



International Student Handbook

Education Access Australia

RTO ID: 21265 CRICOS ID: 02450B

Email: studentsupport@eaa.au

(03) 9654 3433

This page is intentionally blank.

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 specializes 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) 2025 and relevant guidelines related to Vocational Education and Training Package rules.

OUR OBLIGATION AS YOUR RTO

“As a Registered Training Organization (RTO) under ASQA, EAA must ensure the quality of all nationally recognized training and assessment we deliver. We comply at all times with the 2025 Standards for RTOs, which comprise the Outcome Standards, Compliance Requirements (including Fit and Proper Person and NRT Logo obligations) and the Credential Policy

These standards and the broader VET Quality Framework, along with the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018, underpin our operations. We have robust internal policies and systems to assure ongoing compliance and quality outcomes, and we participate in regular audits. We also ensure any third-party partners meet these obligations. In line with our compliance, EAA will promptly issue your qualification or statement of attainment within 30 days of you meeting course requirements (provided all fees are paid), and maintain records for at least 30 years. If ever you feel we have not met our obligations, you have the right to lodge a complaint as per our Complaints and Appeals Policy.”

Studying Locations

North Melbourne Campus

14/65 Mark Street,

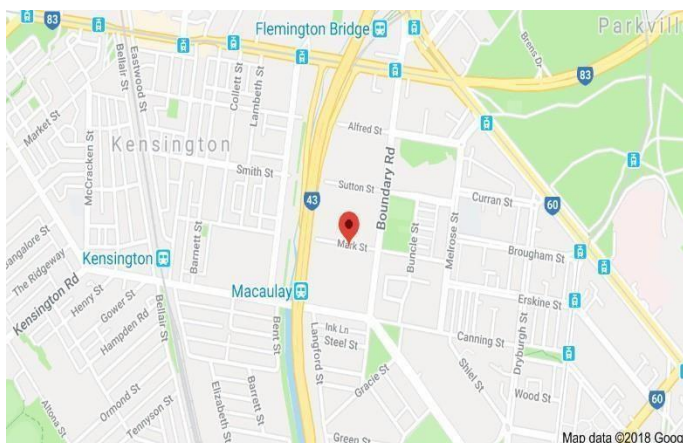
North Melbourne, VIC, 3051

Tel: +61 3 9654 3433

Email: info@eaa.edu.au

Fax: +61 3 9654 3455

Web: www.eaa.edu.au



South Melbourne Campus

51 Brady Street South Melbourne,

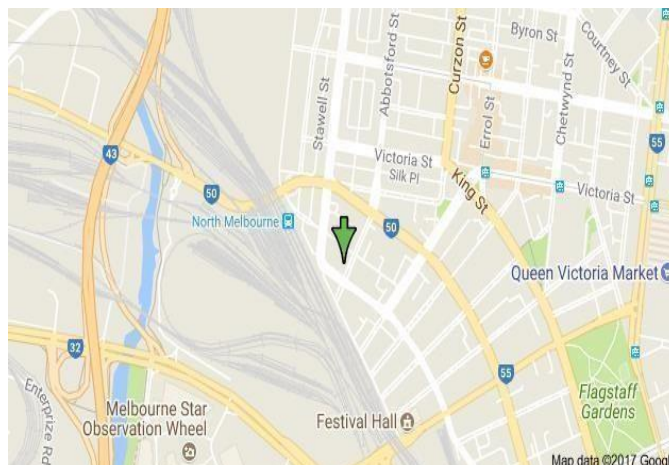
Vic, 3205

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 51 Brady Street South Melbourne, Vic 3205. All administrative offices, as well as automotive classes, are located at this address. The campus is easily accessible by road and by public transport.

Our other campus is at 14/65 Mark Street, North Melbourne, Victoria 3051, Australia. This campus is also equipped with state of art facility for the Construction 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: Hussain Tahir Ali

Mobile: (03) 9654 3433

International Student Support Team leader:

Name: Ryan Jain

Contact details: (03) 9654 3433

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

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

DHA 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 Centers:

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:

South Melbourne Medical Hub – GP Clinic South Melbourne

South Melbourne Medical Hub, Level 1/111 Cecil St, South Melbourne VIC 3205

Tel: (03) 9284 3400

Website: <https://southmelbournemedicalhub.com.au/>

Doctors of South Melbourne

145 Cecil St, South Melbourne VIC 3205

Tel: (03) 8579 6838

Web site: <https://www.doctorsofsouthmelbourne.com.au/>

Royal Park Medical

243-251 Flemington Rd, North Melbourne VIC 3051

Tel: (03) 8301 5500

Website: <https://royalparkmedical.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 route maps, timetables, and fare information:

-  www.ptv.vic.gov.au
-  Call PTV: 1800 800 007 (6am–midnight daily)

Taxi & Rideshare Services

Multiple transport options are available near campus:

- 13CABS – www.13cabs.com.au | Book via app or call 13 2227
- Uber – App-based rideshare with frequent coverage in South Melbourne & North Melbourne
- DiDi – <https://web.didiglobal.com/au/> | Affordable rideshare alternative

Public Facilities:

ATMs - Westpac:

1. Commonwealth Bank ATM – 93 Errol St, North Melbourne
2. NAB ATM – 109 Errol St
3. Commonwealth Bank ATM – 325 Clarendon St
4. ANZ ATM – Inside Woolworths, 263 Clarendon St

Post Offices

South Melbourne Post Office

 313 Clarendon Street, South Melbourne VIC 3205

 Mon–Fri 9:00am–5:00pm, Sat 9:00am–12:30pm

 Phone: 13 13 18

North Melbourne Post Office

 71 Errol Street, North Melbourne VIC 3051

 Open: Mon–Fri 9am–5pm

 Phone: 13 13 18

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 Organizations (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, disorganized, 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:

- AUR30620 Certificate III in Light Vehicle Mechanical Technology
- AUR40216 Certificate IV in Automotive Mechanical Diagnosis
- AUR50216 Diploma of Automotive Technology
- CPC30220 Certificate III in Carpentry
- CPC40120 Certificate IV in Building and Construction
- RII60520 Advanced Diploma of Civil Construction Design

More information about any of the courses above, can be found in the **Courses** section of our website.

Website: <https://eaa.edu.au/>

ADMISSIONS AND ENROLMENT

Education Access Australia (EAA) welcomes students from diverse backgrounds who meet the entry requirements for their chosen course. We are committed to providing transparent and accurate information to all prospective students so they can make informed decisions about their studies, in alignment with the 2025 Standards for RTOs and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Application Process

To apply for a course at EAA, international students must complete the Application for Enrolment – International Students form and provide all necessary supporting documents. These include:

- Verified copies of academic qualifications
- Passport identification pages
- English language proficiency test results (IELTS, PTE Academic, or equivalent, taken within the last 2 years)
- Any documents required to assess eligibility (e.g., work experience, additional certifications)

Applications are processed on a rolling basis. However, if a course reaches full capacity, students may be offered a place in the next available intake.

