



**Careers
Australia**

Our Experience - Your Education

Domestic Student Information Handbook

Careers Australia Institute of Training Pty Ltd. CRICOS Provider 03026K (QLD)
Careers Australia College of Healthcare. CRICOS Provider 02463G (SA), 03031B (QLD)
Careers Australia Institute of English Pty Ltd. CRICOS Provider 00979M (QLD)
Careers Australia Education Institute Pty Ltd. CRICOS Provider 03224D (Vic)

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NOTE: 'Careers Australia Group (CAG)' refers to Careers Australia College of Healthcare, Careers Australia Institute of English, Careers Australia Education Institute and Careers Australia Institute of Training.

Welcome to the Careers Australia Group

Careers Australia Group is one of the largest private education institutes in Australia. It is a modern, dynamic education institution with an established international focus. Our facilities and staff are world class, and academic and welfare support is central to our educational philosophy.

Careers Australia is closely linked with industry. Careers Australia identifies growth industry sectors requiring skilled workers and tailors its programs accordingly. The result is that Careers Australia constantly broadens its course profile and forms strategic partnerships with industry and universities.

Your choice of the right pathway to further study and University is a very important one as you prepare yourself for a career in today's changing world. This is where Careers Australia can help you - by providing the skills that are demanded by industry and a pathway for you to enter University programs in Australia.

With Training Centres located throughout Australia your study will be in some of the most tranquil and safest parts of the world.

When you commence your program at Careers Australia Institute of Training, Careers Australia Education Institute or Careers Australia College of Healthcare you will study in programs that are designed to meet the latest industry skill needs, as well as providing you with a seamless pathway to your University degree.

I invite you to join us and start your journey towards a successful career and a prosperous life.

Yours sincerely



Patrick McKendry
Chief Executive Officer
Careers Australia Group

1 Introduction

Enrolment in courses at Careers Australia is completed prior to the commencement date of the courses and a non-refundable deposit/enrolment fee must be paid to secure your enrolment. You will be notified of enrolment details specific to your course upon receipt of your deposit/enrolment fee being made.

Careers Australia does not accept students who have not enrolled prior to commencement of classes.

Orientation Day embraces an overview of the program, administration procedures, basic housekeeping issues and introductions to staff, as well as an opportunity for you to meet your fellow students.

It is expected that for every hour of class contact time and online contact time you will need to complete a minimum of one to two hours self study time in order to meet the program requirements. (13 hours class per week + 3 online hrs per week would require approximately an additional 15 hrs per week self-study time).

Careers Australia facilities operate between 8am and 8pm Monday to Friday.

2 Course fees, refunds and other financial issues

Fees include:

- Facility and program orientations
- Tuition, tutorials and lectures
- Study guides
- Authorised supported learning materials and compulsory textbooks (if applicable)
- Student counselling and support
- Student identification card
- Australian Goods and Services Tax (GST) where applicable to items listed above
- 1 copy of all completion documents (at completion or withdrawal/early exit as applicable)

Possible additional fees and charges

Description	Cost	CACH	CAIT	CAEI
Purchased from CAG - <i>*Students have the choice of acquiring these goods or services from an alternative supplier.</i>				
Replacement student ID	\$15	●	●	●
Replacement Log Book	\$15	●	●	●
Re-Issue of qualification or statement of attainment	\$20	●	●	●
Replacement safety glasses*	\$9		●	
Replacement hearing protection*	\$11		●	
Additional Nursing shirt (Uniform)*	\$25	●		●
Replacement Security Tag (Building access)	\$50	●	●	●
Replacement White Card	\$15		●	
Re-attendance of classes (if Fail)	Refer to course handbook	●		●
Recognition of Prior Learning application (if applicable) – Refer to the course handbook for unit costs	Refer to course handbook	●	●	●
Replacement Study Guides	\$5	●	●	●
Purchased from an Independent supplier				
Applicable Textbooks	Approx \$500	●	●	●
National Police Clearance Certificate (costs vary depending on the state of application)	Approx \$45	●		●

Students are advised to keep their receipts regarding education expenses for taxation purposes.

Students who are experiencing financial difficulties should speak with the Finance Officer, or College/Institute Management.

Careers Australia reserves the right to suspend a student's enrolment in the program when fees remain unpaid and to follow legal processes for monies outstanding. Suspension of enrolment will include the removal of access to College/Institute services, records of training, placement opportunities and online course access (if applicable). Please remember that during all placements, students will be working and **will not be paid** for this time. Therefore, careful budgeting is essential.

Overdue fees

All fees must be paid in advance of the Stage/Term of study to which they apply. Students will not be permitted to commence the relevant Stage/Term until all fees for that Stage/Term (plus any outstanding fees) are paid in full. Accounts consistently or significantly in arrears will be referred to a debt collection agency, and tuition will be withdrawn (students will not be permitted to attend any further classes or access any College/Institute services including assessment, online services and placements) until the overdue amount is paid in full.

Careers Australia will not issue a qualification or Statement of Attainment to any student who has overdue fees.

