrolment form. The enrolment must be completed prior to beginning the course.

The full cost of the course is outlined in the GAA Schedule of Fees, which is available online at [www.globalacademyaustralia.com.au](http://www.globalacademyaustralia.com.au). There are no fees for materials used in the course. Payment of the first term's fees must be completed on the first day of training.

Forms and payments can be made in the following ways:

**In person** using cash, cheque or Credit card:

Global Academy Australia Head Office

Or

**EFT** (Banking details are available as an attachment on your confirmation e-mail)

Remittance to be sent to:

**Email:** [accounts@GAA.com.au](mailto:accounts@GAA.com.au)

All term fees must be paid prior to the commencement of each term. If the student is unsure as to whether they have suitable English and Maths skills, please request an interview with Global Academy Australia staff before enrolment.

## **Change of Address while enrolled**

If your address and/or contact details change while you are enrolled with GAA you must notify GAA within 3 days to ensure all communication is maintained.

## ***Course cancellation by GAA:***

In the event a course cancellation is made by Global Academy Australia due to unforeseen circumstances on our part, participants will receive a full refund of fees paid. Alternatively if the student requests the monies paid will be transferred to the next available course that the student is able to attend. This must be no later than 3 months after the initial booking date. In the event that a class cancellation occurs during a course, the refund will be evaluated at a daily rate.

Where a course is cancelled by GAA for any reason, GAA will make all efforts to find a suitable alternate provider for each student to continue their course. Students may also be able to access the Tuition Protection Scheme (TPS) in limited circumstances. The TPS is a government administered scheme which provides protections for students affected by provider default. For more information on TP please visit: <https://tps.gov.au/Home/NotLoggedIn>

## **Cancellation Due to Non-Attendance**

GAA may determine to cancel the enrolment of any student, including International Students, on the grounds of "Non-Attendance". All GAA students are required to attend a minimum of 80% of scheduled classes to be eligible to complete their course unless genuine reason is provided for the non-attendance.

Genuine Reasons for non attendance include:

- significant illness
- Significant personal disruption
- An act beyond the control of the student (eg. natural disaster)

In any event where Genuine Reason is claimed, the student is required to provide independent evidence of the reason for their non-attendance to the satisfaction of the GAA Managing Director.

Where a student's enrolment is cancelled on the ground of Non-Attendance, the Three Strikes Policy outlined below shall apply prior to cancellation.

## **Calculation of Attendance**

Attendance recorded on the 005 Attendance Sheet All Courses form at the beginning of each scheduled class.

Attendance rate is calculated per 12 week term using the following formula:

$\frac{\text{No. of classes attended}}{\text{No. of scheduled classes}} \times 100 = \% \text{ attendance.}$

### **Cancellation Due to Non-Payment of Fees**

GAA may cancel the enrolment of any student who has not paid their fees in accordance with the Fee Schedule. Students will be issued with one notice of Demand for Payment and one Notice of Intent to Cancel Enrolment in writing before having their enrolment cancelled on the grounds of Non-Payment of Fees

GAA may not cancel a student's enrolment within 20 days of issuing a notice of cancellation, nor where a student has appealed the decision to cancel enrolment in accordance with AP026 Complaints and Appeals Procedure.

### **Cancellation for Any Other Reason**

GAA may terminate the enrolment of a student for any other reason it deems to be in contravention of its policies, procedures or its expectations of students. In the event that an action or behaviour occurs that is serious enough to warrant possible cancellation of enrolment, the Three Strikes Policy must be followed.

GAA may not cancel a student's enrolment within 20 days of issuing a notice of cancellation, nor where a student has appealed the decision to cancel enrolment in accordance with AP026 Complaints and Appeals Procedure.

### **The Three Strikes Policy**

Where a student's behaviour or action warrants potential cancellation of enrolment they shall be given three strikes prior to cancellation. The three strikes may be accumulated for different reasons

Strike one: A written warning outlining the cause of the warning and what is expected for remedy.

Strike two: A written warning outlining the second occurrence of cause and what is expected for remedy.

This strike must also outline the potential for cancellation of enrolment.

Strike three: Notice of Intent to Cancel Enrolment is to be issued outlining all previous warnings and requiring the student to show cause to avoid enrolment cancellation. All show cause documents must be reviewed by the Managing Director for consideration prior to decision to cancel enrolment.

