AUSTRALIAN EDUCATION EXCELLENCE CENTRE

INTERNATIONAL STUDENT HANDBOOK

CONTENTS

Introduction 4

Welcome 4

About us 4

Our obligation to you 4

Our contact details 5

Our location 5

About our area 5

Courses we offer 5

Visas and conditions 6

What is a USI and why do I need one? 6

Education agents 7

RPL and credit transfer 7

Course orientation 7

What can I expect during training and assessment? 8

Academic integrity 9

Support and welfare 9

Issuing certificates 10

If your details change… 11

What's required of me as a student? 11

How can I apply? 12

Policies and processes 13

Fees and refunds 13

Complaints and appeals 16

Providing feedback 19

Compassionate or compelling circumstances 19

Course progress and monitoring 19

Deferring your course 20

Suspending your course 21

Transferring courses 21

Students who are studying a principal course with another provider 23

Discontinuing your studies 23

Suspending or cancelling your enrolment 23

Privacy and access to records 24
Student code of conduct 26
Your responsibilities 26
Your rights 27
Important information about Australia 29
Living and studying in Australia 29
Cost of living 29
Accommodation 29
Transport 30
Health and safety 30
Working on a student visa 30
Overseas Student Health Cover (OHSC) 30
Emergency contacts and other useful numbers and information 31
Crisis support 32

INTRODUCTION

WELCOME

Welcome to Australian Education Excellence Centre! This handbook provides you with everything you need to know about studying with us in Australia. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

ABOUT US

Located in Werribee, Victoria, Australian Education Excellence Centre provides courses in first aid, construction and security. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Australian Education Excellence Centre is a wise choice for your learning and future.

Australian Education Excellence Centre is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training.

OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Outcome Standards for RTOs, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to

our obligations, you have the right to make a complaint. Please see the ‘Complaints and Appeals’ section of this handbook for information on how to do so.

OUR CONTACT DETAILS

Main telephone number: 03 9059 8071

Email: info@aeec.edu.au

Website: https://aeec.edu.au

OUR LOCATION

We are located at:

7, 2–14 Station Pl, Werribee VIC 3030

Google Maps link:

https://www.google.com/maps/search/?api=1&query=7%2F2-14+Station+Pl%2C+Werribee+VIC+3030

ABOUT OUR AREA

Werribee is located in Victoria, around 32 km south-west of Melbourne's CBD and roughly halfway between Melbourne and Geelong. It is the main centre of the City of Wyndham, a fast-growing and culturally diverse part of Melbourne's west. Werribee sits on the Werribee River and is home to well-known attractions including Werribee Open Range Zoo, the historic Werribee Park Mansion and the Victoria State Rose Garden, with the bayside beaches of Werribee South close by. Watton Street, in the heart of the town centre, offers a wide range of cafés, restaurants and shops. Our campus on Station Place is a short walk from Werribee railway station, the end of the Werribee line, with regular Metro train services to Melbourne's CBD and a bus interchange connecting surrounding suburbs.

We recommend you purchase a myki card for travel on trains, trams and buses in Melbourne. See https://transport.vic.gov.au/tickets-and-payments/myki for more information about purchasing, topping up and managing your myki.

For more information about Werribee please visit the website this information has been sourced from: https://www.visitwerribee.com/werribee-werribee-south

COURSES WE OFFER

Australian Education Excellence Centre offers the following courses to international students:

- CPC30220 Certificate III in Carpentry
- CPP20218 Certificate II in Security Operations
- MSF30322 Certificate III in Cabinet Making and Timber Technology
- CPCWHS1001 Prepare to work safely in the construction industry
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide first aid
- HLTAID012 Provide first aid in an education and care setting

VISAS AND CONDITIONS

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit https://www.usi.gov.au/.

For information on exemptions visit: https://www.usi.gov.au/exemptions.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

EDUCATION AGENTS

Australian Education Excellence Centre uses education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices as we hold our responsibility to our students, the sector and reputation of the VET industry in Australia very seriously. A list of approved education agents can be found on our website at: https://aeec.edu.au

RPL AND CREDIT TRANSFER

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the 'Fees and Refunds' section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

Please note that although we are required to offer you RPL, it would not be expected as an international student that you would pursue this opportunity as most likely you would not have relevant workplace experience and existing skills and knowledge.

COURSE ORIENTATION

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.

- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.

WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

REASSESSMENT ARRANGEMENTS

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the 'Fees and Refunds' information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the 'Fees and Refunds' section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Australian Education Excellence Centre expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

Australian Education Excellence Centre has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

Australian Education Excellence Centre provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

SUPPORT AND WELFARE

We all need a little extra support sometimes and when you are living and studying overseas – you may need a little bit more than you normally would. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- one-to-one support from the trainer/assessor – support may include extra tutoring sessions, clarifying unit content or assessment requirements, working with you to develop study plans to improve performance, providing answers to questions that students may have.
- support with personal issues, including wellbeing – support may include referrals to counselling or mental health professionals, assistance dealing with homesickness, stress or culture shock, guidance on balancing study, work and life.
- access to additional learning resources – support many include providing you with access to supplementary reading materials, videos or interactive content, access to online forums or digital libraries and study skills guides.
- reasonable adjustment in training and assessment – support may include providing reasonable adjustments relating to extra time in assessment, oral assessment instead of written assessment, use of visual aids or simplified language instructions.
- social events – support may include organising social events such as cultural celebrations and welcome events, excursions to place of interest and sporting events.
- buddy program – support may include providing you with access to a buddy who can help to navigate the campus and online systems, provide practical advice, act as a friendly contact to reduce isolation and build social confidence and provide opportunities for language exchange and friendship.
- information about external sources of support – support may include providing you with further details of external services beyond those mentioned in the Student Handbook, for example, this could be community groups supporting multicultural or religious groups or financial counselling. These are included in the external referrals document.

You may not have studied for a while, may have English as a second language or need additional assistance. We will identify any additional support needs you may have at the time of application and enrolment and during your studies with us and we may prepare a Student Support Plan for you based on those needs. The plan will clearly outline the services to be provided and timeframes for such, as well as how we will monitor the support we provide.

We have a range of information we can provide you with on a variety of issues – this may be related to accommodation, legal or financial issues, cultural considerations, disability support, stress management – or maybe you are experiencing a bout of homesickness. If you are experiencing it –

then we are concerned about it. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in our 'Important information about Australia' section of this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

ISSUING CERTIFICATES

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

REISSUING CERTIFICATION DOCUMENTS

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our 'Fees and Refunds' section for more information.

IF YOUR DETAILS CHANGE…

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. It's actually a condition of your visa to notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

WHAT'S REQUIRED OF ME AS A STUDENT?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information. You can also find out more about the ESOS Framework which protects your rights at: https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services/legal-rights-and-protections

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies and your time spent here in Australia!

HOW CAN I APPLY?

The application process is outlined in the diagram below:

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your passport, previous schooling and English testing results.

↓

When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview with you. Your interview may be in person (if you are in Australia) or via phone or Skype.

↓

Your application will then be processed and if you are successful you will be issued with a Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before reapplying.

↓

Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us and we will then issue you with an invoice.

↓

Once we have received your first payment, you will be issued with an electronic Confirmation of Enrolment (COE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.

POLICIES AND PROCESSES

FEES AND REFUNDS

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

We protect your fees at all times:

- by maintaining a sufficient amount in our account so we are able to repay all tuition fees already paid
- through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees
- by not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Non-tuition fees that may apply include:

NON-TUITION FEES THAT MAY APPLY	AMOUNT
Deferral fee	Nil
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee)	$500
Fees for late payment of course fees	$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of $250 Unit fee $400
Re-issuance of certificate	$50

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

REFUNDS

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

INTERNATIONAL STUDENT REFUNDS

In addition to the above circumstances, refunds apply as follows:

CIRCUMSTANCE	REFUND DUE
Australian Education Excellence Centre cancels course before commencement.	Full refund of all fees.
Australian Education Excellence Centre cancels course following commencement.	Full refund of all unspent fees calculated as follows:

CIRCUMSTANCE	REFUND DUE
	Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian Education Excellence Centre has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian Education Excellence Centre to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian Education Excellence Centre or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The refund amount is calculated as follows: The total amount of all course fees received before the default day minus either 5% of the amount of course fees or $500 – whichever is the lesser amount.

