



International Student Handbook

Education Australia

RTO ID: 21265

CRICOS ID: 02450B

Email: info@eaa.edu.au | Phone: (03) 9654 3433

This page is intentionally blank.

Table of Contents

Our Obligation as your RTO.....	5
Admissions and Enrolment.....	8
Unique Student Identifier (USI)	9
Visas.....	10
Visa Conditions.....	10
Arranging Travel and Documents to Bring	10
Entry into Australia	11
Arriving in Australia	11
City of Melbourne International Student Welcome Desk	13
Accommodation.....	13
Bringing your Family with You.....	14
Health	14
Working in Australia	16
Living Costs in Australia	16
Budgeting	16
Shopping	16
Clothing	16
Fees and Refunds	17
Credits	21
Recognition of Prior Learning.....	21
Assessment.....	22
Student plagiarism, cheating and collusion.....	23
Student Orientation and Support Services.....	23
Welfare services	24
External Support Services.....	25
Maintaining your Enrolment and Course Progress	26
Course Transfer.....	27
Deferral, suspension and cancellation	29
Change in visa status	30
Your Feedback	31
Student code of conduct.....	32
Legislation and You.....	33
Education Services for Overseas Students	33
Workplace Health and Safety	33
Harassment, victimisation or bullying	34
Equal opportunity.....	34
National VET Regulator Act 2011.....	34
Privacy Policy	35
Access to Your Records.....	38
Notifying you if things change	39
Complaints and Appeals Policy.....	39
Issuing of certification documents	43

WELCOME

Welcome to Education Access Australia (EAA) either as a prospective or a student enrolling in one of our courses. We are an educational provider that specialises in providing quality Australian vocational education to International students and are located in the heart of Melbourne.

The purpose of this handbook this Student Handbook is to provide you with all the information that you need to know about studying with us at Education Access Australia. The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

ABOUT EDUCATION ACCESS AUSTRALIA

EAA was established in 2002 and since that time has developed range of courses in Hospitality, Automotive, Engineering, Information Technology, Accounting, ELICOS, Business and Management.

The Directors, Senior Management, Academic and Support Staff at EAA collectively provide wide ranging expertise from Business and Finance Management to Academic integrity. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

STUDYING THROUGH EDUCATION ACCESS AUSTRALIA

At EAA, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education while catering to meeting the needs of our international students. We are committed to providing a safe, warm and caring educational environment. We apply best practice in training and assessment, with a dedicated team of highly qualified trainers and administration staff, each with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing EAA as their provider.

Vision statement

EAA will be and remains a center of excellence in VET industry and be recognized as the leading and most innovative lifelong learning partner of career-minded individuals. It will gain recognition, nationally and globally and will attract students, faculty, and staff from all parts of the world.

Mission statement

Our mission is to design, develop and deliver superior training programs and services to meet and exceed industry expectations, through a commitment to quality, excellence and innovation. EAA is to provide outstanding educational programs and services that are responsive to our students and diverse communities. We accomplish this mission by:

- Providing a center of excellence for flexible, hands on training courses to encourage individuals of all levels to develop, perform and meeting the needs of today's employers and industry.
- Providing high quality teaching and instruction to promote fulfilment of knowledge transfer requirements and encourage academic acquisition in our surrounding communities.
- Providing resources and training to meet the current industry standards and the requirements the Standards for Registered Training Organizations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training Package rules.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

Issue the Qualification, Academic Results and Statements of Attainment to students who are eligible and meet the course requirements in compliance with relevant legislation. (RTO reserves the right to withhold any award or certification documents to be issued where any fees are outstanding).

If the course has ceased or a sanction has been imposed on the provider or the provider ceases to operate, the RTO will issue a Statement of attainment for students who have completed one or more units from the qualification, and the qualification Certificate for the students who are eligible to receive the qualification as per the issuing qualification and statement of attainment policy.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Studying Locations