English Language Proficiency

Applicants must demonstrate that they meet the English language requirements for the intended course. This can be done through:

- A minimum IELTS (Academic) band score of 6.0, or PTE Academic score of 50
- Evidence of completing at least 6 months of study at Certificate IV level or higher in Australia
- Evidence of being educated for at least 5 years in an English-speaking country
- EAA's English Placement Test (if applicable)

If English proficiency cannot be demonstrated at the time of application, EAA may issue a conditional offer subject to successful completion of an English language program.

Pre-Training Review (PTR) Process

As part of our commitment to supporting student success, all applicants are required to complete a Pre-Training Review (PTR) Form at the time of enrolment. This review is used to assess:

- Academic suitability for the selected course
- Language, Literacy and Numeracy (LLN) skills
- Digital literacy (e.g., ability to use email, access online materials)
- Any needs for cultural, welfare or learning support

Once the completed PTR form is reviewed and the student appears suitable for the course, EAA will conduct a follow-up interview by phone or video call. During this conversation, the admissions team will assess the student's spoken English, communication skills, and comfort with basic technology used during the course. We will also identify if the student may benefit from additional support, such as English assistance, orientation services, or referrals to relevant support officers.

Only after confirming that the applicant is suited for the course and support arrangements are in place (if needed), will EAA issue a Letter of Offer and Written Agreement.

Letter of Offer and Acceptance

The Letter of Offer and Written Agreement outline:

- The full details of the course(s) including duration, start and end dates
- Fees and payment schedules
- Refund policy
- Student obligations, including maintaining visa conditions
- EAA's obligations under the ESOS Act 2000 and National Code 2018

Students must review, sign, and return the Written Agreement and make the required fee payment before an Electronic Confirmation of Enrolment (eCoE) can be issued.

Credit Transfer and Recognition of Prior Learning (RPL)

If a student has completed units of competency at another RTO or has relevant work or life experience, they may apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL). Applications must be supported by certified documents, such as transcripts or resumes. Students applying for CT or RPL will be informed of any fee adjustments or course duration changes resulting from the assessment. Where the duration of the course is reduced, EAA will notify the Department of Home Affairs via PRISMS.

For more information, refer to our Credit Transfer and RPL policy included in this handbook.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of letters and numbers that creates a lifetime record for an individual of all nationally recognized training undertaken in Australia. It enables students to access their training records and transcripts securely online through the USI portal.

Under the Student Identifiers Act 2014, all Registered Training Organizations (RTOs) must ensure they have a valid USI for any student enrolling in a nationally recognized training program. This requirement applies to all students, including international students studying in Australia.

How to provide or obtain a USI

To meet this requirement, you must either:

- Provide us with your existing USI, or
- Authorize EAA to create one on your behalf by submitting a completed consent form along with valid identification.

If you authorize EAA to create a USI on your behalf, we will request a form of ID (e.g., passport, visa, or Medicare card) solely for this purpose. Your identification document will be securely destroyed once the USI has been created and verified.

To create your own USI, visit the official USI website:

www.usi.gov.au/students

Important Notes:

- You cannot receive your qualification or statement of attainment unless a valid USI is recorded with EAA.
- If you are exempt from having a USI, your training outcomes will not be recorded in the national system and will not appear on authenticated VET transcripts issued by the national registrar. Exemptions are rare and generally apply only under specific privacy circumstances or where students meet exemption conditions approved by the Student Identifiers 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: [Search](#)

You will need:

- A valid passport
- Confirmation of Enrolment (eCoE)
- Evidence of Overseas Student Health Cover (OSHC)
- Proof of financial capacity
- Genuine Temporary Entrant (GTE) statement
- English language proficiency results

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. **EAA works with approved education agents and migration professionals who can assist with your visa application if needed.**

Please ensure that you allow sufficient time between visa lodgments and your course commencement date, as visa processing can take several weeks.

If your visa application is not approved, EAA will provide a full refund of your prepaid tuition fees (less any applicable administrative charges), in accordance with our Refund Policy.

VISA CONDITIONS

As a holder of a student visa (Subclass 500), you are required to meet the conditions outlined by the Department of Home Affairs (DHA). Breaches of visa conditions may lead to visa cancellation. Key obligations include:

- Maintaining satisfactory course progress and attendance
- Remaining enrolled in a CRICOS-registered course
- Notifying EAA of your current address in Australia within 7 days of arrival or any changes
- Maintaining approved Overseas Student Health Cover (OSHC)
- Completing your course within the time specified in your eCoE
- Not transferring to another education provider within the first 6 months of your principal course without an approved letter of release

Student visa holders can work up to 48 hours per fortnight during study periods and unlimited hours during scheduled breaks. Your primary purpose in Australia must remain study.

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)
- Health insurance details (OSHC certificate)
- Certified academic transcripts and qualifications
- Birth certificate and medical records (if applicable)

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

Upon arrival in Australia, you must complete an Incoming Passenger Card and declare any restricted goods, including food, medication, or plant material. Australia has strict biosecurity laws, and undeclared items can result in fines or prosecution.

Your passport and visa will be checked by Australian Border Force officers. Once cleared, collect your luggage and proceed through customs. If any baggage is lost or damaged, report it to the airline counter at the airport.

For more information on customs regulations, visit:

👉 www.abf.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 35minutes 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: \$25 per person - 20 - 40 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

https://www.internationalstudent.com/study_australia/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 socializing
- Health and wellbeing

To register go to: [International Student Guides - Insider Guides](#)

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, and 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, Sky bus 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: [Insider Guides - Insider Guides](#)

ACCOMMODATION

EAA recommends that you arrange temporary accommodation prior to arrival and look for long-term housing once settled in Melbourne. Options include:

- Private rental – Renting your own apartment/house
- Share house – Sharing with other students or tenants
- Homestay – Living with an Australian family
- Student accommodation – Managed facilities with student-focused services

It is important to understand your rights and responsibilities as a tenant. For guidance, visit:

 www.consumer.vic.gov.au/internationalstudents

EAA can provide referrals to accommodation services if needed.

BRINGING YOUR FAMILY WITH YOU

If you plan to bring your spouse, partner, or children under 18, you must:

- Include them in your visa application
- Ensure they have appropriate OSHC
- Enroll school-aged children in a local school (government or private)

Childcare and school fees apply and vary by provider. You should factor these costs into your financial planning. Common costs include:

- Childcare: AUD \$80–\$150 per day
- Government school tuition: AUD \$5,000–\$15,000 per year (dependent child of international student)

Visit:

🌐 www.education.vic.gov.au

HEALTH

In case of emergency, call 000 for ambulance, police, or fire services.

