



**Careers
Australia**

Our Experience - Your Education

International Student Information Handbook

Careers Australia Institute of Training Pty Ltd. CRICOS Provider 03026K (QLD), TBA (Vic), TBA (NSW)
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)

Contents

Welcome to the Careers Australia Group	3
1 Course application process and information	4
Recognition of Prior Learning (RPL)	5
Applying for RPL.....	5
National Recognition (NR)	5
RPL versus National Recognition (NR)	6
What are the implications for Student Visa's and tuition fees?.....	6
Induction and orientation procedures	6
2 International Student Support Services	6
3 Student visa requirements and obligations	7
Protection for overseas students	7
Your rights.....	7
Your responsibilities.....	8
Deferring, suspending or cancellation of enrolment.....	9
4 Course fees, refunds and other financial issues.....	10
Methods of payment	10
Careers Australia International Student Refund Policy	12
Obtaining a refund.....	Error! Bookmark not defined.
Compulsory additional costs and refunds	14
Protection of student funds.....	15
Other financial issues.....	15
Possible additional fees and charges.....	15
5. Additional Information.....	16
Personal Safety	16
School age dependents.....	17
Housekeeping	17
Accommodation.....	18
General living expenses	19
Student discounts	19
Health and medical	19
Counselling Services.....	19
Translation Services	20
Critical Incidents	20
Academic misconduct	20
Complaints, Academic Appeals and Appeals Policy and Procedure.....	22
Quality Indicator Surveys.....	27

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 is one of the largest private education institutes in Australia. It is a modern, dynamic education provider 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. The institute 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.

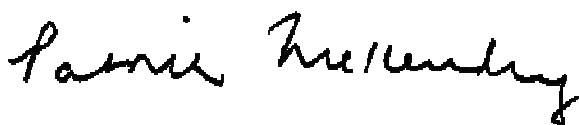
Your choice of the right pathway to further study and University is a very important one as you prepare yourself for a career in today's changing world. This is where Careers Australia can help you - by providing the skills that are demanded by industry and a pathway for you to enter University programs 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 move from your English language studies at Careers Australia Institute of English into our Diploma programs at Careers Australia Institute of Training 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 Course application process and information

International students may apply directly to Careers Australia or via a local Agent. Agents are able to assist you with your application, student visa application and in some cases with your travel arrangements to Australia. Careers Australia will consider applications on individual merits.

Students with other qualifications who intend on applying for course credit should submit their documents for assessment prior to being granted a letter of offer.

Step One:

Undertake an IELTS (academic), ISLPR or relevant assessment in your home country and send a copy of your passport, relevant English assessment, evidence of completion of secondary schooling and the International Student Application Form to international@careersaustralia.edu.au or by fax +61 1300 436 605 or direct by international postal services to: PO Box 1433 Fortitude Valley QLD 4006 Australia.

Step Two:

Careers Australia will advise you of the outcome of your application. If your application is successful, Careers Australia will e-mail a Letter of Offer/Student Agreement to you or your Agent confirming the course you have been offered, fees payable and the course commencement date. To accept the offer, a copy of the signed Letter of Offer must be returned with payment. A payment (subject to terms and conditions) must be paid to Careers Australia as soon as possible from the date of the Letter of Offer.

Students who are from countries with Assessment Levels 3 or 4 must complete the Pre-Visa Assessment from an Australian Diplomatic Mission before making any payments to Careers Australia. Please refer to the following website for information relating to your assessment level.

http://www.immi.gov.au/e_visastudents.htm

Step Three:

Upon receipt of the signed Letter of Offer, the program/course payment and remittance advice form, Careers Australia will formally notify you that you have been accepted. The Confirmation of Enrolment (CoE) on behalf of the Australian Department of Immigration and Citizenship (DIAC) will be sent directly to you by e-mail or alternatively to your Agent. You will need the CoE to apply for your student visa. Please note: Careers Australia must receive the signed acceptance of offer prior to or at the same time as program/course payment is made.

Step Four:

You must satisfy the Australian Department of Immigration and Citizenship (DIAC) visa conditions. Please refer to the Department of Immigration and Citizenship website for more information about your student visa. <http://www.immi.gov.au/students/students/chooser/>

Examples of these conditions include:

- Course enrolment & attendance
- Academic results
- Changing your education provider
- Financial capacity
- Health insurance

Step Five:

Arrange your travel. The commencement date offered to you is when you are required to COMMENCE the program you have been accepted into. Please make sure that you have arrived here AT LEAST one (1) week before the program commencement date given to you in your letter of offer.