North Melbourne Campus

14/65 Mark Street,

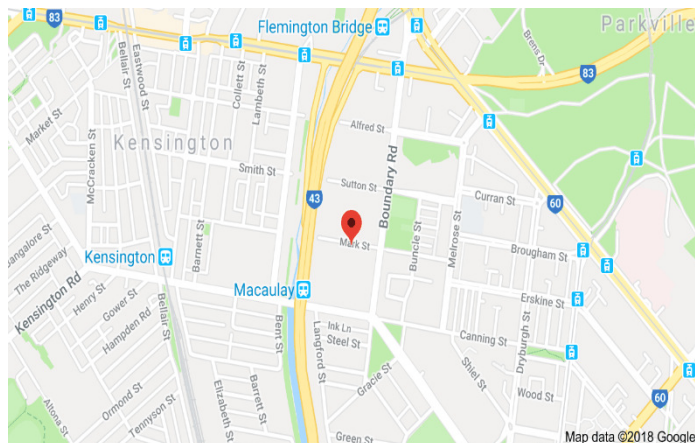
North Melbourne, VIC, 3051

Tel: +61 3 9654 3433

Email: info@eaa.edu.au

Fax: +61 3 9654 3455

Web: www.eaa.edu.au



West Melbourne Campus

17-35 Abbotsford Street,

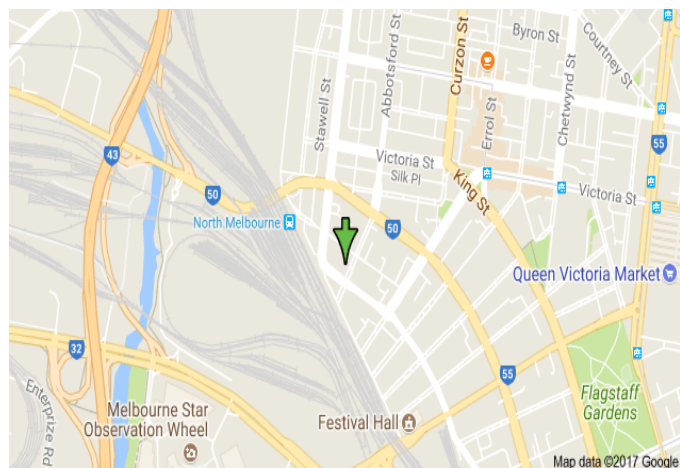
West Melbourne, Victoria 3003

Tel: +61 3 9654 3433

Email: info@eaa.edu.au

Fax: +61 3 9654 3455

Web: www.eaa.edu.au



EAA operates out of two locations, both within inner Melbourne. EAA's main campus (Head office) is at 17-35 Abbotsford Street, West Melbourne, VIC 3003. All administrative offices, as well as English and Automotive classes, are located at this address. The campus is easily accessible by road and by public transport. The closest train station is North Melbourne.

Our other campus is at 14/65 Mark Street, North Melbourne, Victoria 3051, Australia. All administrative offices, as well as most classes, are located at this address. This campus is also equipped with state of art facility for the Hospitality and Business courses. The campus is easily accessible by road and by public transport. The closest train station is Macaulay.

Contact Information and Emergency Contacts

Education Access Australia Main Contact Details

Accounts Manager: Waqas Sajwani

Mobile: (03) 9654 3433

VET Coordinator: Jeffrey Gunadasa

Mobile: (03) 9654 3433

International Student Support Team leader:

Name: Esther Mokoroa

Contact details: (03) 9654 3433

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHF) previously known as Department of Immigration and Border Protection (DIBP)

DHF or DIBP, Australia can be referred regarding visa inquiries. More information can be found on their website: <http://www.homeaffairs.gov.au> or Tel Dial: 131 881

Local Medical Centres:

EAA provides students referral contact information on matters that require more than general information and advice. If you need any assistance, please contact student administration who will be able to help you access the support you need. All information is treated confidentially, and special attention is given to the specific challenges that international students encounter when adjusting to a new cultural environment.

Medical

If you need a doctor and are not registered with one, then the nearest are:

Medical One

Level 3, 23 QV Terrace, 292 Swanston Street Melbourne VIC 3000

Tel: (03) 8663 7000 Website: www.medicalone.com.au

Swanston St Medical Centre

3/255 Bourke St, Melbourne VIC 3000

Tel: (03) 9205 7500 Web site: www.swanstonstreetmedicalcentre.com.au/

Collins St Medical Centre

7/267 Collins St, Melbourne VIC 3000

Tel: (03) 9654 6088 Website: www.collinsstmedicalcentre.com.au

Transport:

Public Transport Victoria (PTV) is committed to delivering quality customer service and helping to improve your travel experience. For up-to-date **public transport information**, view the **information** on this website, visit our Hubs or call 1800 800 007.

Customer service - Public Transport Victoria: <https://www.ptv.vic.gov.au/customer-service>

Local taxi companies

1. **Silver top Taxi:** <https://www.silvertop.com.au/>

Taxi and Cabs Melbourne service. Book a **taxi** online or call 131008.