Careers Australia Domestic Student Refund Policy

Non VET FEE HELP Enabled Courses

Enrolment fees are not refundable.

Once a course/semester has commenced there are no refunds of course/semester fees.

Where a student withdraws from a course/semester before completion no refund is applicable. Careers Australia may at its discretion issue a non-transferable credit for the remainder of the course/semester fees.

If written advice of cancellation is received by Careers Australia more than 28 days prior to course/semester commencement, Careers Australia will make a full refund of tuition fees within 4 weeks of receipt of written cancellation advice.

If written cancellation is received by Careers Australia less than 28 days before the course/semester commencement, a cancellation fee of up to a maximum of ten percent of the paid tuition fee will be charged. Tuition fees will not be refunded if the course/semester is cancelled after the student has commenced his/her course/semester. Refunds will be made within 4 weeks of the written advice being received.

Careers Australia reserves the right to alter timetables and class locations without notice. Careers Australia reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Careers Australia will refund all course money within 2 weeks after the default day.

Full-time students are required to attend all scheduled classes and activities in class time and maintain academic progression. A student whose academic progression is not satisfactory may risk course termination. No refund will be provided in this instance.

Careers Australia reserves the right to withdraw all its services if the student's conduct disrupts the normal operation of classes. In this case no fee will be refunded.

Tuition fees are not transferable to another person or institution.

The student must agree to indemnify Careers Australia and/or its staff from any responsibility and/or claim for any possible injury, damage or loss during attendance at any Careers Australia program or activity arranged by Careers Australia. This agreement does not remove the right to take further action under Australia's consumer protection laws. The Careers Australia dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written Request for Refund to the Careers Australia Finance Officer within 10 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice. Request for Refund forms are available from Student Services.

Fees incurred by Careers Australia due to incorrect bank account details being supplied will be deducted from the refund payment.

VET FEE-HELP Enabled Courses

Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are, or would be, entitled to VET FEE-HELP assistance¹ enrolled in a VET FEE-HELP enabled course offered by Careers Australia.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

Refunds – students who are not eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are not entitled to VET FEE-HELP assistance² enrolled in a VET FEE-HELP enabled course offered by Careers Australia.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

Payment of Refunds

Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

Protection of student funds

¹ Australian citizens or permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study

² includes permanent residents (who are not permanent humanitarian visa holders) and New Zealand citizens

Careers Australia is a member of the Australian Council of Private Education and Training, Assurance Scheme and agrees to conform to the Memorandum of Articles of Association, the By-laws and the Code of Ethics.

Careers Australia College of Healthcare, as part of the Careers Australia Group, is the only entity with an Assurance Scheme for VET Fee Help students. Careers Australia College of Healthcare students can access the Statement of VET Tuition Assurance from the website –

<http://www.careersaustralia.edu.au/domestic/vet-fee-help.html>

Compulsory additional costs and refunds

Compulsory additional costs are payable by the student as and when they are required, and in all cases are excluded from refund amounts due.

3 Recognition of Prior Learning (RPL)

During your lifetime, you have gained knowledge and developed skills. You may have previously worked either full or part time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended other training courses.

Your current knowledge and skills may be relevant to the course you are wishing to enroll in. Each unit you study is made up of various elements and competency outcomes. Each one consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, your knowledge and skills are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time and at less cost.

Applying for RPL

The application for RPL is an assessment just like any other assessment you may undergo while you are a student with the Institute. It is, therefore, not to be taken lightly. However, if you look at the **advantages** in undertaking this process, the time may be well spent.

You are able to apply for RPL for one unit or several units of competencies using the RPL process. You must be able to support your application with documentary evidence.

If you believe that you already have competencies in the course you apply for, contact Student Services for an RPL application.

What are the implications for tuition fees?

Students who are successful in obtaining RPL will have their tuition fees adjusted on a nominal hour basis depending on the subject length. RPL attracts a charge, please refer to the course handbook for the cost per unit.

Credit Transfer (CT)

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study.

The purpose of Credit Transfer is to make it easier for students to move between courses and institutions. This gives people more opportunities to fulfil their potential and respond to changing employment needs. It means a student can gain credit for previous study and complete current qualifications more quickly.

Credit transfer allows students to count relevant, successfully completed studies at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward their current course of qualifications.

To apply for Credit Transfer for units of competency, submit a certified copy of qualification or statement of attainment to your educator.

4 Student Matters

Language, literacy and numeracy

Careers Australia recognizes the diverse learning experiences of students especially regarding language, literacy and numerical needs.

We support individual learning needs, utilizing specialized staff and other organisations for specialized support. If at any time in the course you feel you would like further assistance, please speak to your educator who can arrange the appropriate support.

Code of behaviour

While at, or when representing Careers Australia, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students, clients and members of the general public.

Unacceptable behaviour can hinder the academic progress or work performance of others. Failure to observe these conditions will be considered unacceptable behaviour and will be treated accordingly.