GAA may not cancel a student's enrolment within 20 days of issuing a notice of cancellation, nor where a student has appealed the decision to cancel enrolment in accordance with AP026 Complaints and Appeals Procedure.

Where an International Student's enrolment is cancelled for any reason, notification must be made via PRISMS.

### ***Refunds and Cancellations at Student Request:***

Refunds will be managed according to the refunds section of the Fee Schedule available on the GAA website.

A student may cancel their enrolment at no cost up to 7 days prior to commencement of their course. Cancellations after 7 days prior to course commencement will attract an administration fee in accordance with the Fee Schedule available on the GAA website.

### ***Deferral and Suspension of Enrolment***

A student may defer their course commencement for up to 6 months from the time their enrolment is accepted by Global Academy Australia. If the student wishes to defer longer than 6 months, they must cancel their enrolment by completing 071 Student Withdrawal or Cancellation Form and providing written reason for the cancellation. The student must comply with the conditions of their visa when deferring commencement, including any requirement to not enter Australia if applicable.

Once a student has commenced their course, they may request to suspend their enrolment for up to 3 months where genuine reason for the suspension exists. During any suspension period the student must comply with the conditions of their visa, including any requirement to leave Australia if applicable. Should a suspension period longer than 3 months be requested, the Managing Director must seek approval from ASQA and the Department of Immigration and Border Protection prior to granting approval.

Students are reminded that deferral or suspension of enrolment may impact on the conditions of Student Visas. GAA recommend students contact the Department of Immigration and Border Protection to discuss possible impacts prior to deferring or suspending their enrolment.

## ***Transfer of Enrolment to Another Provider***

The ESOS Act 2000 and associated requirements of Standard 7 of the National Code of Practice 2007 restricts Global Academy Australia from enrolling or transferring international students within the first six months from the commencement of the student's principal program except in limited, exceptional circumstances.

International student you must complete six months of their principal course before they can transfer to another Registered Provider.

If a student has not completed six months of their course, their application to transfer may be refused, except in the limited circumstances as outlined in this policy. International students transferring to another provider within the first six months of their principal course without obtaining a letter of release are also at risk of having their visa cancelled by the Department of Immigration and Border Protection (DIBP).

International students enrolled with GAA who have completed six months of their principal course of study who wish to transfer to another place of study must follow GAA's course withdrawal procedures to do so.

For further information on how changes to your course may impact your visa refer also to the Department of Immigration and Border Protection's website information on Changing Courses at <https://www.border.gov.au/>.

For GAA's full policy, see AP053 Transferring Student Procedure.

## ***Payment of Refunds:***

Payment of refunds will be made as follows:

1. Where GAA is required to provide a refund under this policy, the refund will be paid to students within 30 days of the date of cancellation.
2. Where students have completed a GAA 071 Withdrawal/Cancellation form, payment will be made within 30 days after receipt of that completed form.

## ***Student Late Policy:***

Students more than **20 minutes late** to class will be turned away and will be required to attend a catch up class.

## ***Refund Appeal Process:***

A student may appeal in writing to GAA within 14 days of the notice of decision if they have been rejected by GAA for a refund. The basis for a refund will align directly to the Refund section outlined in the Fee Schedule available at [www.globalacademyaustralia.com.au](http://www.globalacademyaustralia.com.au). If a student is still not happy with the result they may contact the Managing Director, Keith Kasimiotis, email [keith@GAA.com.au](mailto:keith@GAA.com.au). If the matter has still not been resolved the student can elect to have the matter referred to an independent mediator sourced through the Law Institute of Victoria (<http://www.liv.asn.au/Mediators.aspx>). The outcome of the independent mediation process is final, and the cost of this service will be shared evenly between GAA and the student.

## ***Study modes and assessment***

All training will be completed face to face, with a combination of demonstrations, lecture, discussion and activities.



Assessment methods used to determine competency will comply with the Standards for RTOs 2015 at all times.

### ***National recognition***

National recognition is the recognition and acceptance by a registered training organisation (RTO) of Australian Qualifications Framework Qualifications and statements of attainment issued by another RTO in Australia.

### ***Recognition of prior learning (RPL)***

Prior learning is recognised by Global Academy Australia for students with demonstrated relevant and current knowledge and skills. Please contact the office to discuss options for accessing this recognition process. A copy of the RPL Policy is available on the GAA website.