2. **13CABS:** www.13cabs.com.au/Bookings/Taxi

Book 13CABS Online or Download The App - Melbourne Wide Service

Public Facilities:

ATMs - Wespac:

1. Located in: Queen Victoria Market, Address: 513 Elizabeth St, Melbourne VIC 3000
2. Located at 142 Elizabeth St, Melbourne VIC 3000

At ATM - Smart Deposit, Disabled access, Audio ATM, Access 24 hours

Post Offices

Post offices are open from 9:00am until 5:00pm Monday to Friday and till noon on Saturday. The main post office in the Melbourne CBD is situated at the corner of Elizabeth and Little Bourke Streets. There are also public pay phones opposite the post office, in Elizabeth Street.

Legal assistance

If you need legal assistance, you can contact any of these as per requirements:

Commonwealth Overseas Ombudsman (International Students)

Commonwealth Overseas Ombudsman (International Students) is an independent external body to hear overseas student' appeals and complaints. Information about commonwealth overseas ombudsman appeals and complaints procedures can be found on: <http://ombudsman.gov.au>

Victorian Legal Aid www.legalaid.vic.gov.au

Call 1300 792 387, weekdays from 8.45 am to 5.15 pm for free information about the law and the services available that you can access that can help you.

Australian Skills Quality Authority

The ASQA is responsible for the regulation of Registered Training Organisations (RTOs) in Victoria. You can find information at: <https://www.asqa.gov.au/students>

They will investigate complaints about the:

- quality of training at the RTO (for example training is too short, disorganised, not relevant)
- way RTO assesses the students
- qualifications of trainers/assessors
- quality of staff, facilities, equipment and materials.

Courses Provided by Education Access Australia

Education Access Australia offers the following courses:

- SIT30816 Certificate III in Commercial Cookery
- SIT31016 Certificate III in Patisserie
- SIT40516 Certificate IV in Commercial Cookery
- SIT40716 Certificate IV in Patisserie
- SIT50416 Diploma of Hospitality Management
- SIT60316 Advanced Diploma of Hospitality Management
- AUR30312 Certificate III in Automotive Electrical Technology
- AUR30612 Certificate III in Light Vehicle Mechanical Technology
- AUR40212 Certificate IV in Automotive Mechanical Diagnosis
- AUR50212 Diploma of Automotive Technology
- BSB60215 Advanced Diploma of Business
- BSB61015 Advanced Diploma of Leadership and Management
- BSB51915 Diploma of Leadership and Management
- BSB50215 Diploma of Business
- BSB40215 Certificate IV in Business
- 22250VIC Certificate I in EAL (Access)
- 22251VIC Certificate II in EAL (Access)
- 22253VIC Certificate III in EAL (Access)
- 22256VIC Certificate IV in EAL (Access)

More information about any of the courses above, including up to date fees and charges, can be found in our course information brochures. Website: <https://www.eaa.edu.au/index.php/courses>

ADMISSIONS AND ENROLMENT

Education Access Australia accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. To apply to enroll in a course, you must complete an Application for Enrolment Form. Applications for admission for students on a student visa must be made using the Application for enrolment - international students. Students must complete the Application for enrolment and send the completed application to EAA along with supporting documents. Completed Application for enrolment is processed by EAA and the application assessed on the basis of the information supplied. The participants for each program offered by EAA will be selected in a manner that reflects access and equity principles. Completion of the Application for enrolment does not imply that EAA will make an offer to the student. When prospective students apply to enter EAA to study, the following procedure applies:

All international students should be able to meet the English requirements as required under the assessment level and country of passport of the student by Department of Immigration and Border Protection (DIBP). EAA accepts the results from International English Language Test Score (IELTS), PTE Academic Entry or the Test of English as a Foreign Language (TOEFL) as below.

IELTS (Academic Module)	TOEFL (Paper Based)	TOEFL (Internet Based)	PTE Academic
Overall band score of 5.5	527	46	42

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English-speaking country.
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- You have completed the College English Placement Test.

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit.

Once you have completed your Application for Enrolment form and gathered all the necessary documentary evidence, send it to EAA Admissions Officer: admissions@eaa.edu.au. You will be contacted within 30 days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent a letter of offer and written agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, payment of fees and for international students who are under 18, approved accommodation and welfare arrangements (see section below). Before you arrive, you will also need to complete an Enrolment Form which will be provided to you.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

If a student is exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <http://www.border.gov.au/Trav/Stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Education Access Australia and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

Melbourne International Airport

Tullamarine Airport, is the primary airport serving the city of Melbourne.