All international students must have Overseas Student Health Cover (OSHC) for the duration of their stay. This health insurance helps cover:

- Visits to the doctor (GP)
- Hospital treatment
- Emergency ambulance
- Prescription medicine (partial cost)

You may choose your own OSHC provider. Common providers include:

- BUPA: www.bupa.com.au
- Medibank: www.medibank.com.au
- NIB: www.nib.com.au

OSHC does not typically cover dental, optical, or physiotherapy unless you add extra cover.

WORKING IN AUSTRALIA

As an international student, you are allowed to work up to 48 hours per fortnight during your study term. There are no restrictions during scheduled course breaks.

Before working, you must apply for a Tax File Number (TFN) via the Australian Taxation Office (ATO):

🔗 www.ato.gov.au

Types of part-time jobs common for students include:

- Hospitality (cafes, restaurants, hotels)
- Retail (shops, supermarkets)
- Customer service and delivery
- Cleaning or warehouse work

Please note: work should not interfere with your studies. Maintaining satisfactory progress is a visa condition.

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 \$24,505
- Partner/spouse \$8,574
- Child \$3,670
- \$8,000-\$15000 per year for schooling fee per child

These figures are a minimum requirement. Actual living expenses may vary.

BUDGETING AND COST OF LIVING

A typical monthly budget may include:

Expense Type	Estimated Monthly Cost
Accommodation	AUD \$800–\$1,500
Food & Groceries	AUD \$300–\$600
Transport (Myki)	AUD \$150
Utilities & Internet	AUD \$100–\$200
Mobile Phone	AUD \$30–\$60
Personal Expenses	AUD \$200–\$400

EAA encourages students to create a budget and manage expenses wisely. For guidance, visit:

🔗 www.moneysmart.gov.au

TRANSPORT & BANKING

Public transport in Melbourne is managed by Public Transport Victoria (PTV). You will need a Myki card to travel by train, tram, or bus.

Visit: www.ptv.vic.gov.au

To open a bank account, you will need:

- Passport
- Visa
- Proof of enrolment
- Australian mobile number and address

Major Australian banks include Commonwealth Bank, NAB, ANZ, and Westpac.

FEES AND REFUNDS

Education Access Australia (EAA) maintains a transparent and fair fee structure in accordance with the 2025 Standards for RTOs, the ESOS Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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 **TRUST 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 “Outcome Standards under the 2025 Standards for RTOs”, 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 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 student’s to achieve the qualification or course in which they are enrolling. Course fees will clearly itemize tuition, as well as non-tuition fees.

- Course fees include includes 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 \$150 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 DHA 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. 20 working days refund period is standard and aligns with TPS and ASQA guidance.

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
For these refund conditions the terms • “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 or resources fee.	For these refund conditions the terms • “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 or resource fee.
1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/ Department of Home Affairs (DoHA) for any reason, (Documentary evidence of visa refusal is required)	1. All fees paid in advance will be refunded, minus administration and processing charges of AUD\$500.00.

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 Misbehavior after the commencement of the first course in the “package of courses”	6. 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 DoHA	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” .
10. In cases of Provider default. EAA <i>defaults</i> , in relation to an overseas student or intending overseas student and a course, if: either of the following occurs: - 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.	10. Full refund of unused fees paid in advance. The calculation of ‘unused fees’ is in accordance with applicable ESOS regulations.

Outcomes of refund decisions

- Submit a Withdrawal and Refund Request Form with supporting documents
- EAA reviews the request and supporting evidence within 10 working days
- A refund outcome letter is issued and emailed.
- If approved, the refund is processed to the original payer within 20 working days
- If you are dissatisfied with the outcome of your refund request, you may lodge a formal appeal. See the *Complaints and Appeals* section for details.

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.

Re - Submission/ Re - Sit of assessment Task/s All course fees include up to three (3) attempts per assessment task to meet requirements of the tasks and unit. The first attempts will attract no fee. In cases where the 2 nd and 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.	➤ Re - Sit Knowledge Test under supervision \$ 100 per item ➤ Re - Submit Assignment/Project Assessment - \$100 per item ➤ Re - Sit Practical Assessment - \$150per task
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-enroll and repeat the training & assessment for this unit or units.	➤ 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.
Re-issuing of test Amur 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.	\$150
Replacement textbooks The first copy of required text books and learning materials are included in course fees	At cost
Replacement Student ID Card In cases where a student has lost their ID card and needs a replacement a fee will apply	\$15

CREDIT TRANSFER (CT)

Credit Transfer (CT) is the formal recognition of prior learning completed through nationally recognized training, and may result in a reduced study load or shorter course duration.

Education Access Australia (EAA) may grant you credit toward your course if you have previously completed units of competency or modules that are equivalent to those in your current qualification. This applies where the units were completed at another Registered Training Organization (RTO) or authorized issuing organization, such as a TAFE or a university offering accredited VET training.

CT is not the same as Recognition of Prior Learning (RPL), which involves assessing informal learning or work experience.

How to Apply for Credit Transfer

- Complete the Credit Transfer Application Form
- Attach certified copies of your Statement of Attainment, Record of Results, or other relevant transcripts
- Submit your CT application preferably at the time of enrolment, though it can be submitted at any stage during your course

In some cases, you may be asked to provide additional information, such as subject outlines, to verify equivalency of training.

There is no cost to apply for Credit Transfer.

Notification and Impact

- All Credit Transfer applications are reviewed by qualified academic staff in accordance with the training package and 2025 RTO Standards
- You will be informed in writing of the outcome
- If Credit Transfer leads to a reduction in course duration, this change will be reflected in your Confirmation of Enrolment (eCoE) and reported to the Department of Home Affairs as required.
- In some cases, course fees may be adjusted accordingly, and this will be communicated to you in writing

Students are encouraged to apply for Credit Transfer early to avoid unnecessary repetition of content and to maximize their learning pathway efficiency.

ASSESSMENT

Your Course and Assessment

At Education Access Australia (EAA), all courses are delivered using a competency-based training and assessment model. This ensures you gain the knowledge, skills, and performance standards required to be job-ready in your field of study.

Each subject in your course is called a unit of competency. You must demonstrate that you can apply your knowledge and skills consistently to workplace standards across each unit. Courses may be made up of a single unit, a cluster of units, or an entire qualification.

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 start of each unit or cluster, your trainer/assessor will:

- Explain all assessment requirements, including tasks and deadlines
- Provide detailed instructions and criteria for each task
- Allow you to ask questions before starting the assessment

All assessment decisions are made by qualified assessors in line with national training package requirements and the RTO Credential Policy.