### ***Certificates and Statements of Attainment***

At completion of the assessment requirements for each unit of competency students will receive a statement of attainment. Should students require a replacement statement of attainment they should contact [info@GAA.com.au](mailto:info@GAA.com.au). The student will be required to complete and return form 043 Request copy of a qualification, who will ask for proof of identity and issue a replacement certificate a fee of \$50.00 + GST applies to this service.

## **Relevant laws**

### **Privacy:**

*Information privacy became law in 2002. This means we cannot release information about you or the studies you have undertaken without gaining your permission in writing. The only exception is that we have to provide your details to the Victorian Government and their nominees as part of our RTO registration conditions. We are also required to give you access to your personal records so you can check they are accurate*

### **Standards for Registered Training Organisations 2015**

*This Act ensures Registered Training Organisations meet minimum standards.*

### **Equal opportunity Act 2010:**

*Global Academy Australia is bound by laws that ensure that harassment; unlawful discrimination; bullying or any other offensive behaviour is dealt with immediately. Any student found to be contravening these laws will be required to leave their course without a refund of course fees.*

### **Disability Act 2006:**

*This Act requires Global Academy Australia to accommodate the needs of people with a disability to the best of its ability*

*For more information on these laws, refer to the Victorian Legislation Website:*

<http://www.legislation.vic.gov.au/>

*Global Academy Australia is also required to adhere to the requirements of the Standards of the National Regulator (ASQA), refer [http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-\(rtos\)-2015.html](http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-(rtos)-2015.html) so that the quality of training and assessment is maintained and improved.*

### **Education Services for Overseas Students Act 2000 (ESOS Act)**

The ESOS act establishes the framework for delivery of educational services to Overseas Students in Australia. Complete information about the ESOS Act and its framework can be found online at:

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

## ***Rights and responsibilities***

Students and staff associated with Global Academy Australia have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This is accompanied by everyone's responsibility to:

- respect difference and diversity
- respect people's rights to privacy and confidentiality

The right to have your say is balanced with the responsibility to listen to others.

## ***Orientation Program***

All GAA students are required to participate in the Orientation Program conducted twice annually. The orientation program provides an opportunity to meet other students, be familiarised with the training facilities and gain an understanding of GAA policies and procedures. Completion of the Orientation Program is mandatory prior to commencement of study. Failure to attend will result in the deferral of your commencement until the next available course commencement.

For a detailed outline of program content and schedule, please see AP052 Orientation Program.

## ***Student code of behaviour***

At Global Academy Australia we value:

- difference and diversity
- cooperation
- respect
- tolerance
- academic debate
- freedom of expression balanced with social responsibility.

While training with us, all students, staff, contract staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

Global Academy Australia aims to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfill their potential. Unacceptable behavior can hinder the academic progress or work performance of others.

The code of behavior clearly defines student and staff rights and responsibilities, which relate to appropriate behavior. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

## ***Consequences of unacceptable behaviour***

Where behaviour is disruptive or unacceptable, disciplinary action may be taken. A Trainer can ask a student to leave the classroom or refuse entry to a classroom if behaviour is disruptive or dangerous or if behaviour threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens property.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police may be contacted in cases of possible criminal behavior.

## ***Attendance***

All GAA students are required to maintain a minimum level of attendance in order to be considered eligible for course completion. International Students are also required to maintain a minimum level of attendance to comply with their student visa requirements.

The current minimum attendance level for all GAA students is 80% of scheduled classes. Failure to maintain the minimum attendance requirements may result in enrolment cancellation.

Students with less than 90% attendance per 12 week term will be considered At Risk and will be added to the 027 At Risk Register.

In addition, where a student misses more than 2 days of consecutive attendance without satisfactory reason, they will be placed on the At Risk Register and further action may be taken including formal warnings and possible cancellation of enrolment. Where an International Student is identified as At Risk due to non attendance, notification must be made via PRISMS within 5 days.

A student's enrolment may be cancelled due to non-attendance in accordance with the procedure outlined in 044 Student Pre-enrolment Handbook. Where an International student's enrolment is cancelled due to non-attendance, notification must be made via PRISMS within 5 days.

### **Calculation of Attendance**

Attendance recorded on the 005 Attendance Sheet All Courses form at the beginning of each scheduled class.