Students should:

- respect the right of others
- respect differences and diversity
- respect people's right to privacy and confidentiality
- treat people in a fair and non-discriminatory way
- undertake studies in a diligent manner by attending all sessions, complete all requirements to the best of your ability and behave in a co-operative manner with other students and staff
- give requested feedback to other students and staff in a specific and sensitive way
- bring any matters requiring attention (such as learning concerns, accidents etc) to the notice of the Program Manager, the Head of School, or a delegate as soon as practicable, either personally or as outlined in the Occupational Health Safety and Welfare policy of Careers Australia
- all students must visibly wear their College/InstituteID (if issued) when entering, leaving or remaining on CAG premises.
- no food or drinks (excluding bottled water) are permitted in classrooms or teaching areas.
- all rubbish must be disposed of in the bins provided in the student common area.
- the following items are not to be used while in class:
 - mobile phones (these **MUST BE TURNED OFF**)
 - iPods or personal music devices
 - electronic equipment not approved by the CAG

Students can expect staff to:

- treat people in a fair and non-discriminatory way
- be professional in performing their duties
- respect the rights of others
- respect differences and diversity
- respect people's right to privacy and confidentiality
- be orientated to the premises, policies and practices of Careers Australia
- be supportive of your education
- give appropriate consultation about your progress
- give clear and specific feedback in assignments and if appropriate in subject sessions

Unacceptable behaviour includes:

- disobeying any reasonable direction by a Careers Australia staff member
- discrimination, harassment and victimization
- bullying and intimidation

- making racist or sexist comments
- behaving in a disruptive manner such as swearing or using offensive language
- viewing or distributing offensive material via the internet, email or other means
- illegal use of drugs or alcohol
- vandalism causing willful damage to the education centre
- endangering the safety of self or others

Consequences of unacceptable behaviour - disciplinary action will be taken:

- the educator may ask a student to leave the classroom, or refuse entry to a lecture room if behaviour is disruptive or dangerous
- a student may be suspended, or expelled, from the program for behaviour that threatens the safety of others, interferes with the duties of staff, or other student's study, or damages or threatens the Careers Australia education centre property.
- the police will be contacted where necessary.

Disciplinary procedures

Misconduct includes but is not limited to:

- theft
- fraud
- violence / assault
- discrimination, harassment, intimidation or victimization
- serious negligence including OH & S non compliance
- inappropriate staff/student relationships
- serious breach of confidentiality
- refusing to carry out lawful and reasonable instructions
- willful disobedience
- being affected by alcohol or drugs (both illegal and legal) during course hours in that their faculties are so impaired that they are unfit to undertake studies or any other activities involved in the course
- serious misconduct may result in immediate termination from the course without refund.
- Academic misconduct

Misconduct may result in a meeting, formal counselling sessions or termination from the course without refund.

Suspension and Termination

Tuition may be suspended in the following instances:

- after counselling a student who fails to meet the academic requirements of the course
- counselling sessions are not attended
- course fees are not paid
- academic misconduct

Termination may occur if any of the above issues are unresolved or due to a gross breach of the student code. Students have the right to appeal a suspension or termination decision.

Academic misconduct

Careers Australia does not condone the practice of cheating or plagiarism.

Plagiarism has been **defined** as “the copying of sections of any published work without acknowledging the source”.

Cheating is defined as:

- handing in someone else’s work as your own (with or without the original authors knowledge)
- allowing someone to hand up your work as his or her own
- several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work; or
- using any part of someone else’s work without proper acknowledgement.
- Copying another student’s work during exam conditions

Academic misconduct means:

- presentation of data with respect to laboratory work, field trips or other work that has been copied, falsified or in other ways obtained improperly;
- inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline;
- providing assistance to a student in the presentation of individual work, where such assistance is not expressly permitted in the relevant Study Guide or Stage outline;
- falsification or misrepresentation of academic records;
- plagiarism, as defined above;
- other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

During the assessment process an educator may become aware of a potential academic misconduct issue. All instances of alleged academic misconduct will be referred to the Program Manager or the Head of School for investigation. Students will be given an opportunity to discuss an allegation of academic misconduct or plagiarism at a meeting of relevant parties. Students will be given the opportunity to have a support person present at the meeting. Based on evidence provided, the Program Manager, the Head of School, or a delegate will provide recommendations to the Managing Director and/or General Manager.

Where an educator believes that the action of a student may involve academic misconduct the Program Manager, the Head of School, or a delegate will notify the student within 5 working days and request that the student attend a meeting with the educator and Program Manager, the Head of School, or a delegate to discuss the matter. The meeting should occur within 14 days of the initial notification. Where the student is unable to attend the meeting, the discussion may occur via email or teleconference.

Where a student chooses not to participate, the Program Manager, the Head of School, or a delegate will immediately advise the General Manager who will then determine and take action.