Step Six:

Arrange your accommodation. Careers Australia recommends that you seek accommodation close to your campus and is able to assist you with finding accommodation by providing you with a list of student accommodation providers. The cost of your accommodation, living and travel expenses is not included in the total fees. Regardless of your financial arrangements the Careers Australia does not accept responsibility to provide financial support.

Step Seven:

Overseas Student Health Cover. All international students are required to maintain appropriate health insurance as a requirement of their visa. Careers Australia recommends 'Worldcare' <https://www.oshcworldcare.com.au/> as the choice for Overseas Student Health Cover, and the premium is included in the total fee. Please refer to the following website for information relating to Overseas Student Health Cover.

<http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm>

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 College. 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.

National Recognition (NR)

Careers Australia supports and endorses the credit of units attained from other accredited training to the Training Package or Curricula offered at this RTO. Students will be given credit transfer for nationally recognised units which have been successfully completed with another training organization.

In order to obtain National Recognition students must:

- arrange an interview with qualified educator/trainer. At this interview the student should provide the originals of academic statements and/or other relevant documents
- at the interview the educator will record all details of the Recognition of Current Competency/National Recognition. The educator and student will discuss how the units fit into the student's current curriculum.

RPL versus National Recognition (NR)

While RPL and NR are related, and the boundaries between them are often blurred, they are distinguished as alternative pathways to an Australian Qualification Framework qualification. They are distinguished by the way they relate to learning achieved through formal education and training (NR) and learning achieved outside the formal education and training system (RPL).

RPL is a process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

NR assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

What are the implications for Student Visa's and tuition fees?

Students who are successful in obtaining RPL or National Recognitions will have their tuition fees adjusted on a nominal hour basis depending on the subject length. RPL attracts a charge (refer to the Course Handbook for further information) and awarded National Recognitions are not charged.

Whether before a Student Visa has been granted or after, students may have the length of their course shortened due to RPL or National Recognitions. The Institute will work individually with students to structure the training to allow for the shortening of the course duration (when possible). In this event, a new eCOE will be issued.

In some cases when RPL and National Recognitions are awarded, this may not result in shortening the duration of the course. While exemptions may have been awarded for some units of competency, students must still meet the requirements of their visa and full time hours must be maintained. In practice this means that even though students will not be required to attend these classes, they will still be required to attend the training facility and undertake supervised study with scheduled contact hours during the period for which RPL is granted.

Induction and orientation procedures

Each student will attend both a facility and program orientation session at the commencement of their studies. These orientations embrace an overview of the Careers Australia policies and procedures including the Student Information Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

2 International Student Support Services

There will always be somebody who international students can turn to for help. Careers Australia cares about the needs of our students and takes the highest care in making sure your transition from home to studying and living in Australia is as smooth as possible.

We are dedicated to continuously improving our services to meet the needs and expectations of our international students and our friendly staff are on hand to give advice. Student Support Services helps to resolve problems that may impede the successful completion of student's study programs.

All students of Careers Australia have access to student support services to make your time in Australia enjoyable, happy and productive.

Services that we provide include:

- Confidential counseling
- Day to day administration support
- Academic and language support
- Orientation program to both Careers Australia and study within the specified program
- Emergency and health related support
- Employment seeking assistance and support
- Australian Culture, Language and Communication
- Campus administration procedure support
- Career and further education pathway advice and support

3 Student visa requirements and obligations

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code. Further information can be found at http://studyinaustralia.gov.au/Sia/en/WhatToStudy/Vocation/ESOSFramework_pdf

International students are required to obtain a student visa to study in Australia. Current visa processing charges (payable to the Australian Government) can be found at <http://www.immi.gov.au/allforms/990i/students-visa-charges.htm> As part of the visa process, students may be required to have a medical check with an Australian Government authorised doctor. **See:** <http://www.immi.gov.au/allforms/health-requirements/index.htm> for all medical associated information for an Australian student visa.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for overseas students;
 - if you can apply for course credit or RPL;
 - when your enrolment can be deferred, suspended or cancelled;
 - what your provider's requirements are for satisfactory progress in the courses you study
 - if attendance will be monitored for those courses;
 - what will happen if you want to change providers; and
 - how to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy

For more information regarding entry into Australia refer to the following websites.