Submitting your assessments

You must:

- Submit each assessment task via Moodle as instructed
- Tick the checklist that includes your declaration that the submitted work is your own
- Retain a personal copy of all submitted work (EAA cannot return submissions as they are retained for compliance and audit purposes)

Please note: EAA will not be held responsible for any documents lost in transit or email. If a submission is lost and you have not retained a copy, you may be asked to re-submit.

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. Your trainer/assessor will:

- Provide written feedback through Moodle
- Outline the required changes or expectations
- Advise of the due date for resubmission or reattempt

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

EAA is committed to ensuring fair and equitable access to training and assessment for all students. If you have a disability, illness, or other condition affecting your ability to complete assessments, you may be eligible for a reasonable adjustment.

There is no charge for applying for or receiving a reasonable adjustment when supported by evidence such as:

- Medical certificates
- Specialist reports
- Disability Access Plans

Reasonable adjustments may include:

- Providing learner materials in alternate formats (e.g., large print, audio, colored paper)
- Allowing additional time to complete assessments
- Using oral questioning instead of written answers
- Adjusting the environment or equipment used
- Scheduling alternative assessment times

All reasonable adjustments must:

- Be requested by the student
- Be supported by documentation
- Be approved by EAA's academic team in consultation with the trainer/assessor

Students who fail to attend scheduled assessments or submit tasks by the due date without valid evidence will be marked Not Satisfactory, and risk being assessed as Not Yet Competent (NYC) for the unit.

Appealing assessment decisions

If you disagree with an assessment outcome, you have the right to appeal the decision.

Steps:

1. Informal resolution: Discuss the result with your trainer/assessor first.
2. Formal appeal: If unresolved, submit a Complaints and Appeals Form (available from Student Services or Moodle).
3. The appeal will be reviewed by an academic delegate not involved in the original decision.
4. A written outcome will be provided within 20 working days of submission.

For more details, refer to the Complaints and Appeals section of this handbook.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Education Access Australia (EAA) maintains a zero-tolerance policy for plagiarism, cheating, and collusion. All students are expected to demonstrate academic integrity by submitting original work that reflects their own skills and understanding. Using the work of others without appropriate referencing or assisting others in dishonest conduct is considered a breach of academic integrity and may result in disciplinary action.

Definitions

- Plagiarism: Submitting someone else's work, ideas, or data as your own without correct attribution
- Cheating: Dishonest behavior intended to gain unfair academic advantage (e.g. using unauthorized notes in assessments)
- Collusion: Working with one or more individuals to produce work that is submitted as your own

Use of Copyleaks Plagiarism Detection Software

EAA uses Copyleaks, an advanced plagiarism detection software, fully integrated into our Moodle learning platform, to maintain high standards of academic integrity.

When you submit an assessment on Moodle:

- Copyleaks will automatically scan your submission for similarities against internet content, academic databases, and other student submissions
- A similarity score is generated, and you will be able to view this score before final submission
- It is your responsibility to review the Copyleaks report, make any necessary corrections, and ensure that the content is appropriately rephrased, paraphrased, and referenced before the final submission deadline

You will also be guided through Moodle orientation training on how to use Copyleaks and check your score, as part of your induction.

Assessment Declaration

Each assessment must complete the Assessment Submission Checklist, confirming that:

- The work is entirely your own
- You have not copied, plagiarized, or colluded
- All sources are appropriately acknowledged

Submissions without the declaration will not be submitted.

Breach Investigation and Disciplinary Action

If you are suspected of plagiarism, cheating, or collusion:

1. You will be notified in writing of the allegation
2. You will be given an opportunity to respond and provide your explanation
3. If a breach is confirmed after review by the **Academic Integrity Committee** or relevant officer, appropriate disciplinary action will follow

Depending on the severity and recurrence, disciplinary actions may include:

- Requirement to resubmit the assessment

- A formal written warning
- Suspension or cancellation of your enrolment
- For international students, this may lead to a report to the Department of Home Affairs via PRISMS, potentially affecting your visa

All decisions will be recorded, and students will be advised in writing of the outcome. You have the right to appeal any decision through the Complaints and Appeals process outlined in this handbook.

Tips to Avoid Plagiarism

- Always paraphrase and write in your own words
- Use quotation marks when directly quoting and include the source
- Reference all materials properly using your course's required referencing style (e.g., APA)
- Do not copy content from the internet or classmates
- Attend academic support workshops offered by EAA to improve writing and referencing skills

Maintaining your academic integrity is essential for your success at EAA and in your professional career.

STUDENT ORIENTATION AND SUPPORT SERVICES

Education Access Australia (EAA) is committed to supporting every student's success and wellbeing through structured orientation and ongoing academic and personal support. We aim to ensure a smooth transition into life and study in Australia, and to empower you throughout your educational journey.

Orientation Program

All students must attend a compulsory orientation session prior to commencing their studies. The orientation includes training and information on:

- Internal and external student support services, including:
 - Academic and learning support
 - Student welfare and counselling referrals
 - Accommodation support
 - Career guidance and IT help
- Health, legal, emergency and safety services
- Introduction to Moodle, our Learning Management System (LMS), including how to:
 - Access learning materials and assessments
 - Submit tasks
 - Use Copyleaks plagiarism checker
 - Communicate with trainers
- Student visa conditions, including attendance and course progress requirements
- EAA policies and procedures, including:
 - Course deferral, suspension, cancellation, and transfer
 - Academic progress monitoring
 - Complaints and appeals procedures

Orientation is also an opportunity for us to identify your individual support needs using the Pre-Training Review (PTR) and enrolment form. Based on your responses, personalized support plans may be offered.

Academic and Learning Support

Our academic support services are designed to help all students, including those from non-English speaking backgrounds or those with identified learning needs.

Services available:

- One-on-one mentoring with qualified trainers (via phone or email)
- English language support and vocabulary development
- Study skills workshops, clubs, and learning circles
- Review and contextualization of learning materials
- Extra time or reasonable adjustment for assessments (as per evidence)

- Supplementary learning materials and exercises
- Supervised study groups and tutorials
- Job placement guidance (for courses with practical placements)
- IT and Moodle platform support
- Referral to community and professional services where needed

You can contact EAA Student Support Services at **(03) 9654 3433** or by email at studentsupport@eaa.edu.au.

International Student Support Officer:

Contact: Ryan Jain

Email: ryan.jain@eaa.edu.au

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

WELFARE SERVICES

EAA acknowledges the importance of mental, physical, emotional, social, and spiritual wellbeing, particularly for international students adjusting to a new environment. We offer welfare services directly and via referral to ensure you feel supported throughout your study experience.