Where the student does participate in the discussion, the student and the Program Manager, the Head of School, or a delegate may each elect to invite a nominee, or any staff member or student nominee, to be present at this meeting, or to participate in the email/teleconference discussion.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that no academic misconduct was involved, no further action will be taken and no record of the discussion will be placed in the student's file.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that the action of the student was an example of inadvertent academic misconduct, the student will be counselled by the Program Manager, the Head of School, or a delegate and will be permitted to resubmit the piece of assessment. The Program Manager, the Head of School, or a delegate will place a note to that effect in the student's file.

If, as a result of this discussion, the Program Manager, the Head of School, or a delegate concludes that the action of the student constitutes deliberate academic misconduct, the educator may determine the appropriate penalty which may be:

- failure, with a zero score, in the component of the course, a note in the student's file and a reprimand from the General Manager.
- failure in the course and suspension from the course for a period not exceeding one year;
- suspension from the College/Institute for a period not exceeding three years;
- expulsion from the College/Institute.

The Program Manager, the Head of School, or a delegate will prepare a written statement setting out the findings on the facts, referring to the evidence or other material on which the findings were based. This statement is to indicate any penalty/ies to be applied. This statement will be forwarded to the General Manager.

The Program Manager, the Head of School, or a delegate will, within 10 working days, provide a copy of the report to the student and the General Manager and a copy of the report will be added to the student record.

Where the Program Manager, the Head of School, or a delegate concludes that the case involves deliberate academic misconduct and either:

- the student does not admit to academic misconduct; or
- the student does not agree to accept the penalty;

The Principal Educator/Program Manager, the Head of School, or a delegate shall advise the General Manager who will conduct an initial inquiry following the procedures outlined above.

The student has the right of appeal against the decision of the inquiry and may appeal in writing to the General Manager. See the Complaints, Academic Appeals and Appeals policy for further information.

With the exception of placements, students may continue their program of study pending the outcome of an appeal, but may be required to amend their enrolment if the appeal is denied, and the course was a prerequisite for courses in which they are currently enrolled. The student's transcript will record suspension (only during the period of suspension) or expulsion.

The investigation and outcome of any allegation will be recorded as a College/Institute Report event on the Student Information System for all students concerned.

Complaints, Academic Appeals and Appeals Policy

'Careers Australia Group (CAG)' refers to Careers Australia College of Healthcare, Careers Australia Institute of English, Careers Australia Education Institute and Careers Australia Institute of Training.

Careers Australia Group seeks to continuously provide a high quality education and training service in which all are encouraged to strive for excellence and fulfil their potential. It is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

This policy is designed to cover all complainants including:

- Individuals who are, or would be, entitled to VET FEE-HELP assistance (Australian citizens or permanent humanitarian visa holders who are resident in Australia for the duration of a VET unit of study);
- Individuals who are not eligible for VET FEE-HELP assistance (permanent residents who are not permanent humanitarian visa holders and New Zealand citizens);
- Individuals who are classified as international students as defined by the *Education Services for Overseas Students Act 2000* (who are not eligible for VET FEE-HELP assistance).
- Individuals who are classified as Trainees under a contract of training (who are not eligible for VET FEE HELP assistance).

In relation to non-academic grievances, the term "complainant" applies to both current students of Careers Australia and persons seeking to enrol who are or would be entitled to VET Fee Help with the Careers Australia.

These grievance procedures will be made available to complainants regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence.

Trainees under a contract of training should seek advice from the relevant government department in their State about their rights and responsibilities.

This policy also applies to Industry representatives and CAG staff.

Complainants can choose to utilise resources outside Careers Australia Group to resolve their complaint. Complaints managed by CAG are not charged however, if an external mediation service is required this service will be charged. See External Mediation Services.

A complaint can be defined as a student's expression of dissatisfaction with any aspect of Careers Australia services and activities, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Involve the minimum number of people possible

All students and staff are to be informed of the complaint resolution procedures. The focus for resolution will be on issues rather than individuals. Students and staff are to be protected from victimisation. Natural justice principles will be used to ensure procedural fairness.

A complainant has the right to withdraw the complaint at any stage.

Where a complainant is a current student, their enrolment must be maintained while the complaints and appeals process is ongoing.

Process

There are two types of complaint: Informal and Formal. Students, Industry Representatives and Staff may choose either process. Specific procedures for Staff, Industry and Student complaints resolution should be referred to as each circumstance indicates.

During all stages of this procedure Careers Australia will take all steps to ensure that:

- the complainant and any respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Careers Australia will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
- there is no cost to the complainant during the internal stages of this complaints procedure. International students must pay a \$200 lodgement fee to ACPET to lodge an external appeal.

Informal complaint

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the General Manager of Careers Australia Group. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

The complaints process will commence within 10 days of the receipt of the complaint.

Formal complaint

Complainants may make a formal complaint by forwarding a signed written complaint to the General Manager of Careers Australia Group within three months of the incident.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the General Manager) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

The complaints process will commence within 10 days of the receipt of the written complaint. The General Manager will forward the complaint to the most appropriate person who will be known as the Nominee to assist the effective and rapid resolution of the complaint. The Nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

The Nominee will then endeavour to resolve the complaint and provide a written report to the complainant on the steps taken to address the complaint, including the reasons for the decision, within ten working

days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal complaint.