<http://aei.gov.au/AEI/ESOS/Default.htm> and <http://www.immi.gov.au/students/>

International students intending to study at Careers Australia for a period of more than 10 weeks must apply for a student visa. Student visa requirements depend on the student's Assessment Level. The Assessment Level is based on the student's nationality and the course of study. Assessment Level 1 represents the lowest assessment level and Assessment Level 5 the highest. The higher the assessment level the stricter the assessment criteria. Student's assessments levels can be viewed through the DIAC website <http://www.immi.gov.au/e visa/students.htm>

Your local agent will be able to assist you in applying for your student visa. The time for processing student visas can vary in different countries, but is usually between four and six weeks, though some students experience longer delays. Assessment levels 3 or 4 can take more than 4 months to process a Pre-Visa Assessment.

Important: Visa application requirements differ from one country to another. If you are applying outside of Australia you must contact your nearest departmental office and **check exactly how to submit your application and what documents to provide.** For more information: <http://www.immi.gov.au/contacts/overseas/index.htm>

Students must uphold their visa conditions while studying and living in Australia or their visa may be cancelled and they may have to leave Australia. To remain enrolled in a full-time registered course, students must meet at least 50% of the course requirements for each compulsory study period. For further student visa obligations **See:** <http://www.immi.gov.au/students/students/572-3/obligations-student.htm>

CAG Responsibilities

Careers Australia is required to notify DIAC under Section 19 of the Education Services for Overseas Students Act 2000 if a student breaches any condition of their visa, the student is allowed 20 days in which to access the Careers Australia complaints and appeals procedures before DIAC is notified.

A student who receives a non-compliance notice from DIAC has 28 days to report to a DIAC office to discuss the alleged breach.

Failure to report during this period will result in the visa being automatically cancelled. Student visa holders who respond to the non-compliance notice and report to a DIAC office do not have their visa automatically cancelled. Instead, a DIAC officer decides if there has been a breach and, if so, cancels the visa under Section 116 of the Migration Act.

Careers Australia is also required to notify DIAC of other changes in the student's academic status, for example, where enrolment is terminated by Careers Australia or ceased by the student, where the student defers their studies, finishes their course early or fails to commence a course. These types of non-compliance notices do not lead to automatic cancellation but may lead to cancellation of the visa on other grounds.

Students who have their visas cancelled become unlawful non-citizens and if currently not before DIAC, must be located and removed from Australia. See: <http://www.immi.gov.au/students/index.htm> for all related student visa matters.

Enrolment information will be provided to Commonwealth and State agencies or the Assurance Fund manager for the purposes of the ESOS Act and this code, or promoting compliance with visa conditions and migration control. Careers Australia is required under Australian law to advise DEEWR (who will advise DIAC) of changes to a student's enrolment or breach of visa conditions.

A copy of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 is available from http://aei.gov.au/AEI/ESOS/NationalCodeOfPractice2007/National_Code_2007_pdf.pdf

Deferring, suspending or cancellation of enrolment

A student may only defer his/her studies on the grounds of illness, evidenced by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student. Students must apply to Careers Australia for deferral of their studies and in doing so acknowledges that Careers Australia may choose to grant or decline any such request. If a student wishes to change courses they must seek prior approval from DIAC.

Situations that could give rise to a deferral of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate state that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A significant traumatic experience;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa;

Situations that could give rise to a suspension of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate state that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A significant traumatic experience;

Situations that could give rise to cancellation of enrolment, include but are not limited to:

- Careers Australia is unable to offer a pre-requisite unit
- The student's behaviour is unacceptable as defined by the Careers Australia Deferral, Suspension or cancellation policy document available from the website
- Failure to pay tuition fees
- Failure to maintain satisfactory course progression
-

Situations that could give rise to a student initiated cancellation of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate state that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A significant traumatic experience;
- Inability to pay tuition fees

Should a student have their enrolment suspended or cancelled and this action was initiated by Careers Australia, the student is allowed 20 days in which to access the Careers Australia complaints and appeals procedures.

After 20 days, Careers Australia is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

4 Course fees, refunds and other financial issues

Methods of payment

Careers Australia **preferred** method of payment is:

Bank Transfer

Careers Australia receives bank transfers from many students in many countries. It is important that when student fees are paid by bank transfer, the student must also e-mail or fax a copy of the bank transfer receipt to the Careers Australia administration office on +61 1300 436 605 or ipufinance@careersaustralia.edu.au

Please ensure that you select the correct bank account and **write** your **FAMILY NAME** in **BOLD CAPITAL** letters.