Welfare support may include information or referrals for:

- Housing and accommodation
- General and mental health services
- Counselling and crisis intervention
- Legal and financial assistance
- Cultural and social adjustment
- Disability and accessibility support
- Religious and spiritual services
- Study stress and workload management

All EAA welfare services are provided free of charge, and referrals to external services are also at no cost to the student.

If you are experiencing difficulty of any kind, please call us on (03) 9654 3433 or visit the Student Support Officer at reception.

EXTERNAL SUPPORT SERVICES

At times, students may require specialist services outside of EAA's scope. Our trained student support staff can personally assist and refer students to trusted organizations for:

- Legal assistance
- Court and visa matters
- Accommodation rights and tenancy issues
- Resume writing and employment support
- Personal issues such as homesickness, anxiety, bullying, or cultural adaptation

Note: External support services are independent of EAA. While the referral itself is free, some organizations may charge for their services depending on the nature of the request.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <https://readingwritinghotline.edu.au/>

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.

Phone: 1300 292 153

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

Legal Aid Victoria

Address: 570 Bourke St, Melbourne VIC 3000

Phone: 1300 792 387

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

All international students studying with Education Access Australia (EAA) must maintain satisfactory course progress as a condition of their student visa. This requirement will be clearly explained during the orientation program, and students are expected to meet academic milestones as outlined in their training plan.

EAA monitors course progress for every student on a regular and systematic basis to ensure timely intervention and appropriate support.

Monitoring Course Progress

Course progress is monitored throughout each study period (typically a term or 10 weeks). Your academic performance is reviewed in line with:

- Unit completion rates
- Assessment outcomes (Satisfactory/Not Satisfactory)
- Participation in required learning activities and practical's.

If you are at risk of not meeting progress requirements, EAA will proactively intervene.

Academic Intervention Strategy

If your academic performance is unsatisfactory, the following steps will be taken:

1. First Warning Letter:

You will be issued a written notification advising that your progress is unsatisfactory. You will be invited to attend a meeting with the Student Support Officer or Academic Manager to discuss intervention strategies. These may include:

- Study skills support
- Academic mentoring
- English language assistance

- Reduced course load (if appropriate)
- Additional learning resources

2. Second Warning Letter:

If unsatisfactory progress continues despite support, a second formal warning will be issued, and you will be required to attend another meeting to discuss further support options and identify reasons for ongoing underperformance.

3. Intention to Report Letter:

If you continue not to meet satisfactory course progress in two consecutive study periods, EAA will issue a Notice of Intention to Report you to the Department of Home Affairs (DoHA) via PRISMS for breach of visa conditions related to academic progress.

DoHA will then make the final determination on your visa status.

Appealing a Course Progress Report

You have the right to appeal the decision to report you. Grounds for appeal include:

- Incorrect calculation of academic results or progress
- EAA has not implemented its academic or support policies fairly
- Compassionate or compelling circumstances affected your performance

Appeals must be lodged within 20 working days of receiving the Intention to Report letter. During this period, your enrolment will be maintained.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances may include, but are not limited to:

- Serious illness or injury supported by a medical certificate
- Bereavement of an immediate family member (e.g., parent, sibling, grandparent)
- Major political unrest or a natural disaster in your home country requiring emergency travel
- Witnessing or experiencing a traumatic event (supported by police or psychological reports)
- Delays in receiving your student visa, preventing timely course commencement
- Inability to enroll in a pre-requisite unit due to scheduling or availability issues

All claims must be supported by verifiable documentation (e.g., medical certificates, death certificates, police reports).

Attendance

As an international student at Education Access Australia (EAA), you are required to meet both course progress and attendance requirements as part of your student visa conditions under the ESOS Act and National Code.

EAA expects students to attend all scheduled classes to:

- Successfully engage in learning
- Demonstrate academic commitment
- Ensure compliance with visa requirements

You must maintain a minimum attendance of 80% across your scheduled contact hours for each term/study period.

Monitoring and Recording Attendance

- Attendance is recorded for every scheduled class session
- Attendance records are maintained and reviewed regularly
- Students who arrive more than 15 minutes late or leave early without approval may be marked as partially absent

EAA uses an internal Attendance Monitoring System to track and evaluate your attendance patterns. This data is reviewed weekly to ensure early intervention where needed.

Intervention Process

If your attendance falls below 90%, EAA will initiate support and intervention procedures, which may include:

1. First Warning Letter — A notice of concern with an invitation to attend a meeting to discuss reasons and offer support
2. Second Warning Letter — Issued if no improvement occurs, outlining the risk of non-compliance
3. Notice of Intention to Report (ITR) — If your attendance falls below 80% without acceptable justification, you may be reported to the Department of Home Affairs (DoHA) via PRISMS

Reporting Thresholds and Exceptions

EAA may not report students whose attendance falls between 70% and 80%, if:

- The student is achieving satisfactory course progress, and
- The student provides evidence of compassionate or compelling circumstances

Compassionate or Compelling Circumstances

EAA will consider non-reporting or intervention adjustments where documented, valid reasons exist beyond the student's control. These may include:

- Serious illness or injury (with medical certificate)
- Bereavement of a close family member
- Major political unrest or natural disaster affecting the student
- A traumatic event, such as witnessing an accident or being the victim of crime
- Delayed visa approval impacting attendance

All claims must be supported by official documentation and submitted as soon as possible.

Student Responsibilities

To maintain your enrolment and visa:

- Attend scheduled classes regularly
- Inform EAA immediately if you are unable to attend due to illness or personal emergency
- Submit a medical certificate or written explanation for absences
- Engage with support staff if contacted about low attendance

COURSE TRANSFER

Policy

Education Access Australia (EAA) supports students in achieving their academic and personal goals, including the right to request a transfer between courses or education providers. EAA is committed to handling all transfer requests fairly, transparently, and in line with the ESOS Act, the National Code 2018, and the 2025 RTO Standards.

1. Transferring from Another Registered Provider to EAA

As a CRICOS-registered provider, EAA will not knowingly enroll a student wishing to transfer from another registered provider unless one of the following conditions applies:

- The student has completed six months of their principal course or course package
- The original provider issues a written Letter of Release
- The original provider or course is no longer registered
- A government sanction prevents the student from continuing their principal course
- A government sponsor (if applicable) supports the transfer in writing

EAA does not actively recruit students who have not completed the first six months of their principal course unless the above conditions are met.