Academic appeals

All students have the right to make an academic appeal. Where a student is dissatisfied with the assessment of an assignment and/or an examination result, the student should discuss this informally in the first instance with their Educator. At all times, parties to the appeal may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner.

Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Educator.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the relevant Head of School or Operations Manager within twenty (20) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received and investigation of the appeal will commence within ten (10) working day of the appeal being lodged.

The relevant Head of School or Operations Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation.

The relevant Head of School or Operations Manager will make the final decision on all formal academic appeals.

All parties involved in any formal academic appeal will be advised in writing of the outcome and the reasons for the decision reached within twenty (20) working days of the date of the appeal. Any academic appeal will be completed within twenty (20) working days of the date of lodgment of the appeal.

If a student's formal academic appeal is successful the academic result will be amended.

A student whose formal academic appeal is not upheld by the relevant Head of School or Operations Manager will be advised in writing of the option to access the appeals procedure.

Non-academic Appeals process

If a complainant is dissatisfied with the outcome of their formal complaint or academic appeal they may lodge an appeal with the General Manager by calling Careers Australia on 1300 887 696.

CAG provides the right of appeal against decisions made following the resolution or completed investigation of a complaint or academic appeal, whether informal or formal or a breach of CAG Policy. At all times, parties to the appeal may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so. Investigation into the appeal will commence within ten (10) working days of the lodgement of the appeal.

An appeal must be lodged in writing within twenty (20) working days of the date of notification of the original decision and the appeal will be finalised within twenty (20) working days of the date of the lodgement of the appeal. Any appeal must set out the grounds for the appeal. The General Manager or nominee may convene an Appeals Panel to assess the appeal, and act as Chairperson. In addition to the Chair, an Appeals Panel will consist of at least 2 academic staff of CAG and not less than 1 student counsellor.

Non-academic appeals may not require the convening of an Appeals Panel; however the General Manager may seek the input of suitably qualified College/Institute staff who are independent of the grounds of the appeal. Where the grounds of an appeal involves statutory issues such as harassment or discrimination the General Manager, Quality and Systems will participate in the appeals process.

The appellant will be notified in writing of the outcome of the appeal outlining the reasons for the decision within twenty (20) working days of the date of lodgement of the appeal. The report will further advise the appellant of their right to access the external mediation process if they are not satisfied with the outcome of their appeal.

External mediation services

Should a complaint or appeal not be resolved using the CAG complaints, academic appeals and appeals process, then impartial mediation by an external mediator is available. Contact with the mediator should be initiated by the student in all cases.

Students studying in South Australia.

South Australian students are advised to contact the Office of the Training Advocate (OTA) on 1800 006 488. The OTA responds to questions or concerns about the vocational education and training system in South Australia and can help by providing information about vocational education and training and investigating complaints. The OTA will either agree to act on the students behalf or refer students to the appropriate jurisdiction for assistance eg: Equal Opportunity Commission.

Students studying in Queensland

Queensland students may contact ACPET (see information below) or the Dispute Resolution Branch of the Department of Justice and Attorney-General. This is a free non-legal resolution service.

Contact details for the Brisbane Dispute Resolution Centre:

Level 1, Brisbane Magistrates Court,

363 George Street

Brisbane QLD 4000

Tel: +61 7 3239 6269

Fax: +61 7 3239 6284

Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution>

Toll Free No: 1800 017 288.

Students studying in all other states.

A mediation service recommended by CAG is the Australian Council for Private Education and Training (ACPET).

Contact Details for ACPET:

Australian Council for Private Education and Training (ACPET)

PO Box 551,

East Melbourne, Vic 8002

Ph: 1800 657 644 Fax: (03) 9416 1895

Email: acpet@acpet.edu.au

Domestic students who wish to lodge an external appeal must complete the form for domestic students available at <http://acpet.edu.au/students/student-support/appeals> and email it to: student.appeals@acpet.edu.au or post it to: PO Box 551 East Melbourne Vic 8002.

International students who wish to lodge an external appeal must complete the form for international students available at <http://acpet.edu.au/students/student-support/appeals> and email it to: student.appeals@acpet.edu.au or post it to: PO Box 551 East Melbourne Vic 8002. International students must also pay ACPET a \$200 lodgement fee.

Once an application is made, ACPET will advise the RTO of the external review application made by the student. Both the student and the RTO will be requested to provide documents in support of the application within 14 days, including student files and records, to ACPET. ACPET will then forward all documents to an External Reviewer.

The External Reviewer considers the documents and makes a determination. The decision and determination is forwarded to ACPET. ACPET will then send the decision to all parties. Turnaround time for an appeal is within 4 to 6 weeks of lodgement.

Careers Australia agrees to be bound by the independent mediator's recommendations and the Managing Director, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator's report.