Bank Accounts:

ACCOUNT NAME: Careers Australia College of Healthcare
BANK NAME: Bank of Queensland
BRANCH: Queen Street, Brisbane
BRANCH NUMBER : BSB 124 – 001
ACCOUNT NUMBER: 20802387
SWIFT No.: QBANAU4B

ACCOUNT NAME: Careers Australia Institute of Training
BANK NAME: Bank of Queensland
BRANCH: Queen Street, Brisbane
BRANCH NUMBER : BSB 124-001
ACCOUNT NUMBER: 20495564
SWIFT No.: QBANAU4B

ACCOUNT NAME: Careers Australia Institute of English
BANK NAME: Bank of Queensland
BRANCH: Queen Street, Brisbane
BRANCH NUMBER : BSB 124-001
ACCOUNT NUMBER: 20411404
SWIFT No.: QBANAU4B

ACCOUNT NAME: Careers Australia Education Institute
BANK NAME: Bank of Queensland
BRANCH: Queen Street, Brisbane
BRANCH NUMBER : BSB 124-001
ACCOUNT NUMBER:
SWIFT No.: QBANAU4B

Upon receipt of payment and the necessary signed documentation, we will send you a Department of Immigration and Citizenship (DIAC) Confirmation of Enrolment (CoE) via e-mail. This CoE enables you to apply for your student visa (Subclass 572).

Bank Cheque

Please make bank cheques in Australian Dollars payable to either:

Careers Australia College of Healthcare

Careers Australia Institute of Training

Careers Australia Institute of English

Careers Australia Education Institute

PO Box 1433

Fortitude Valley QLD 4006

Credit Card

Please contact the Finance Office at Careers Australia on 1300 887 696 to make your payment. Transaction charges may apply.

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
- Australian Culture, Language and Communication
- Student identification card
- Australian Goods and Services Tax (GST) where applicable to items listed above
- Overseas Student Health Cover (as itemised on Letter of Offer - 2 year policy approx \$655)

Additional costs not included:

- Australian Department of Immigration and Citizenship visa application and associated test costs
- Additional visa applications (work permit etc)
- Transport to Australia
- Travel to and from campus
- Travel to and from placement facilities (if applicable)
- Daily living expenses
- Off-campus excursions
- Stationery (books, pens, photocopying etc)
- Applicable textbooks
- Supplementary Assessments (if applicable)
- Re-attendance of classes (if Fail)
- Recognition of Prior Learning application (refer to the course handbook for cost per unit -if applicable)
- Replacement study guides or program learning materials
- Uniforms & tools (if applicable)

Students are advised to keep their receipts regarding education expenses for taxation purposes (if applicable).

The Careers Australia reserves the right to suspend a student's progress in the program when fees remain unpaid and to follow legal processes for monies outstanding. A student's enrolment may also be terminated if they default on payment. Please remember that during placements (if applicable), as supernumerary (unpaid) students, **NO income** will be generated, therefore, careful budgeting will be required. Students are responsible for planning financially for this period.

Overdue fees

All fees must be paid in advance of the period of study to which they apply. Students will not be permitted to commence the relevant study period until all fees for that study period (plus any outstanding fees) are paid in full. 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 Group reserves the right to omit students who have outstanding tuition fees from entering any training premises. Due to Careers Australia Group insurance policy any students on campus with outstanding tuition fees will not be deemed covered in the event of accident or injury.

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

Careers Australia will report students to DIAC who fall behind in their payment of fees. This could affect the students visa status.

Careers Australia International Student Refund Policy

In the unlikely event that Careers Australia is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Careers Australia at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Careers Australia is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) with ACPET will place you in a suitable alternative course at no extra cost to you.

Finally, if Careers Australia can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

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

Agent's fees will not be refunded by Careers Australia.

Refunds will be made within 4 weeks of the written advice being received.

There are no refunds for public holidays or days the student is absent, due to sickness or any other reason.

It is a course requirement that all fees as invoiced must be paid in full, failure to do so will result in exclusion from class, cancellation of enrolment and withholding of results.

Suspension - In the case of a student needing to return home urgently, the remainder of their course may be suspended at the Training Centres discretion.

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 in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000. In the case of Careers Australia not being able to offer a course, students are covered by the Provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

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 (less than 50% within a study period) 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.

Any refund will be paid by Careers Australia to the person or entity that originally paid the course fee, and where possible in the same currency in which the fees were paid. 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, and the availability of complaints and appeals processes, does not remove the right of the student to take 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 20 working days or one calendar month 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.