Attendance rate is calculated per 12 week term using the following formula:

$$\frac{\text{No. of classes attended}}{\text{No. of scheduled classes}} \times 100 = \% \text{ attendance.}$$

### ***Course Progress***

Each Student will be given a Training Plan with a proposed timeline of unit commencement and conclusion. While subject to change where reasonable cause exists, the proposed commencement and completion dates contained in the Training Plan shall be considered a Course Progress Schedule.

Where a student fails to meet the proposed commencement and completion dates of one unit of competency without genuine reason, they will be issued with a written notice outlining GAA's intent to place them on the 027 At Risk Register. Where a student fails to meet the proposed commencement and completion dates of 2 or more units of competency without genuine reason within a 6 month period, they shall automatically be identified as at risk of not completing and placed on the 027 At Risk Register.

Where an International Student is entered on the 027 At Risk Register, notification must be made via PRISMS within 5 days.

## ***At Risk Register***

Where a student is deemed Not Yet Competent on 2 or more Units of Competency within 6 months, or where they fail to satisfy the other requirements outlined above, that student may be allocated as “At Risk” of non-completion. All At Risk students will be recorded on the Global Academy Australia 027 At Risk Register until the cause of allocation is remedied. When a student is recorded on the At Risk Register the Student will be required to participate in additional program activities to assist the student to remedy the cause. The additional activities are likely to include:

### **Increased Contact**

At Risk students will receive additional contact according to the following schedule.

#### Trainer/Assessor Contact

<b>Contact Type</b>	<b>Frequency</b>	<b>Purpose</b>	<b>Duration</b>
<b>One-on-one meeting</b>	At least twice per month	<ol style="list-style-type: none"> <li>To review previous month’s work and validate assessment</li> <li>To introduce new areas of study and expectations for next month</li> <li>Provide academic support to student and supervisor</li> </ol>	At least 30 minutes
<b>Remedial Class</b>	As required by Learning Action Plan	<ol style="list-style-type: none"> <li>Provide academic support to student and assist to catch up on assessment tasks</li> </ol>	In accordance with Learning Action Plan
<b>Student Support Meeting</b>	Minimum of one meeting per month while on the At Risk Register	<ol style="list-style-type: none"> <li>Provide pastoral support to student and monitor progress with monthly tasks</li> <li>Monitor non-academic cause for underperformance</li> <li>Provide guidance and access to additional support services</li> </ol>	Approximately 30 minutes

## ***Learning Action Plan***

An individual 003 Learning Action Plan will be developed by the Training Manager for At Risk students in consultation with the Trainer/Assessor and Student that will outline what issues must be remedied to be removed from the At Risk Register and a clear plan of how they will be remedied.

It will be the Training Manager’s responsibility to monitor the 003 Learning Action plan in consultation with the student and Trainer/Assessor.

For further information on attendance, course progress and the at risk register see AP039 Course Progress and At Risk Guide

## ***Aggressive and Abusive behaviour policy***

Global Academy Australia has a ***Zero Tolerance*** policy relating to aggressive or abusive behaviour towards its staff. If this behaviour occurs the course will be terminated immediately;

- The offender will be asked to leave the course immediately with no refund of fees paid, and will not be enrolled in any other courses at Global Academy Australia in the future.
- If the offender refuses to leave;
  - The trainer will leave the site and contact the police for assistance before returning, making a report and securing the site.
  - The trainer / assessor will ask all other students to leave the training facilities. They will be informed that the GAA administration will contact them to re-schedule the course at no additional fee. The trainer will contact the Global Academy Australia head office to inform them of the situation.
- Police attendance will be requested to help with locking and securing the site.

All complaints should be handled in an orderly fashion using the complaints form and procedure supplied via e-mail to you at the time of your enrolment.

If you have any questions relating to this policy please contact the Global Academy Australia OH&S Officer.

## ***Emergency Procedure***

In the unlikely event of an emergency, students must follow the direction of their trainer. All GAA trainers are qualified first aiders and can provide and coordinate first aid if required.

If the trainer/assessor is unable to provide direction, students should:

1. Check for Danger to themselves or others. If danger exists they should immediately remove themselves from the area and call for help. In serious emergencies students should call 000 or in less serious emergencies, students can contact the GAA office on 03 97682374.
2. If safe, provide first aid if competent to do so.
3. Call for help. In serious emergencies students should call 000 or in less serious emergencies, students can contact the GAA office on 03 97682374.
4. Once help arrives, the students should follow the directions of the most senior member of staff or any emergency services personnel in attendance.
5. Immediately following the incident, students must complete an incident/accident report form.