2. Transferring from EAA to Another Registered Provider

Students currently enrolled at EAA may apply to transfer to another provider. A Letter of Release will be granted if one or more of the following apply:

- The new course:
 - Better matches the student's learning capabilities
 - Aligns more closely with their future career, study, or personal goals
 - Provides improved access to welfare, family, cultural or community support
- The student has valid evidence their expectations about EAA's course were not met
- The student was misled by EAA or an agent in breach of the ESOS Act

A transfer **will not be approved** if:

- It jeopardizes progression in a packaged course
- The student has only recently commenced and support services are still being delivered (a 4-week waiting period applies)
- The student is attempting to avoid being reported for academic or attendance issues

Requirements:

- A valid Letter of Offer from the receiving provider must be submitted
- EAA will assess and respond to the request within 10 working days
- No fee is charged for a Letter of Release
- Any applicable refunds or charges will follow EAA's Fees and Refunds Policy

3. Transferring Between Courses Within EAA

EAA students may apply to transfer to a different course offered by the institute. A transfer may be granted if:

- The new course:
 - Better matches the student's academic needs and personal goals
 - Is more suitable based on the student's learning capabilities
- The student's expectations about the current course were not met

A transfer **may be denied** if:

- It disrupts a structured packaged study plan
- The student recently commenced and support services are being implemented
- The request is made to avoid being reported for non-compliance

Process:

- Submit an Internal Course Transfer Application Form
- Outcome advised in writing within 10 working days
- Any additional fees or tuition adjustments will be handled per the Fees and Refunds Policy

4. Visa Advice

All students requesting a course transfer (either to or from EAA) will be advised to contact the Department of Home Affairs (DoHA) to determine if a new student visa is required.

Contact DoHA at 131 881 or visit:

🌐 <https://www.homeaffairs.gov.au>

5. Appeals Process

If a transfer request is refused or not processed within the 10-working-day timeframe, the student may lodge an appeal through EAA's Complaints and Appeals Process within 20 working days.

If the appeal is upheld, a Letter of Release will be granted without further delay.

6. Recordkeeping

All course transfer applications and outcomes (including reasons for approval/refusal) are documented and securely stored on the student's file in accordance with EAA's recordkeeping policies.

7. Publication and Access

This policy is:

- Provided to students in the International Student Handbook
- Available to prospective students before enrolment
- Published on the EAA website: 🌐 www.eaa.edu.au

DEFERRAL, SUSPENSION AND CANCELLATION

Education Access Australia (EAA) understands that there may be situations where a student's enrolment needs to be deferred, suspended, or cancelled. EAA's policy aims to protect student rights and ensure compliance with the ESOS Act and National Code of Practice for Providers of Education and Training to Overseas Students 2018.

All applications are assessed individually, and students are supported throughout the process.

1. Deferral or Suspension Initiated by the Student

Students may apply for deferral or temporary suspension of their studies due to compassionate or compelling circumstances. These may include:

- Serious illness or injury (with supporting medical documentation)
- Bereavement of a close family member
- Major political unrest or natural disaster in the home country
- A traumatic experience impacting the student's wellbeing
- Delay in receiving a student visa
- EAA not offering a pre-requisite unit

All applications must include supporting evidence. Retrospective applications may be accepted in exceptional situations, such as hospitalization or accident.

Approved deferrals/suspensions are limited to a maximum of 12 months. If additional time is required, a new application must be submitted for reassessment.

If a student does not return after the agreed period, enrolment will be cancelled.

2. Suspension or Cancellation Initiated by EAA

EAA may suspend or cancel a student's enrolment due to:

- Misconduct or breach of the Student Code of Conduct (e.g., plagiarism, threatening behavior)
- Unsatisfactory academic progress (as per Course Progress Policy)
- Poor attendance (as per Attendance Policy)
- Non-payment of fees

In such cases:

- Students will be notified in writing
- Students will have 20 working days to access the internal Complaints and Appeals process
- Records and supporting evidence will be kept on the student's file

In serious or urgent cases involving risk to health, safety, or welfare, EAA may suspend enrolment immediately (e.g., student missing, mental health crisis, criminal threat).

3. Change in Visa Status & Reporting to Government

Deferment, suspension, or cancellation of enrolment may affect a student's visa status.

EAA will report changes in enrolment status via PRISMS to the Department of Education and the Department of Home Affairs (DoHA).

Students are advised to:

- Visit www.homeaffairs.gov.au
- Call 131 881 for visa advice

- Contact their local DoHA office for personalized guidance

Key notes:

- Students must leave Australia, apply for a new visa, or obtain a new Confirmation of Enrolment (CoE) within 28 days of enrolment cancellation
- If the suspension lasts longer than 28 days, students are generally expected to return to their home country (unless special circumstances apply)
- Suspended enrolment periods are not included in attendance monitoring calculations

Academic Access During Suspension

If a student's suspension is under appeal or awaiting finalization:

- EAA may continue to provide access to learning materials
- If class attendance is not appropriate during the process, alternative academic work will be provided

Forms and Recordkeeping

- All forms relating to deferral, suspension, or cancellation are available on the EAA website or from reception
- Copies of all applications, evidence, and decisions will be securely stored in the student's file
- This policy is also covered in student orientation and published in the International Student Handbook

Your Feedback Matters

EAA values student and employer feedback as a key component of our continuous improvement process.

We encourage you to share your thoughts and help us improve our services.

We collect feedback from both students and employers to meet our obligations under the Australian Quality Training Framework (AQTF) and the Standards for RTOs 2025.

Ways to Provide Feedback

AQTF Learner Questionnaire:

- Issued to students during or at the completion of their course
- Measures satisfaction across areas like learning support, training quality, resources, and overall experience

AQTF Employer Questionnaire:

- Collected from employers involved in practical placement or work-based learning
- Assesses how well EAA's training prepares students for the workplace

NCVER Quality Indicator Survey:

- Managed by the National Centre for Vocational Education and Research (NCVER)
- Completed annually and submitted to the national regulator as part of RTO compliance reporting

Other Ways You Can Provide Feedback

- Submitting the Suggestions for Improvement Form available at reception

Your input helps us continuously improve the quality of our services, resources, teaching, and support systems. We thank you for your time and honesty in contributing to a better learning environment.

STUDENT CODE OF CONDUCT

1. Students' rights

All students have the right to:

- Be treated with respect, dignity, and fairness by all staff and fellow students
- Learn in a safe and inclusive environment free from harassment, bullying, or discrimination
- Access high-quality education and support services suited to your needs
- Receive clear and accurate information about your course, training, and assessments
- Access the student support services available to help you achieve your academic goals
- Have your privacy protected and your records handled in accordance with our Privacy Policy
- Make appeals and complaints without fear of retaliation, and to have them addressed fairly and promptly
- Provide feedback about the services you receive
- Be notified of changes to agreed services in a timely manner
- Be assessed fairly and given opportunities to demonstrate competency
- Access your records and results upon request

2. Students' responsibilities

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

- Treat others with respect and not engage in behavior that could offend, intimidate, or threaten
- Avoid any forms of discrimination, harassment, bullying, or victimization
- Respect EAA's facilities, equipment, and the property of others
- Follow all health and safety procedures, and immediately report any risks or incidents
- Maintain academic integrity: complete all assessments honestly and without plagiarism or collusion
- Notify EAA of any changes to your contact or personal details promptly
- Engage fully in your training, attend scheduled sessions, and communicate regularly with trainers
- Submit all required assessment tasks with a completed and signed Assessment Cover Sheet
- Notify EAA at least 12 hours in advance if you are unable to attend a session
- Make payments within agreed timeframes, where applicable
- Ask for help if you're experiencing difficulty with your course or personal circumstances

Failure to follow the Code of Conduct may result in disciplinary action, which could include suspension or cancellation of your enrolment.