Applications to withdraw must be submitted in writing stating the reason for withdrawal and any other necessary documentation (eg medical certificate) and must be submitted through the student's educational representative.

Fees incurred by Careers Australia due to incorrect bank account details being supplied either by a student or an agent will be deducted from the refund payment.

Withdrawal Period	Reason	Refund/ Cancellation Charge
	Student has arrived in Australia (on a visa granted to study at Careers Australia) and requests to cancel enrolment without compassionate or compelling grounds, or to study with another institution	No Refund No release letter
More than 28 days prior to the course commencement	Visa Refusal Student is Offshore - Visa refusal letter to be provided	Enrolment fee –non-refundable 100% of Tuition fees refunded.
	Visa Refusal Student is Onshore - Visa refusal letter to be provided	Enrolment fee –non-refundable Paid tuition fees refunded
	Student is Offshore and requests to cancel enrolment – relevant documentation to be provided	Enrolment fee –non-refundable \$750 Cancellation fee charged Paid tuition fees refunded
Less than 28 days prior to the course commencement. Prior to the course start date.	Visa Refusal Student is Offshore – Visa refusal letter to be provided	Enrolment fee –non-refundable 100% of Tuition fees refunded
	Visa Refusal Student is Onshore - Visa refusal letter to be provided	Enrolment fee –non-refundable Paid tuition fees refunded
	Student is Offshore and requests to cancel enrolment – relevant documentation to be provided	Enrolment fee –non-refundable \$750 Cancellation fee charged Paid tuition fees refunded
	Student has arrived in Australia (on a visa granted to study at Careers Australia) and requests to cancel enrolment on compassionate or compelling grounds	Enrolment fee –non-refundable 20% of Tuition fee charged 80% of Tuition fees refunded
On or after Start date of Student's Course	Visa Refusal – Student is offshore (within 14 days of the course start date)	Enrolment fee –non-refundable 100% of Tuition fees refunded
	Visa Refusal – Student is offshore (refund requested after 14 days of the course start date)	Enrolment fee –non-refundable Paid tuition fees refunded
	Student does not commence study and withdraws from course within 14 days from the course start date	Enrolment fee –non-refundable 20% of Tuition fees charged 80% of Tuition fees refunded
	Student does not commence study and withdraws from the course after 14 days from the course start date	No Refund
	Student commences study and withdraws from course	No Refund
	Visa Cancellation – Student is onshore and has commenced course	Enrolment fee –non-refundable Remaining paid tuition fees refunded
	Student is expelled for unacceptable behaviour, non payment of fees or non-compliance with visa conditions	No Refund Results withheld

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.

Protection of student funds

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

See: http://www.acpet.edu.au/index.php?option=com_content&task=view&id=158&Itemid=101

For details of the courses covered by the OSTAS for Careers Australia, please refer to the ACPET OSTAS provider report available upon request from Careers Australia.

Other financial issues

This section addresses the additional expenses and financial issues that students and their parents may find helpful when assessing the full costs of studying and living in Australia. Depending on the program of study selected by the student and the student's personal preferences, they may incur the following expenses. Please note, this information is provided as a guide only. All costs are correct at time of publication and are subject to change.

Possible additional fees and charges

Description	Cost	CACH	CAIT	CAEI	CAIE
<i>Purchased from CAG - *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 course handbook	●	●	●	
Replacement Study Guides	\$5	●	●	●	
<i>Purchased from an Independent supplier</i>					
Applicable Textbooks	Approx \$500	●	●	●	
National Police Clearance Certificate (costs vary depending on the state of application)	Approx \$45	●		●	

5. Additional Information

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.

School age dependants

Students should consider the extra expenses and difficulties associated with bringing their families with them to Australia. Dependents of international students attending government primary and secondary schools in Australia are required to pay tuition fees. For more information about school aged dependants, including school fees that may be incurred See: www.immi.gov.au Should the student be accompanied by school age dependants, the student must accept responsibility for any primary or secondary school fees. The dependents are not eligible to attend government schools free of charge.

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.

Accommodation

As an international student, you are responsible for your own day-to-day living costs. These costs can vary enormously from one student to another. In the table below we try to let you know what expenses you might be exposed to but these are only a guide.