For further information see AP032 Incident Reporting and Investigation Procedure.

## ***Complaint procedures***

### ***Informal complaints process***

Global Academy Australia prefers a student to approach the relevant staff member regarding any complaint in the first instance. If the complaint cannot be resolved to the satisfaction of both parties then the formal complaints process begins.

## ***Formal complaints process***

Global Academy Australia will commence the formal complaint process within 7 working days of a formal lodgement of any complaint received. The complaint must be in writing and clearly identify what the complaint is about, when it was first identified and supporting evidence must accompany the written complaint to the RTO Manager. Complainants are required to use the 028 Complaints and Appeals Form which is provided to students prior to enrolment and by the administration staff. Students are to return it to the CEO within two weeks of the issue arising. All complaints are acknowledged in writing.

All complaints are held in strict confidence and all reasonable measures are taken to finalise the process as soon as practicable. If it appears that complaints will not be processed within 60 days of submission, the complainant will be notified of this together with the reasons for the delay and will be regularly updated on progress in writing.

Any complainant has the right to have their version of events heard in the resolution negotiation and all people involved will have the opportunity to present their side of the matter. Complainant will have the opportunity to have an independent person\* of their choice present. The details of the complaint will be recorded and transferred on to 026 Complaints Register.

***\* A support person can be any person the student feels comfortable with. They are there for support and can be a friend, parent, relative or anyone else the student wishes to bring with them.***

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant (refer Complaints and Appeals form). The details will state the outcomes and reasons for the decisions made.

## ***Appeals process – general complaints***

Where the complainant is not satisfied with the outcome of the complaints handling process, the matter will be referred to an independent mediator for review. The mediator will be selected on the basis of availability and location and will draw from the Law Industry Victoria mediators database (<http://www.liv.asn.au/Mediators.aspx>). The outcome of the external mediation process is final.

When the complaint or appeal has been resolved to the satisfaction of both parties a copy of all relevant documentation, in particular the complaints and appeals form and any other correspondence relating to the complaint, is placed in the student's file, client/staff file as appropriate. Where the resolution requires a documented change to policies and procedures, the RTO Manager will affect the change to ensure that the procedure for document change is followed with the appropriate records made, in the event that a complaint is substantiated. The updated Policy and Procedure will then be distributed to all staff, discussed at the next staff meeting and signed off by all staff to say they understand the new policy and procedure.

## ***Appeals after Assessment***

Students who do not agree with an assessment result should, in the first instance, approach their trainer for clarification on why the result they received was given. If they are dissatisfied with the result they may appeal the assessment result via the following procedure.

The student does not accept the explanation they may, in writing on the 028 Complaints and Appeals form, ask for another assessor to review their assessment and forward the form to the RTO Manager.

The independent assessor will review the students' original assessment without discussing the current outcome with the original assessor.

If the independent assessor assesses the student as competent the independent assessor and the original assessor will attend a meeting with the RTO Manager to explain how and why their decisions differ. The RTO Manager will make the final decision and report back to the student the results of the re-assessment.

If the independent assessor also deems the student also as Not Yet Competent the RTO Manager will report the result to the student and the student is required to undertake further training before an assessment re-sit.



The student's result will be recorded in the students' results documents and recorded in the student's personal file.

## ***Unresolved Complaints***

In the event that GAA complaints and appeals procedures are exhausted and the complaint/appeal has not been resolved, students can independently access ASQA using the following link: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> or contact ASQA on 1300 701 801.

## ***Adjustment of Work:***

Where possible the course is modified to suit the needs of the group while ensuring LL&N, Access and Equity and guidelines of the Training Package are not undermined.

Students can also complete their assignments verbally if they are more confident doing such and no coaching by the assessor will be allowed. Students will all be treated the same in regard to compliance.

Students are informed of this process during the induction.

## ***Assessment***

Your Trainer will provide details of assignments and assessment methods for each unit of competency. It is the student's responsibility to seek clarification if unclear on the assessment requirements.

Assessment methods are typically a combination of practical and knowledge assessments. Programs will be assessed and resulted as Competency Achieved or Competency Not Yet Achieved.

Reassessment may be required for students who have not achieved competency in their unit.

## ***Work Experience***

Global Academy Australia does not provide work experience as part of its courses.