LEGISLATION AND YOU

As an international student in Australia, you are protected by and must comply with a range of national legislation that governs your rights, responsibilities, and the quality of your education.

1. ESOS Framework

The Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018 ensure that international students receive:

- Quality education
- Accurate and transparent information
- Proper support and protection
- Fair grievance and complaints handling

To learn more, visit:

 <https://www.education.gov.au/esos-framework>

If you need help accessing this information, contact EAA directly.

2. Work Health and Safety (WHS)

Under the Work Health and Safety Act 2011, EAA is responsible for providing a safe learning environment. As a student, you must:

- Follow safety instructions from staff
- Report any hazards or unsafe conditions
- Seek help if you feel unwell or are injured on campus
- Keep shared spaces safe and tidy
- Not bring dangerous items to campus
- Avoid smoking or consuming alcohol on premises
- Follow evacuation procedures during emergencies

3. Anti-Harassment, Bullying, and Victimization

EAA has zero tolerance for:

- Harassment: Unwanted behavior that offends, humiliates, or intimidates
- Bullying: Verbal, physical, or psychological abuse
- Victimization: Treating someone unfairly because they made or supported a complaint

If you experience or witness any of these, you are encouraged to:

- Politely tell the person their behavior is unacceptable (if safe), and/or
- Lodge a formal complaint through EAA's Complaints and Appeals Procedure (outlined in this handbook)

4. Equal Opportunity and Access

EAA ensures all students:

- Have equal access to learning regardless of background
- Are treated fairly during recruitment, enrolment, and training
- Receive tailored support based on individual needs and goals
- Are given every opportunity to succeed in their training

5. National VET Regulator Act 2011

As a student of an RTO registered with the Australian Skills Quality Authority (ASQA), you are entitled to:

- High-quality, nationally recognized training
- Access to qualified trainers and well-maintained facilities
- Clear training plans and assessment guidelines
- Learning that improves your employment outcomes or enables future study

EAA is fully compliant with the Standards for RTOs 2025, ensuring you receive the best possible training and support.

PRIVACY POLICY

1. Overview and Privacy Principles

Education Access Australia (EAA) is committed to protecting the privacy of students and complying with the Privacy Act 1988, including the Australian Privacy Principles (APPs).

EAA only collects and stores personal information that is directly related to its training and regulatory obligations. This information is handled responsibly, securely, and transparently.

For further information, visit:

🔗 <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>

EAA ensures that all individuals:

- Are informed about why their information is collected, how it will be used, and who it may be disclosed to
- Can request access to their personal information at any time
- Can correct incorrect or outdated personal information
- Are protected from unauthorized direct marketing
- Can lodge complaints if their information is mishandled

2. Collection of Information

EAA collects personal information through enrolment forms, training records, assessments, and other interactions with students.

Information collected may include:

- Personal and contact details
- Employment information (where relevant)
- Academic history and qualifications
- Course information and progress details
- CRICOS code, enrolment dates, and deferral/suspension information (for international students)
- English proficiency evidence and visa/passport information
- Data on visa breaches, where applicable
- Disability, schooling, and demographic details (used for statistical reporting)
- Fee and payment details
- Information required for Unique Student Identifier (USI) creation

3. Unique Student Identifier (USI)

Under the Student Identifiers Act 2014, all students undertaking nationally recognized training must have a USI. If authorized, EAA may create a USI on behalf of a student. To do this, EAA must collect the following personal information:

- Full name, date of birth, gender, and contact details
- City and country of birth
- Identification document (used only for verification and securely destroyed afterward)

This information will be disclosed to the Student Identifiers Registrar and may be shared with:

- Government departments (for training and audit purposes)
- VET regulators and NCVER
- VET Admission Bodies, schools, previous RTOs
- Researchers (education-related only)
- Any authorized third party under law

Students who do not provide USI information cannot be issued qualifications or statements of attainment.

4. Storage and Use of Information

EAA stores personal information securely:

- Physical records are kept in locked cabinets
- Electronic records are maintained in secure systems with restricted staff access

Information is used for:

- Student administration and enrolment
- Managing training, assessment, and progression
- Certification and AQF issuance
- Ensuring compliance with CRICOS/ESOS and visa monitoring

Students may be contacted for internal marketing purposes, but they can opt out at any time. EAA does not share personal data with external marketing firms without express consent.

5. Disclosure of Information

Personal information may be shared with:

- ASQA, DET, the USI Registrar, TPS, DoHA, NCVER, and other authorized bodies
- Statutory authorities for compliance and audit purposes

EAA will only disclose information:

- With the student's consent
- When required by law or to prevent serious threat to life/health
- For lawful enforcement, auditing, or public revenue protection

Third parties who receive personal data from EAA must use it only for the purpose for which it was provided.

6. Access to and Correction of Records

Students may request access to:

- Their personal details, enrolment records, progress reports, and certification records

To do so:

- Complete a Request to Access Records Form
- Provide valid identification

There is no fee for access, but administrative fees may apply for physical copies. Records will be made available within 10 business days.

7. Privacy Complaints

If you believe your privacy has been breached or mishandled:

- Submit a complaint using EAA's Complaints and Appeals Policy and Procedure

All complaints will be handled fairly, promptly, and confidentially.

ACCESS TO YOUR RECORDS

Education Access Australia (EAA) is committed to ensuring that students have timely access to their personal records and academic history.

You may request to access or obtain a copy of the information that EAA holds about you, including:

- Personal details
- Enrolment and participation records
- Progress reports
- Statements of Attainment and qualifications

How to Access Your Records

To request access, you must:

- Submit a written request using the Access to Records Request Form
- The form is available via email or at: www.eaa.edu.au
- Submit it to the Student Support Officer

EAA will respond within **10 working days** with:

- Instructions to view records in person, or
- Confirmation that documents will be mailed to your registered home address

If you request to view records in person:

- You must present valid photo identification
- Access will be granted in the presence of an EAA staff member to ensure document integrity

Records will only be posted to the current address on file, so please ensure your contact details are up to date.