Each complaint, grievance, appeal and its outcome is recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

Dispute Resolution

If after the services of an external mediator have been accessed and no resolution can be found, either party may contact the CAG Quality Branch on 1300 887 696 or the government department in the relevant state.

An overseas student may contact the chief executive or Director General of the government department in the relevant state if the student is concerned about the conduct of Careers Australia, and the Chief Executive/Director General may, under part 2, division 2 of the ESOS Act, suspend or cancel the registration of a provider or course.

Australian State	Department Name	Phone Number
Queensland	Dept of Education and Training (DET) Dept of Justice and Attorney-General	1300 369 935 1800 017 288
South Australia	<i>Department of Further Education, Employment, Science and Technology (DFEEST)</i> South Australian Training Advocate	1800 088 158 1800 006 488
New South Wales	Dept of Education and Training (DET)	1300 300 498
Victoria	Victorian Registration and Qualifications Authority (VRQA)	03) 9637 2806
Western Australia	Dept of Education and Training (DET)	(08) 9264 4111
ACT	Dept of Education and Training (DET)	13 22 81
Northern Territory	Dept of Education and Training (DET)	(08) 8999 5659
Tasmania	Dept of Education	1800 816 057

If the problem resolution fits within equal opportunity guidelines, it will be managed under those guidelines.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Careers Australia Group is committed to ensuring that students and respondents do not experience any victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The Nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Natural justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule.

This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, CAG shall not be held responsible for the consequences.

Record keeping & confidentiality

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the General Manager.

These records will be maintained electronically. All electronic data is permanently archived to a secure offsite storage facility on a monthly basis. Archive cartridges are kept indefinitely.

All records relating to complaints will be treated as confidential and will be covered by Careers Australia *Privacy and Personal Information Policy*.

5 Additional information

Student Assistance

If you are finding the program is conflicting with your work and domestic responsibilities, PLEASE do not hesitate to speak with an Educator or the Program Manager, the Head of School, or a delegate. There may be a simple solution when viewed from another perspective. Students who are not coping with the academic demands of the program will be counselled by their Program Manager, the Head of School, or a delegate.

Austudy/Abstudy

Some of our courses are approved for Austudy and Abstudy. To be eligible you must meet certain requirements. You can obtain application forms and information booklets from a Centrelink customer service centre.

Other financial assistance

Other forms of financial assistance may be available. Government and other independent bodies who grant financial assistance have limited funds and generally will not pay the full cost of a course but if eligible, please seek assistance from the relevant body.

Student card

Full time students are eligible for a student transport concession card. Please see Student Services to apply.

Counseling Support

Careers Australia is able to provide you with a list of suitable counseling services available.

Learning environment

Each classroom is equipped with television, video recorder, DVD player, overhead projector and white board. In addition, other resources are accessed on a needs basis. Computers are available for student use.

We also encourage you to access your community libraries for an array of resources.

Occupational Health Safety and Welfare

Careers Australia is committed to ensuring the health, safety and welfare of its staff, contractors, students and volunteers while working for or participating in activities and courses.

All students have the responsibility to:

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not willfully or recklessly interfere or misuse anything provided by Careers Australia in the interest of health, safety or welfare
- co-operate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If you have a personal health condition that may become acute while attending your course, please advise your Program Manager before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment or facilities, please notify the educator immediately.

Personal Safety

Your safety is our priority. Being a student is an exciting time. You will make new friends and experience different learning opportunities. It is important to enjoy your city and campus. These tips will assist to protect you from unsafe situations.

Body Language

- Strong, Confident
 - head up, shoulders back, looking people in the eye, walking purposefully, being casually aware of surroundings.
- Weak, Vulnerable
 - head drooped, shoulders hunched, not looking people in the eye, walking unsurely, appearing paranoid.

Safety on transport

- Plan your travel using a timetable to avoid unnecessary delays
- Wait only in brightly lit, busy areas rather than dark, quiet places
- Sit close to the guard or driver
- Where possible, exit transport into brightly lit busy areas
- Be aware of who is around and who gets off with you
- Consider carrying a personal alarm

Safety on the street

- Stay alert as awareness is your best defence
- Cross the street if you feel unsafe
- Be confident and aware of your surroundings
- Keep to brightly lit major roads and paths at night, do not take shortcuts through parks
- If approached by a stranger keep a safe distance
- If approached for money advise you have no cash, avoid eye contact and move toward other people
- If you are being followed change direction and seek a safe place
- Keep personal items such as jewellery, phones, wallets and bags close to your body or out of sight
- Have your keys ready to quickly enter your home or car

General safety tips

- Move away from any threatening behaviour where possible
- Do not leave valuables such as wallets or mobile phones unattended
- Avoid isolated areas and travel with other students where possible
- Take time to consider where you might be at risk and what steps you might take to make it safe
- Program the Emergency number 000 into your phone
- Tell people where you are going and what time you will return
- Avoid carrying non-essential items such as passport and too much money
- Report any incident to Police or campus staff

Personal safety scenarios

Below are some personal safety scenarios which relate to being out and about at nights. What would you do?