Address: Departure Drive, Melbourne Airport VIC 3045

Phone: (03) 9297 1600

Web: <http://melbourneairport.com.au/>

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Education Access Australia at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at: www.aqis.gov.au

ARRIVING IN AUSTRALIA

Arriving/Departing at Melbourne Airport (Tullamarine)

Melbourne's main airport at Tullamarine is located 23kms from the CBD with the journey taking from 20 to 35 minutes depending on traffic.

On arrival, you will find many transport options (see below) and information access points in the terminals. All terminals are close or adjoin each other and you will not need to get a bus to go to other terminals.

The below is a short summary of the main transport options and prices to the city centre:

Taxi: \$55 - \$65 (up to four people) - 20 - 40 mins.

Skybus: \$19 per person - 20 - 40 mins.

Starbus, VHA Airport Shuttle: \$18 - \$25 per person - 20 - 40 mins.

Public Transport: \$4 + \$6 for Myki - 70 - 90 mins.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

International Students in Australia

Insider guides welcome course is a free 2-week email course that will welcome, prepare and help you enjoy your new home like a local.

You will receive our most popular, useful and engaging content right to your inbox. The content is written by locals, international students and experts, and we understand what you're looking for when you first arrive.

This course covers topics such as:

- Arranging the essentials like phone, bank account and Tax File Number
- Choosing the right accommodation
- Exploring your new city
- Transport
- Preparing for study
- Working in Australia
- Making friends and socialising
- Health and wellbeing

To register go to: <http://insiderguides.com.au/insider-guides-welcome-course/>

CITY OF MELBOURNE INTERNATIONAL STUDENT WELCOME DESK

International students who will be living or studying in Melbourne are encouraged to visit the City of Melbourne's Student Welcome Desk at Melbourne Airport is your one-stop shop for information and advice. The desk is located at Travelers' Information Service, International Arrivals Hall, Ground Floor, Terminal 2, Melbourne Airport. It is open 7am to midnight, seven days a week.

The friendly staff can provide you with:

- information on temporary accommodation options – YHA has great deals for new students
- transport options from the airport to central Melbourne or your educational institution – if you haven't booked with your education provider, Skybus is the best option
- general information you may need upon arrival
- a free welcome pack with information on:
 - how to use Melbourne's public transport and Myki ticket system
 - the latest Vodafone phone and internet options, and a sim card to get you connected straight away
 - our recommendations for shopping, cafes and entertainment in Melbourne
 - how to find employment, plus information on tax and banking in Australia
 - our welcome desk accommodation partners' information and advice.
- Some staff can speak languages other than English.

International Student Events in your city: <http://insiderguides.com.au/international-student-events-city/>

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. For information on student specific and rental accommodation options in Melbourne, or where to get assistance in finding accommodation, please see the link Accommodation in Melbourne guide:

<http://www.melbourne.vic.gov.au/sitecollectiondocuments/students-accommodation-in-melbourne.pdf>

There are a range of long-term accommodation options for international students.

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as residents. Review the information below about renting and tenants' rights. Consumer Affairs Victoria has a specific page for international students at: <https://www.consumer.vic.gov.au/internationalstudents>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.homeaffairs.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD\$80 to AUD\$120 per day
- Family day care AUD\$6 to AUD\$10 per hour
- Nannies AUD\$20 to AUD\$30 per hour
- Au pairs (living in your home) AUD\$200 to AUD\$250 per week

Find out more at: Childcare in Victoria, Australia - Live in Victoria

www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare

For school children at a Government public school, current costs range from AUD\$40 and AUD\$2,200 for indicate school year and provide costs for all school years as costs vary depending on the school year. For students attending private school's fees vary depending on the school.

<https://www.goodschools.com.au/start-here/financing-your-childs-education/school-fees>

To find out more go to: <http://www.education.vic.gov.au/school/parents/financial/Pages/costs.aspx>

When you send your child to a government school, there may be some costs involved. Your child's school can ask for payments for the materials and services your child uses at school. You may also be asked to make a voluntary donation to support the school.