Ways We Provide Access to Records

- Photocopies of specific documents
- In-person access to your student file
- Digital access to current Statements of Attainment
- Any method appropriate for secure and verifiable delivery

You may request a Statement of Attainment by phone or email without needing to complete the Access Request Form.

Amending Your Records

If you believe any of your records are inaccurate, incomplete, or outdated, you may request a correction.

How to Request an Amendment

- Use the Amendment to Records Request Form
- For contact detail updates, submit the Change of Details Form

Upon receiving your request:

- EAA will assess whether the information is incorrect
- If verified, we will update the records and confirm the changes with you
- If the records are found to be correct, you will be notified with reasons for the decision

NOTIFYING YOU IF THINGS CHANGE

As a Registered Training Organization (RTO), Education Access Australia is required under the VET Quality Framework to keep you informed of any material changes to your course or training arrangements.

We will notify you as soon as practicable if there are changes such as:

- A change in ownership or management of the RTO
- Updates to third-party arrangements (new or cancelled partnerships)
- If the delivery of your course is disrupted, e.g. due to course cancellation, loss of registration, or inability to provide agreed services

How We Notify You

You may be contacted via:

- Email
- SMS
- Letter mailed to your current address

Please ensure that your contact details (address, phone, and email) are always up to date. You can update your details at any time by submitting a Change of Details Form, available via our website or from student services.

EAA will always aim to:

- Minimize disruption to your learning
- Offer alternative arrangements, teach-out options, or a transfer to another provider where possible
- Communicate clearly about how the changes affect you

COMPLAINTS AND APPEALS POLICY

1. Scope and Commitment

Education Access Australia (EAA) is committed to providing a transparent, accessible, and fair system for managing complaints and appeals from students and stakeholders. This policy ensures compliance with relevant standards and reflects our dedication to continuous improvement and student welfare.

This policy applies to:

- Any conduct involving EAA's staff, trainers, assessors, contractors, or agents
- Third-party providers delivering services on behalf of EAA
- Decisions or actions impacting student enrolment, support, assessments, and course outcomes

2. Definitions

- Complaint: A grievance about a service, decision, action, or behaviour by EAA, its staff, students, or representatives.
- Appeal: A formal request to review a decision made by EAA, including assessment outcomes, enrolment decisions, and complaint resolutions.

3. Principles of Resolution

- Complaints and appeals are managed in accordance with the principles of natural justice, confidentiality, and impartiality.
- All parties will be provided the opportunity to present their side of the issue.
- No individual will be disadvantaged for lodging a complaint or appeal.
- Processes are free of charge and timely, with a resolution aim of within 30 calendar days.
- Outcomes are documented, tracked, and used to inform continuous improvement.

4. How to Lodge a Complaint or Appeal

- Complaints and appeals must be submitted in writing using the Complaints and Appeals Form, available on our website or from Student Services.
- Send to:
 - Chief Executive Officer
 - Education Access Australia
 - 51 Brady Street, South Melbourne VIC 3205
 - ✉ info@eaa.edu.au

Include:

- Clear description of the issue and how it affected you
- Supporting evidence
- Steps taken to resolve the issue
- Your desired resolution

Complaints should be lodged as soon as possible after the incident. Appeals must be lodged within 30 calendar days of the decision.

You will receive written acknowledgement within 3 business days, and action will commence within 7 business days.

5. Resolution Process

- An impartial and independent senior staff member will review your submission.
- In assessment-related appeals, a different qualified assessor will review the outcome.
- Where third parties are involved, they will be notified and invited to respond.
- You may be accompanied by a support person throughout the process.
- All parties will be notified in writing of the outcome, including detailed reasoning.

If resolution exceeds 30 days, you will receive:

- A written explanation of the delay
- Weekly progress updates until finalization
-

6. Maintaining Enrolment Status During Appeals

- For international students, your enrolment will be maintained during internal appeal processes.

- If the appeal relates to unsatisfactory progress or attendance, enrolment is maintained until the external process is completed.
- If the appeal relates to misconduct, suspension, or cancellation, enrolment is maintained until the internal process is completed.

7. Independent External Review

If you are unsatisfied with the internal outcome, you may access an external appeals process.

For International Students: Overseas Students Ombudsman (OSO)

- Free and impartial dispute resolution
- Website: www.ombudsman.gov.au

Common issues reviewed:

- Enrolment refusals
- Course progress/attendance issues
- Visa-related course changes
- Fees and refunds
- Misconduct suspensions or cancellations

EAA will fully cooperate with OSO investigations and implement outcomes within 20 days of a formal recommendation.

8. Additional External Complaint Options

National Training Complaints Hotline

For general VET complaints

☎ 13 38 73 | ✉ ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

For complaints about training quality, assessment, or advertising

Website: <https://www.asqa.gov.au/>

9. Recordkeeping

- All complaints and appeals will be logged in the Complaints and Appeals Register.
- Documents will be stored securely in line with our Privacy Policy.

10. Publication and Access

This policy is published:

- In the International Student Handbook
- On the official EAA website: www.eaa.edu.au

ISSUING OF CERTIFICATION DOCUMENTS

Education Access Australia (EAA) is committed to issuing certification in a timely, accurate, and compliant manner. Students will be issued with certification that reflects their achievements in line with the **Australian Qualifications Framework (AQF)** and the **2025 Standards for RTOs**.

Issuance of AQF Qualifications and Statements of Attainment

Upon successful completion of:

- A full qualification, you will receive:
 - The formal qualification testamur, and
 - An official record of results listing the units of competency achieved
- Part of a qualification (e.g. in the case of withdrawal), you will receive:
 - A Statement of Attainment listing all completed and assessed units of competency

Note: A record of results is only provided with a Statement of Attainment if requested.

Conditions for Certification

- Certification documents will be issued within 30 calendar days of the:
 - Completion of your training and assessment requirements
 - Finalization of all results by the assessor
 - Payment of all outstanding fees, unless otherwise required by law
- EAA must have a valid Unique Student Identifier (USI) for you on record.
- We are legally unable to issue a qualification or Statement of Attainment without a valid USI, unless you are exempted under the Student Identifiers Act 2014.

Re-Issuing Qualifications or Statements of Attainment

Education Access Australia maintains secure records of all qualifications and Statements of Attainment for a minimum period of 30 years, in accordance with regulatory requirements.

If you require a re-issue of any of these documents, you may:

- Submit a Certification Re-Issue Request form to Student Services
- Provide valid identification to verify your identity

A re-issuance fee may apply. Please refer to the current Fees, Charges, and Refund Policy available on our website or through Student Services.

All re-issued certification documents will clearly state “Re-Issued” and include the original date of issue for compliance purposes.