You are walking along the street when a car starts to drive slowly alongside you.

1. Do not stop, keep walking and if possible take a different route to the one you are on but stick to busy, well-lit areas.
2. Don't take any shortcuts.
3. If possible take a note of the registration number and phone the police.
4. If you feel threatened go into the nearest shop or hotel/restaurant and phone for help.

You are on your way home from a party with a group of friends and whilst walking you find a girl who has been attacked.

1. Assess the area looking for any signs that the attacker may still be there or coming back. Do not leave the scene looking for the culprit.
2. Phone the police and an ambulance.
3. Reassure the girl that she is now safe.
4. Be careful when touching her – there may be DNA evidence on her clothes from her attacker which the police can use.

You are walking down the street and you think you are being followed.

1. Cross over the road, more than once if necessary, to determine whether you are being followed.
2. If so, look for somewhere public that you can go into such as a restaurant, gym, cinema and phone for help – avoid using a public phonebox as the attacker could trap you inside.
3. Carry your bag close to you with the clasp facing inwards and carry your house keys in your pocket. If someone grabs your bag, let it go.

Alcohol and other drugs policy

Careers Australia is committed to providing a worksite and learning environment which is free from any kind of substance abuse. To maintain this, students and staff are not to indulge in the consumption of alcohol and/or illegal drugs during business/college hours, including break times, on or off site.

The use of drugs prescribed by Medical Practitioners for health reasons are excluded from this policy statement. The detailed alcohol and drug policy is available for sighting from the administration office.

Academic record keeping

CAG maintains comprehensive records of each students involvement with CAG, including class attendance, academic results, personal details and financial records. To assist in the resolution of any dispute each student is encouraged to maintain their own similar records.

Personal details record keeping

It is the students responsibility to keep CAG informed of their contact details. If, at any stage while you are enrolled, your personal contact details change, you are obliged to inform CAG. A Contact Details Update Form is available from Student Services which should be completed as soon as practicable. This allows the College/Institute to send any communication to you in an efficient manner.

Housekeeping

You are expected to comply with the following conditions:

- **NO** smoking is permitted in the building, including the lift, toilets, stairways and any entrance or exits of the building.
- mobile phones **MUST** be switched off in classrooms. When you need to be contacted, eg. 'on call', 'sick children', phones need to be left at Reception where they will alert you as necessary
- no eating or drinking is allowed in the lecture rooms - water is the exception
- the student common area is available for breaks. Snack, drink and coffee machines are located in the area with the microwaves and a refrigerator for your use. Please keep the student common area neat and tidy for consideration of fellow students
- you are required to assume responsibility for your property e.g. bag, books, mobile phones, personal clothing items etc. Items should be clearly marked for easy identification. Careers Australia accepts no responsibility for lost, damaged or stolen articles. This applies in all venues used for your program, both on and off site.

Quality Indicator Surveys

From time to time you will be invited to take part in surveys being conducted by Careers Australia to seek your views on the quality of our education and training.

Surveys are conducted to collect feedback from students and employers about their training experiences. Careers Australia uses the feedback it receives as part of its continuous improvement processes to ensure it provides quality training and assessment. Careers Australia must also provide a summary report of feedback to its Registering Body to provide an indication of its performance. This is a condition of registration.

Responses are private and confidential. Individual respondents will not be identified in any data or reports and survey responses will not be linked with enrolment records. Participation in surveys is highly valued, but voluntary. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

6. VET Fee Help

Fair Treatment And Equal Opportunity Policy And Procedure

1. Overview

Careers Australia will treat fairly all of its students and persons seeking to enrol with the College.

2. Access & equity

The College applies access and equity principles through all its policies and procedures to promote full and equal participation of all students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

3. Pre-enrolment information

The College will ensure that prior to enrolment prospective students receive adequate information regarding the course, training, assessment, services and Commonwealth assistance provided by the College to enable them to make an informed decision about the suitability of the course and the College for their individual needs.

The College will provide clear information to each student, prior to enrolment in regards to:

- student selection, enrolment and orientation procedures;
- course information, including educational and vocational outcomes;
- fees and charges, including refund policy;
- provision for language, literacy and numeracy assistance;
- student support services;
- welfare and guidance services;
- flexible learning and assessment procedures;
- grievance and appeals procedures;
- disciplinary procedures;
- recognition of prior learning (RPL) arrangements and credit transfer.

4. Fair treatment

As a VET Provider the College will treat fairly:

- a) all students who are, or would be, entitled to VET FEE-HELP assistance; and
- b) all persons seeking to enrol with the College in a VET unit of study that meets the course requirements and who are, or would be, entitled to VET FEE-HELP assistance.

5. Equal benefits and opportunities

As a VET Provider the College will have open, fair and transparent procedures that are based on merit for making decisions about:

- a) the selection, from among persons who are, or would be, entitled to VET FEE-HELP assistance and who seek to enrol with the College in a VET unit of study that meets the course requirements; and
- b) the treatment of students who are, or would be, entitled to VET FEE-HELP assistance undertaking a VET course of study.