There are three categories of items or services that school councils can request payments for from you:

- essential education items, which you need to buy for your child or pay the school to buy for you, these can include stationery, text books and school uniforms
- optional extras, which are offered on a user-pays basis and you can choose whether or not your child will use, such as school magazines or extracurricular programs
- voluntary financial contributions, which your school may ask you to make.

School councils are responsible for developing and approving a policy for their school around fees and family contributions. This school-level policy must reflect the Department's policy and be given to parents and guardians.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical center's. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Immigration and Border Protection (DIBP). Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

- Prospective Student visa applicants and their family members must have access to the following funds to meet the living costs requirements.
- Student/guardian \$20,290
- Partner/spouse \$7,100
- Child \$3,040
- \$8,000 per year for schooling fee per child

The figures are approximate and up to date financial information can be obtained from <https://www.homeaffairs.gov.au> website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day and seven days a week. Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

FEES AND REFUNDS

Protection of fees paid in advance

Education Access Australia protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Education Access Australia does not require international students to pay more than 50% of course fees prior to course commencement. However, Education Access Australia provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Education Access Australia will require students to pay the full cost of the course prior to course commencement.
- Education Access Australia pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Fees and refund information

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first.

For international students, fee information is always provided prior to enrolment as per the requirements of the National Code 2018. Fee information provided to domestic and international students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Deposits and refund information and conditions relating to these
- The learners' rights as a consumer including any cooling off period

Refund information is outlined in the Student Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Agreement is received by Education Access Australia.

Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- Course fees include include one copy of the required text books and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to

purchase such materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement where applicable.

- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$30 per request.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pickups. These fees are at an additional cost as outlined in the Course Outline.

Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. Education Access Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will be reported to DET via PRISMS under student default.

Refunds

All course fees, include a non-refundable deposit / enrolment fee which is outlined on the Course Outline. The deposit is non-refundable except in the unlikely situation where Education Access Australia is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Education Access Australia in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Refunds – International students

For international students, eligibility for a refund will be assessed as follows:

Fee Refund Conditions	Refund Applicable
<p>For these refund conditions the terms</p> <ul style="list-style-type: none"> • “package of courses” means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE • “Fees” only means tuition fees not third party or ancillary fees such as admission fee, OSHC fee or resources fee. 	<p>For these refund conditions the terms</p> <ul style="list-style-type: none"> • “package of courses” means a sequence of one or more courses specified in the letter of offer for which CoE(s) have been issued. To avoid doubt where there is only one CoE, package of courses means that CoE • “Fees” only means tuition fees not third party or ancillary fees.
<p>1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department of Immigration & Border Protection (DIBP) for any reason,(Documentary evidence of visa refusal is required)</p>	<p>1. All fees paid in advance will be refunded, minus administration and processing charges of AUD\$500.00.</p>

2. If EAA receives a written notice of withdrawal more than 28 days before the agreed start date of the first course in the “ package of courses ”	2. The refund will be 25% of the fees paid in advance by the student for each and every course in the “ package of courses ” minus an administration and processing charge of AUD\$500.00.
3. If EAA receives a written notice of withdrawal more than 14 days but less than 28 days before the agreed start date of the first course in the “ package of courses ”	3. The refund will be 15% of the fees paid in advance by the student for each course in the “ package of courses ” minus an administration and processing charge of AUD\$500.00.
4. If written notice is received 14 days or less before the commencement date of the first course of the “ package of courses ”	4. There will be no refund of any fees paid in advance for each and every course in the “ package of courses ”.
5. If the student withdraws after the agreed start date of the first course in the “ package of courses ”	5. There will be no refund of any fees paid in advance for each and every course in the “ package of courses ”. Students will also have to pay the balance of any fees due for remainder of their current course of study.
6. If a student’s visa is cancelled due to their breach of international student visa conditions or EAA Policies and Procedures or Student Misbehaviour after the commencement of the first course in the “ package of courses ”	6. Maintaining the conditions of the visa grant and following EAA’s policies and procedures as agreed is the student’s responsibility. There will be no refund of any fees paid in advance for each and every course in the “ package of courses ”. Students will also have to pay the balance of any fees due for remainder of the current course of study.
7. At the time of enrolment any Credit Transfer(CT)/ Recognition of Prior Learning(RPL) will be discussed & granted after the student provides sufficient evidence,	7. If the Credit Transfer allows shortening of the duration of a specific course in the “ package of courses ” a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course in the “ package of courses ”
8. If a student’s visa expires whilst studying a “ package of courses ” and they are not able to complete their “ package of courses ” because their application for an extension of visa is not granted by DIBP	8. All unused fees paid in advance for each and every course in the “ package of courses ” minus administration and processing charges of AU\$500.00 will be refunded. Calculation of ‘unused fees’ is in accordance with applicable ESOS regulations.
9. If a student is granted a deferment or temporary suspension of studies after the commencement of a “ package of courses ”	9. EAA will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of EAA the student is deemed to have inactively withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and every course in the “ package of courses ”.