## ***Access and Equity:***

Global Academy Australia is committed to equitable access to vocational education by all groups in society.

We recognise that some groups have been disadvantaged in the past and still are disadvantaged in terms of educational outcomes. These groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with disabilities, the long term unemployed and the rurally isolated.

Our objective is to strive to achieve equal educational and vocational outcomes for these groups. The enrolment form asks you to disclose if you have a disability or special learning needs and we encourage you to complete this section if relevant so that we can assist you in supporting your learning needs.

## ***Health and Safety***

Global Academy Australia is committed to ensuring excellence in handling occupational health, safety and welfare issues affecting our staff and students. You have a legal duty to take care and protect your own health and safety and to avoid adversely affecting the health and safety of others.

You are responsible for:

- not intentionally or recklessly interfering with or misusing anything provided by Global Academy Australia in the interests of health, safety or welfare
- cooperating with any health and safety directives given by staff
- ensuring that you are not under the influence of alcohol or drugs, or in such a state as to endanger your health and safety at work or the health and safety of others at work

- knowing the location of emergency exits and following evacuation procedures as required
- ensuring responsible management of your personal health and medical conditions.

## ***Student Support Services***

### Learning difficulties

If a student has a particular impairment the training will be adjusted (without compromising the outcomes required by the training package) to help them gain competency. An additional risk assessment will be conducted to confirm the training and assessment may be conducted safely.

If the RTO Manager believes that their impairment will not enable them to achieve competency in a certain area, no matter how much the assessment is adjusted, they will be counselled on this before enrolment.

Personal Problems – if a student has personal problems that are affecting their learning the RTO will direct them to seek help outside the RTO. No qualified personal counsellors are employed at the RTO.

Students may also access the AP040 Student Support Policy by requesting a copy for their Trainer/Assessor.

# Language Literacy and Numeracy:

Students will be required to use English skills to the IELTS level required to undertake the course in which they wish to enrol including reading and writing comprehension skills.

All students complete the literacy and numeracy assessment during the pre-training review.

If the student does not contact the administration staff regarding the inability to complete the literacy and numeracy assessment and it becomes clear to the trainer during the induction process that the student cannot speak, read or write English, the student will be advised that they cannot continue the course. There will be no refund given in this circumstance.

For nationally recognised training interpreters may be used in the training and to assist with the assessment.

If the applicant is unable to comprehend the English language, an interpreter may be used in the training. For the use of an interpreter to assist in an assessment they must be recognised by the National Accreditation Authority for Translators and Interpreters (NAATI). The interpreter must be organised by the student prior to attending the course, otherwise the student will have to re-attend another course and will not be refunded their deposit. Any interpreter services will be paid for by the student.

[http://www.naati.com.au/home\\_page.html](http://www.naati.com.au/home_page.html)

If you require assistance with English, please follow one of the links supplied below;

<http://www.skills.vic.gov.au/pages/learnlocal-acfe/default.aspx?&Redirect=1>

## ***Feedback***

Global Academy Australia is committed to listening and responding to what students have to say, so that we can continuously improve our services to you. There are several ways you are able to provide feedback:

- Complete a feedback sheet which will be provided to you at the end of your studies
- Speak directly to your trainer

Global Academy Australia will listen with respect to your feedback, treat all feedback with confidentiality, and take appropriate action on feedback received. Your feedback is welcome and assists the institute to improve its services to you.

Global Academy Australia also obtains feedback from Employers on a regular basis and asks questions in regard to the quality and relevance of training and assessment. This feedback is analysed and used to ensure our courses are benchmarked against best practice and that our students are being taught the most relevant information available at the time of their course.

At Global Academy Australia we are committed to further the development of your career opportunities, lifelong learning skills and academic achievements within a student-centered, diverse and culturally inclusive environment.

Therefore it is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.

Studying with Global Academy Australia provides you with a variety of choices from the nationally recognised courses, we are registered to deliver. Log onto [www.training.gov.au](http://www.training.gov.au) to see the full range of courses Global Academy Australia can deliver for you.

## ***Marketing of training and assessment services***

Global Academy Australia markets and advertises its products and services in an ethical manner.

Global Academy Australia gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Global Academy Australia accurately represents recognised training products and services to prospective trainees and clients.

Global Academy Australia ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation. No false or misleading comparisons are drawn with any other training organisation or qualification.