Establishment costs
Bond (one month's rent) + 2 weeks rent in advance (6 weeks rent in total)
Telephone / gas, electricity connections / Water rates / Internet connection /
General establishment (furniture, manchester, kitchen etc)
Other costs
Books, stationery and equipment
Clothing
Personal costs
Rent (can range from \$70 per week to \$250 per week)
Food
Household costs (food, power, phone)
Travel expenses (to and from home or city)
Miscellaneous (entertainment, personal items etc)
Mobile phone charges
Motor vehicle expenses (registration, insurance, petrol)

There are a number of accommodation options available for students studying in Australia. If students require assistance in arranging accommodation they may contact Careers Australia and request support in locating suitable accommodation.

Options available can include Homestay (living with an Australian family), student apartment accommodation, rental unit/townhouse or house.

Rents can vary depending on the location, size (2 bedrooms, 3 bedrooms etc) and facilities (lock up garage, built in wardrobes, air conditioning etc). Many students in Australia live in an apartment or a house with other students, sharing the cost of gas, electricity and sometimes food.

Other types of accommodation for students include private board, hostels and guest houses. Again, costs will vary depending on the location and the facilities available.

Below are some examples and an indicative guide to costs:

Homestay (with full board and meals)	AUD\$150 - \$250 per week
Boarding hostels	AUD\$ 90 - \$120 per week
Shared rental accommodation	AUD\$ 80 - \$150 per week
Rental accommodation (from)	AUD\$150 – per person per week

Useful Web Sites

<http://au.easyroommate.com/>
<http://www.realestate.com.au/>
<http://www.flatmates.com.au/>
<http://www.myflatmate.com.au/>

Real Estate Agents

- Ray White
- Raine & Horne
- Remax
- Harcourts
- L J Hooker

General living expenses

The average international student in Australia spends about AUD\$360 per week on food, accommodation, clothing, local transport, telephone, gas/electricity, stationery and entertainment, although this varies significantly by location and lifestyle.

International students on visas that seek permission to work are able to work up to 20 hours per week. Although it is possible for international students to work whilst studying, part time employment should not be regarded as a means of financing your studies in Australia.

Student discounts

Students that are enrolled in career (non-ELICOS) programs are issued with a full time tertiary identification card. This entitles them to many student discounts, providing significant cheaper costs on public transport, cinema tickets and more.

Health and medical

All international students coming to Australia on student visas are required to have Overseas Student Health Cover. Careers Australia can ensure students are covered with oshc Worldcare as part of their fees. While this cover provides financial assistance towards doctors and some hospital services, it does not cover dental, physiotherapy or optical services.

See: <https://www.oshcworldcare.com.au/> for more information from oshc Worldcare.

Health and Emergency Services**Poisons Information Centre**

Ring for information 24 hours a day.

Phone: 13 1126

Ambulance/Fire Brigade/Police

000 (triple zero) Phone number is to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances.

Phone: 000 (triple zero)

Counselling Services**Lifeline - Child, Youth & Family Counselling**

24 hour telephone counselling is available. Face to face counselling is available by appointment.

Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.

Phone : 13 1114

Web: www.lccq.org.au

Relationships Australia (Relationship Counselling & Gambling Help)

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.

Phone: 1300 364 277

Web: www.relationships.com.au

Salvation Army

Offering support and counselling.

Phone: 1300 363 622

Translation Services

Translating and Interpreting Service (TIS)

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

Phone: 131 450

Web: <http://www.immi.gov.au/living-in-australia/help-with-english>

Critical Incidents

Careers Australia has a detailed Critical Incident Policy, Procedure and Management Plan. This policy is designed as a point of reference for staff and students in responding appropriately to critical incidents. If there was a critical incident (e.g. natural disaster, accident, fire or other emergency) Careers Australia staff will manage this appropriately.

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 author's 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 permitted;
- providing assistance to a student in the presentation of individual work, where such assistance is not permitted;
- 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 and Procedure

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).

In relation to non-academic grievances, the term “complainant” applies to both current students of Careers Australia and persons seeking to enrol 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.

Appeals process

If a complainant is dissatisfied with the outcome of their formal complaint or academic appeal they may lodge an appeal. 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 lodgment 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 lodgment 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.

An appellant will be notified in writing of the outcome of the appeal within twenty (20) working days of the date of lodgement of the appeal.

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 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 lodgment.

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)	1300 369 935
	Dept of Justice and Attorney-General	1800 017 288
South Australia	<i>Department of Further Education, Employment, Science and Technology (DFEEST)</i>	1800 088 158
	South Australian Training Advocate	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*.

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.