<p>10. In cases of Provider default. EAA <i>defaults</i>, in relation to an overseas student or intending overseas student and a course, if:</p> <p>either of the following occurs:</p> <ul style="list-style-type: none"> • EAA fails to start to provide the course to the student on the agreed starting day; • the course ceases to be provided to the student at any time after it starts but before it is completed; and • the student has not withdrawn before the default day. 	<p>10. Full refund of unused fees paid in advance. The calculation of ‘unused fees’ is in accordance with applicable ESOS regulations.</p>
--	--

Outcomes of refund decisions

Education Access Australia will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students will be advised that they may appeal the refund assessment following Education Access Australia's Complaints and Appeals Policy and Procedure.

Additional Fees and Charges (if required)

Education Access Australia provides details of fees for courses together with any additional charges in the written agreement that you signed at the commencement of your course.

<p>Re - Submission/ Re - Sit of assessment Task/s <i>All course fees include up to three (3) attempts per assessment task to meet requirements of the tasks and unit. The first 2 attempts will attract no fee. In cases where the 3-rd. attempt is required to satisfy requirements used as the evidence to determine competency for a unit, this will incur an additional fee as per the table. This fee covers the assessor marking and administrative costs required.</i></p>	<ul style="list-style-type: none"> ➤ Re - Sit Knowledge Test under supervision \$ 50 per item ➤ Re - Submit Assignment/Project Assessment - \$50 per item ➤ Re - Sit Practical Assessment - \$150 per task
<p>Re - Enrolment in Unit In cases where students need to repeat a unit or units to achieve competency a re- enrolment fee will be charged per unit. In these cases, the student has been deemed Not Yet Competent (NYC) and need to re-enrol and repeat the training & assessment for this unit or units.</p>	<ul style="list-style-type: none"> ➤ Re - Enrolment Full Unit of Competency Charges will be calculated from the applicable qualification tuition fee divided by the total number of units within the qualification to arrive at the unit price.
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.</p>	<p>\$100</p>
<p>Replacement textbooks The first copy of required text books and learning materials are included in course fees</p>	<p>At cost</p>
<p>Replacement Student ID Card</p>	<p>\$15</p>

In cases where a student has lost their ID card and needs a replacement a fee will apply	
Recognition of Prior Learning The application fee for RPL is payable up front. Pending the outcome of the RPL assessment process calculations for the remaining units of study will be calculated from the applicable qualification tuition fee divided by the total number of units within the qualification to arrive at the unit price and bring down the overall tuition fee with a reduced duration.	Application Fee \$100

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Education Access Australia can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Education Access Australia has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the head office.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Education Access Australia will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

ASSESSMENT

Your Course and Assessment

The training and assessment offered by Education Access Australia focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety.

Our course outlines include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments are to be submitted directly to the trainer/assessor.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be provided a 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your re-sit or resubmission and advised of the requirements and where applicable what you must include in your re-submission. This will incur an additional fee for students as identified in the fees and charges information.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will be given an overall outcome for the unit of Not Yet Competent (NYC). This will mean that you will then need to re-enroll in the unit/s and complete additional training and assessment to support you in achieving a Competent outcome. This will incur an additional fee for students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment. This does incur additional fees providing evidence is provided such as medical certificates in the case of illness.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Note students who fail to attend assessments or submit assessments by the due date with no evidence will be immediately marked as Not Satisfactory and will be at risk of an overall outcome for the unit of Not Yet Competent (NYC).

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Education Access Australia has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Computer and technology support.
- Referral to external support services.

Contact us at any time on (03) 9654 3433 to discuss your support needs.

International Student Support Officer:

Contact: Esther Mokoroa

Email: esther.m@eaa.edu.au

EAA students can access our range of support services by either contacting one of listed staff below or via email at info@eaa.edu.au

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us at (03) 9654 3433 for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

At times, it may be required to refer students to external support services to deal with their specific problems or situations. Staff engaged in the student support services will ensure that the students are referred to appropriate organisations and services.