## ***Access to Records of Participation and Progress***

Global Academy Australia keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees at the request of the trainee by contacting the office.

If you wish to know how you are progressing in your course, talk to your trainer about this.

## ***Plagiarism***

If candidates are discovered by the assessor to be cheating they are required to leave the room and as cheating is a form of misconduct they will be dismissed from the course, with no refund of course fees

# Student – Unique Student Identifier (USI)

For students who don't currently have a USI, Global Academy Australia is able to apply for one on your behalf.

Available from:

<http://usi.gov.au/Students/Pages/default.aspx>

## What is a USI?

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

## Fact sheets – the first release of fact sheets are now available to download

### For Students

Student Information for the USI is available from:

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

This fact sheet has been designed for students and gives an outline of the USI and how students can create their own USIs.

### How to get a USI

It's free and easy to create your own USI and will only take a few minutes of your time. Or if you like you can learn more about the steps to create a USI.

While most students will create their own USI, some training organisations will also be able to create your USI for you. Your training organisation might do this as part of your enrolment process when you begin studying. Where this service is provided your training organisation will let you know.

### What are the benefits of the USI?

A key benefit of your Unique Student Identifier (USI) is that it will enable the consolidation of information on nationally recognised Vocational Education and Training (VET) completed by you after 1 January 2015 onwards. The information is based on the data about your training reported by your training organisations to the National VET Provider Collection managed by the National Centre for Vocational Education Research (NCVER).

Training organisations are required to submit this information to the NCVER at least once a year. From 2016, following the annual data collection, you will be able to access your USI account to view the information on your training online or to generate authenticated or extract printed transcripts, which you can provide to prospective employers. The information you will be able to view from that time will relate only to the training you completed after 1 January 2015 and reported to the NCVER by your training organisations.

### When will my records and results appear in my USI account?

You may find that information about the training you completed is not included in your USI account immediately after completion or issuance of the qualification by your training organisation. In most cases this will be because your training organisation has not yet reported the information to the NCVER. Your training organisation will be able to tell you when they will provide their next report to the NCVER.

## Are there any records and results that won't appear in my USI account?

Please note that some training organisations are exempted from reporting VET information to the NCVER. If your training organisation has been exempted from reporting to the NCVER, the training organisation must inform you of this and that information about your VET you undertake with that training organisation will not be included in your USI account.

## Will my USI account have training completed before the 1 January 2015?

You should also note that it will not be possible for your USI account to include any information about the training you undertook before 1 January 2015 as such information is retrospective to the commencement of the scheme and the system is not designed to back-capture training completed before 2015.

## Using your USI?

From 1 January 2015 you will need to give your USI to your training organisation when you enrol to study.

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time
- school students completing nationally recognised training
- students continuing with nationally recognised training

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will be able to:

- give your USI to each training organisation you study with
- view and update your details in your USI account
- view and download your training records and results (transcript) from early 2016 onwards
- manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will be available in 2016.

## More information

If you are an international, overseas or offshore student please visit our international, overseas and offshore students page.

Some training organisations or some types of training will not require you to have a USI due to reporting exemptions. Your training organisation will be able to let you know if this applies to you.

## Help

Visit the help centre if you need further help.

## Useful links for USI information.

Student Information for the USI

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

Create your own USI

<http://usi.gov.au/create-your-USI/Pages/default.aspx>

Steps to create a USI.

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

International, overseas and offshore students page.

<http://usi.gov.au/Students/Pages/international-overseas-and-offshore-students.aspx>

Help centre

<http://usi.gov.au/help-centre/student-help/Pages/default.aspx>

## Exemptions

Individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

**Students who wish to apply for an exemption must complete this process prior to attending the course. A Statement of Attainment cannot be issued without a USI or an exemption. Students who attend a course and cannot provide or do not wish GAA to create a USI on their behalf will be required to leave with no refund of their deposit.**

For more information please see the following website.

<http://usi.gov.au/help-centre/student-help/Pages/default.aspx>

## *Supplementary Information: Living In Australia*

Moving to another country and living there for any extended period of time can be overwhelming. This information is intended to provide some basic information about moving to and living in Australia. Your time here will be exciting and many great experiences are on offer both academically, professionally and personally. If you have any specific questions about studying or living in Australia, please contact the Global Academy Australia Staff at: [admin@globalacademyaustralia.com.au](mailto:admin@globalacademyaustralia.com.au)

The below links will provide information about services and activities available to all students. While we endeavour to provide links to free services some services offered here do attract some cost. Always ask the organisation whether any costs are involved prior to booking or committing to any service or activity in Australia.