6. Student selection

Students will be selected on merit based on the published criteria. The College will ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

Entry criteria and application procedures are published in the College's marketing material and on the College's website for the information of students and persons seeking to enrol with the College.

6.1 Selection and admissions process

Students and persons seeking to enrol should contact the College and request an information pack. An information pack includes VET FEE-HELP forms and information, marketing and an enrolment form. If a student wished to apply, the enrolment form should be completed and returned to the College. Once an enrolment form has been received, the student will be contacted and advised if they have been accepted into their chosen course of study and if they are eligible for VET FEE HELP.

7. Commonwealth assistance

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

Re-Crediting A Fee-Help Balance

1. Introduction

Careers Australia will conduct this procedure in compliance with Schedule 1A of the *Higher Education Support Act 2003* and the VET Provider Guidelines.

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with the College.

The College will:

- set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study;
- ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

If a student who has requested VET FEE-HELP assistance withdraws from a VET unit of study on or before the census date for that VET unit of study, the student will not incur a VET FEE-HELP debt for that VET unit of study.

If a student who has requested VET FEE-HELP assistance withdraws from a VET unit of study after the census date for that VET unit of study, the student will incur a VET FEE-HELP debt for that VET unit of study.

A student who has incurred a VET FEE-HELP debt for a VET unit of study may apply to have their FEE-HELP balance re-credited for the affected VET units of study in accordance with the following procedure.

Special circumstances

If a student withdraws from a VET unit of study on or after the census date, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected VET units of study.

The College will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the VET unit of study in question; and
- make it impractical for the student to complete the requirements for the VET unit(s) of study in question.

The College will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to the VET FEE-HELP Administrator.

The contact details for the VET FEE-HELP Administrator are:

Ms Beth Rocco

Phone 1300 887 696

Fax 1300 436 605

Email beth.rocco@careersaustralia.edu.au

The procedure for the re-crediting of a FEE-HELP balance is as follows:

- (a) when a student withdraws from a VET unit of study, the College shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
- (b) when a student fails to meet the requirements of a VET unit of study, the College shall confirm the failure by giving notice to the student in writing of the final result for that VET unit of study after results for that VET unit of study have been formally approved;
- (c) the student must apply in writing to the VET FEE-HELP Administrator within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the VET unit of study. The College may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period;
- (d) The VET FEE-HELP Administrator shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- (e) The VET FEE-HELP Administrator shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

The VET FEE-HELP Administrator will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case. If a decision is made to re-credit the student's FEE-HELP balance, the College will notify DEEWR and will repay to the Commonwealth any VET FEE-HELP assistance received on the student's behalf and the student's VET FEE-HELP debt for those VET units of study will be removed.

Review of a decision

If a student is not satisfied with the decision made by the VET FEE-HELP Administrator in relation to re-crediting their FEE-HELP balance they may request a review of the decision.

The review shall be carried out by the Review Officer who is senior to the original decision maker.

Any such request must be submitted to the Review Officer in writing and:

- (a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period; and
- (b) must specify the reasons for making the request.

The contact details for the Review Officer are available from the VET Fee Help Administrator:

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of

a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

- (a) seek all relevant information from the person who made the original decision;
- (b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Review Officer may:

- (a) confirm the original decision;
- (b) vary the original decision; or
- (c) set the original decision aside and substitute a new decision;

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal as follows:

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT). The current fee to lodge an application with the AAT for the review of a decision is \$682 (GST exempt).

The contact details for the AAT are:

Australian State	Address	Phone Number
Queensland	Level 4, Harry Gibbs Building Commonwealth Law Courts 119 North Quay Brisbane QLD 4000	(07) 3361 3000
South Australia	11th Floor, Chesser House 91 Grenfell Street Adelaide SA 5000	(08) 8201 0600
New South Wales	Level 7, City Centre Tower 55 Market Street Sydney NSW 2000	(02) 9391 2400
Victoria	Level 16, HWT Tower, Southgate 40 City Road Southbank VIC 3006	(03) 9282 8444
Western Australia	Level 5 111 St Georges Terrace Perth WA 6000	08) 9327 7200
ACT	4th Floor, Canberra House 40 Marcus Clarke Street Canberra City ACT 2600	02) 6243 4611
Northern Territory (handled in QLD)	Level 4, Harry Gibbs Building Commonwealth Law Courts 119 North Quay Brisbane QLD 4000	(07) 3361 3000
Tasmania	Ground Floor, Edward Braddon Building Commonwealth Law Courts 39-41 Davey Street Hobart TAS 7000	03) 6232 1712

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of the College's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to the College either in the original application or the request for review.

The Secretary of DEEWR, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DEEWR's receipt of a notification from the AAT, DEEWR will notify the College that an appeal has been lodged. Upon receipt of this notification from DEEWR, the Review Officer will provide DEEWR with copies of all the documents they hold that are relevant to the appeal within five (5) business days.