Student support services staff can assist personally and provide with information on many issues such as:

- Accommodation including student's rights and responsibilities as a tenant
- Legal issues
- Going to court
- Resume preparation
- Appointments for counselling and welfare services
- Personal problem e.g. homesick, loneliness, harassment, bullying

These services will be provided at no additional cost to the student. If EAA refers the student to external support services, EAA will not charge for the referral.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The Victorian Equal Opportunity and Human Rights Commission.

Address: Level 3, 204 Lygon Street Carlton. Vic 3053

Office hours: Monday to Friday 9am to 5pm

Phone: 1300 891 848

Website: <https://www.humanrightscommission.vic.gov.au/>

Interpreters: 1300 152 494

Legal Aid Victoria

Address: 570 Bourke St, Melbourne VIC 3000

Phone: (03) 9269 0234

Website: <https://www.legalaid.vic.gov.au/contact-us>

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Education Access Australia will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Education Access Australia decision to report you to DIBP. However, an appeal will only be considered if Education Access Australia has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Education Access Australia is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not

be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance. In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance. You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

COURSE TRANSFER

Policy

- All decisions made by Education Access Australia with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- Education Access Australia will not knowingly enroll a student wishing to transfer from another registered provider's course unless one or more of the following conditions apply:
 - the student has completed six months of their principle course or course package;
 - the original registered provider has provided a written letter of release;
 - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Education Access Australia will not actively recruit a student enrolled with another provider before the student has completed six months of their principle course or course package.

2. Transferring to another registered provider

- For Education Access Australia students seeking to transfer to another registered provider's course of study, a letter of release from Education Access Australia is required. This will be granted in any of the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network.

- The student can provide evidence that his or her reasonable expectations about the current course are not being met.
- Where a student has provided evidence that he or she was misled by Education Access Australia or migration agent regarding the provider or its course which is in breach of the ESOS Act.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student’s progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
- The outcome of the student’s application for course transfer will be provided in writing within 10 working days of receipt of application.
- There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Education Access Australia’s *Fees and Refunds Policy and Procedures*.

3. Transferring to another course offered by Education Access Australia

- Students may transfer to another course offered by Education Access Australia in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within Education Access Australia will not be granted where:
 - The transfer may jeopardise the student’s progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.
- In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student’s application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student’s current course will be in accordance with Education Access Australia’s Fees and Refunds Policy and Procedure

4. Visa advice

All students who are either considering a course transfer, or have been granted a letter of release, will be advised that they must contact DIBP to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DIBP on 131881 or visit the following website: <http://www.border.gov.au/Trav/Stud/More/Changing-courses>

5. Appeals

Where the decision is made to refuse a course transfer or Education Access Australia does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Education Access Australia's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

6. Records

All records relating to internal course transfers will be kept on a student's file.

7. Publication

This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and via Education Access Australia's website at www.eaa.edu.au

DEFERRAL, SUSPENSION AND CANCELLATION

Policy

Deferral and suspension of studies

1. Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
2. When determining whether compassionate or compelling circumstances exist, Education Access Australia considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
3. A retrospective deferment or suspension may be justified if the student was unable to contact Education Access Australia because of a circumstance such as being involved in a car accident.
4. Where a student initiated deferral or suspension of enrolment is granted, Education Access Australia will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

5. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Education Access Australia Course Transfer Policy and Procedure.
6. Education Access Australia may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
7. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Education Access Australia Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

8. Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Education Access Australia will notify DET via PRISMS of the change in enrolment status.
9. Where a student accesses the Complaints and Appeals process, Education Access Australia will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
10. Students are referred to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.
11. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DIBP a new CoE or provide DIBP with evidence that he or she has accessed an external appeals process.
12. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Education Access Australia, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
13. Where Education Access Australia initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Education Access Australia's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
14. Students may choose to access an external appeals process as per Education Access Australia's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, Education Access Australia is not required to wait for the outcome of the external appeal before notifying DIBP of the change to the student's enrolment status.
15. In relation to suspension, Education Access Australia will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
16. Education Access Australia provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.
17. Student may access all relevant forms for deferral or suspension through Education Access Australia web site or by direct request.
18. Standards of behaviour required are outlined in the International Student Handbook.
19. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Education Access Australia will notify the Department of

Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site at www.border.gov.au or telephone 31 881 for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Education Access Australia, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Education Access Australia will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Education Access Australia will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor.