The primary resource we recommend for International Students is the Australian Government website: <https://www.studyinaustralia.gov.au/english/live-in-australia>

This website contains an enormous range of useful information including how to prepare to move to Australia, cost of living and banking/personal services.

### Useful websites

<https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

Whats On provides a guide to various activities and services available in the City of Melbourne. It is a great place to start when planning day trips, sight seeing or even which restaurant or café to go to with friends.

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

Public Transport Victoria manage the rail and bus network throughout Melbourne. On this website you can find information about fares, Myki, plan your trips and more.

<https://flatmates.com.au/>

Flatmates is a marketplace website where many students and non-students post ads seeking flatmates to share accommodation. We always recommend phoning advertisers prior to attending inspections and always take a friend for safety and to have a second opinion on the accommodation you inspect. You may also book a time with the GAA student services coordinator to attend inspections if you are unsure or feel insecure about attending inspections.

<https://www.gumtree.com.au/>

Gumtree is a private classified advertising site. You can find accommodation ads as well as jobs and entertainment/leisure activities on Gumtree.

<https://www.realestate.com.au/rent>

RealEstate.com.au is the leading online real estate advertising board. Here you can find houses and apartments to rent if you want a longer term accommodation arrangement or have a group of friends you wish to share with.

<https://www.seek.com.au/>

Seek is the largest job board in Australia. Many positions are advertised and you can filter search results that allow for applicants in Australia on a student visa.

<https://www.ato.gov.au/>

The Australian Taxation Office is the Government agency responsible for taxation and regulation in Australia. If you intend to work while studying in Australia, we recommend visiting their website and even calling them to discuss what arrangements you must make before starting work.

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

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

The Department of Home Affairs was previously called the Department of Immigration and Border Protection. They are the agency responsible for all visa matters and are a critical source of information in relation to your rights while in Australia and the conditions of your student visa.

<https://internationaleducation.gov.au/Pages/default.aspx>

This webpage is an Australian Government webpage that contains a wide range of useful information for international students.

<http://www.ombudsman.gov.au/about/overseas-students>

The Overseas Student's ombudsman is a mediation agency that offers students an alternate dispute resolution path. If you have an issue that you are not satisfied with GAA's management of, you may contact the Overseas Student Ombudsman for advice and to facilitate mediation between GAA and you.





# International education: ensuring quality and protecting students

## Australia welcomes international students

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

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

### Australian laws protect international students

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

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

## Before you begin your studies

### Choosing a course to study

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

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

## Using an education agent

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

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

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

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

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

## Written agreements or contracts between the student and institution

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

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

### Your rights before you enrol

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

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

## **Paying your tuition fees**

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

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

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

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

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

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

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

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

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

## **During your studies**

### **Support services for you in Australia**

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

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes

- any student visa condition that relates to the course you are studying.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

### **Welfare for students under 18 years of age**

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

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

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

For more information about visa requirements for students under the age of 18, visit:

<http://www.border.gov.au/Qua/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

## **Your responsibilities as an international student in Australia**

### **Your student visa**

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

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

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at [www.border.gov.au/Trav/Stud/More/visa-conditions/visa-conditions-students](http://www.border.gov.au/Trav/Stud/More/visa-conditions/visa-conditions-students), or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

### **Academic integrity and misconduct**

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

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

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

## Your consumer rights and protections

### Protecting your tuition fees

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

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

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

For more information on the TPS, visit [www.tps.gov.au](http://www.tps.gov.au). If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

### Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

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

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit

[www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at [www.border.gov.au/Travel/Study/More/Work-conditions-for-Student-visa-holders](http://www.border.gov.au/Travel/Study/More/Work-conditions-for-Student-visa-holders)

### Changing education institutions or courses

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

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

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

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

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

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

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

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

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESQS-Legislative-Framework/National-Code/nationalcodepart4/Pages/Explanatoryguide07.aspx>

## Making complaints and getting help

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

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at

<http://cricos.education.gov.au/institution/institutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at

<http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

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

[www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen](http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen).

## Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

## Find out more and connect on social media

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

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

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: [https://twitter.com/fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>