You can provide feedback to us by:

- Completing the student survey at the end of your course
- Submit website: <https://www.eaa.edu.au/index.php/feedback>
- Submit a Suggestions for Improvement Feedback form via reception

STUDENT CODE OF CONDUCT

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Education Access Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Education Access Australia on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Education Access Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Education Access Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Education Access Australia if any difficulties arise as part of their involvement in the program.
- Notify Education Access Australia if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Education Access Australia must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Education Access Australia has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Education Access Australia emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

Education Access Australia is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Education Access Australia will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Education Access Australia Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Education Access Australia aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Education Access Australia.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Education Access Australia provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

PRIVACY POLICY

Policy

1. Privacy Principles

Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

- Personal information is collected from individuals in order that Education Access Australia can carry out its business functions. Education Access Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, Education Access Australia complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the state in which the RTO operates.
- This means Education Access Australia ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Education Access Australia if they consider that their personal information has been mishandled.

2. Collection of information

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - for international students, current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
 - Information about any terminations for change to identity and duration of the course for international students
 - English language proficiency for international students, including the name of the test and the score received
 - visa information for international students, including the DIBP office where the visa application was made and current local DIBP office
 - passport information for international students including whether the student was in Australia when they became an accepted student
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - breaches of student visa conditions relating to attendance and/or course progress
 - fees and payment information
 - information required for the issuance of a USI.

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Education Access Australia upon enrolment. Alternatively, Education Access Australia can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Education Access Australia applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Education Access Australia will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes

- any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student’s consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Education Access Australia will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- Education Access Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Education Access Australia may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- The personal information about students enrolled in a Course with Education Access Australia may be shared with the Australian Government and designated authorities, such as ASQA (the RTO’s registering body) and its auditors, the USI Registrar (as per above), DET, TPS and DIBP, and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- Education Access Australia will not disclose an individual’s personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Education Access Australia believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Education Access Australia holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Education Access Australia holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Education Access Australia can do so by following Education Access Australia's *Complaints and Appeals Policy and Procedure*.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Education Access Australia holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Student Support Officer using the Access to Records Request Form which can be provided to you or you can access on the website: www.eaa.edu.au. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an Education Access Australia staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

Request for records to be amended

- Where an individual requests for incorrect records held about them to be corrected, they can do so by filling in an *Amendment to Records Request Form*.
- If it is a change of address or contact details of a current student, they can use the *Change of Details Form*.
- Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly.
- Do not update records if they are found to be correct already.

Advise the individual accordingly of the actions taken to follow up their request

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Education Access Australia will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form.

COMPLAINTS AND APPEALS POLICY

Policy

1. Nature of complaints and appeals

- Education Access Australia responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Education Access Australia.
 - Any student or client of Education Access Australia.
- Complaints may be made in relation to any of Education Access Australia's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student

- An appeal is a request for a decision made by Education Access Australia to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Education Access Australia

2. Principles of resolution

- Education Access Australia is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Education Access Australia ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Education Access Australia will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Timeframes for resolution

a) Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

b) Education Access Australia will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Education Access Australia's head office at 480 Elizabeth Street Melbourne, VIC 3004 attention to the Chief Executive Officer.
 - c) When making a complaint or appeal, provide as much information as possible to enable Education Access Australia to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.

- Your complaint or appeal will be acknowledged in writing within 3 business days and action will be taken towards addressing the complaint and appeal within 7 business days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Education Access Australia will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For international students, Education Access Australia will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Education Access Australia maintains the student's enrolment as follows:
 - If the appeal is against Education Access Australia's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Education Access Australia's decision to report.
 - If the appeal is against Education Access Australia's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Education Access Australia will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

7. Independent Parties

- Education Access Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Education Access Australia.
 - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>
 - Education Access Australia will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

- Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Education Access Australia's registering body, Australian Skills Quality Authority (ASQA).

d) ASQA can investigate complaints about Education Access Australia in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

e) For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:
 - **International students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

f) For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

- The Overseas Student Ombudsman (OSO)

International students may also complain to the OSO if their complaint is in relation to Education Access Australia:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Education Access Australia.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

9. Publication

This policy and procedure will be published in the Student Handbook and on Education Access Australia's website.

ISSUING OF CERTIFICATION DOCUMENTS

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Education Access Australia reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Education Access Australia is not permitted to do so by law.

Education Access Australia must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.

Refer to the current Fees, Charges and Refund Policy for the current fee.