CIRCUMSTANCE	REFUND DUE
	As an example, to illustrate this, if Raj has paid $1,500 in course fees but has his visa refused, 5% of $1,500 is $75. As this is a lesser amount than $500 this is what will be paid as a refund i.e., the refund amount will be $1,425.
The student is refused a visa and has already commenced their course.	The refund amount is calculated as follows: The weekly tuition fee x weeks in the default period. *As an example, to illustrate this, Raj is studying a 40-week course. Each term is 10 weeks. The total fees for Raj's course are $10,000 in course fees and $500 in material fees. Raj pays the first term's course fees of $2,500 plus the material fee of $500. However, Raj completes 2 weeks (14 days) of his course but then has his visa refused.* *The weekly course fees for this course amount to $250 per week.* *The number of weeks in the default period is 8 weeks (56 days) i.e., to the end of the first term.* *Raj is therefore eligible to receive a refund of $2,000 i.e., the weekly course fees of $250 x the number for weeks in the default period of 8 weeks. Raj won't be eligible to have the material fees refunded.*

COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Australian Education Excellence Centre, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Australian Education Excellence Centre. An appeal is a request for Australian Education Excellence Centre's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or

appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Australian Education Excellence Centre will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO).**

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course

- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Australian Education Excellence Centre
- incorrect advice given by an education agent
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement.

More information can be found at:

https://www.ombudsman.gov.au/complaints/international-student-complaints

You can access these services at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

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

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

https://www.asqa.gov.au/complaints

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

PROVIDING FEEDBACK

Australian Education Excellence Centre values your thoughts and experiences. Providing feedback helps us understand what we're doing well and where we can improve. Your input plays an important role in helping us create a positive, inclusive, and high-quality learning environment for all students.

Feedback is any comment, suggestion, or idea you have about your experience with us - whether it's about the course content, facilities, support services, communication, or anything else. Feedback can be positive or constructive and helps us grow and improve.

Feedback is different to a complaint or appeal as it is more informal and often general, while complaints and appeals follow formal processes.

You can provide feedback at any time by:

- completing a feedback form available on our website or through reception.
- speaking directly with your trainer or student support staff.
- sending us an email at [insert email address]
- using the suggestion box located at [insert location if applicable]

Your feedback will be reviewed and, where appropriate, actions will be taken to improve services, processes, or the learning environment. Where changes are made because of your feedback, we aim to communicate those improvements to students, so you know your voice makes a difference.

If your feedback raises issues that require follow-up, we may contact you.

We appreciate your input and encourage you to share your thoughts—no matter how big or small. Together, we can make your learning experience even better.

Please note that you will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

COURSE PROGRESS AND MONITORING

In order to maintain satisfactory course progress and attendance you must:

- attend all of your classes, with a minimum attendance of 80% expected

- satisfactorily complete all of your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend and your attendance rate will be calculated weekly. Please note you cannot be absent for more than 5 consecutive days without approval for a leave of absence. If you are absent we will contact you via SMS, phone calls and emails.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

An exception may be made where you are attending at least 70% of the course contact hours and is maintaining satisfactory progress.

In this case we will contact you in writing and issue you with a First Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to agree on a plan to address this (an Intervention Strategy).

If following the First Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Second Warning Letter inviting you to attend a meeting with us to discuss your lack of progress and/or attendance and to possibly adjust the Intervention Strategy agreed on.

If following the Second Warning Letter you either do not attend a meeting with us or continue to not make satisfactory course progress, we will send you a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance including the reasons for the notice. This will mean you may be reported to the Department of Home Affairs with the risk of your visa being cancelled. You may appeal this decision (see section on complaints and appeals) but you must do so within 20 days of receiving the notice.

We will only report unsatisfactory course progress or unsatisfactory course attendance if:

- the internal and external complaints processes have been completed and the decision or recommendation supports our original decision; or
- you do not appeal the decision within the 20-working day period; or
- you do not access an external complaints and appeals process: or
- you withdraw from the internal or external appeals processes by notifying us in writing.

Please note that extensions to your course duration specified on the CoE will be allowed:

- if you can provide evidence of compassionate or compelling circumstances
- where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

DEFERRING YOUR COURSE

Australian Education Excellence Centre allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

SUSPENDING YOUR COURSE

Australian Education Excellence Centre allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Australian Education Excellence Centre. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search.

Australian Education Excellence Centre will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy
- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Australian Education Excellence Centre, or by an education or migration agent, regarding the Australian Education Excellence Centre or the course, and the course is therefore unsuitable.

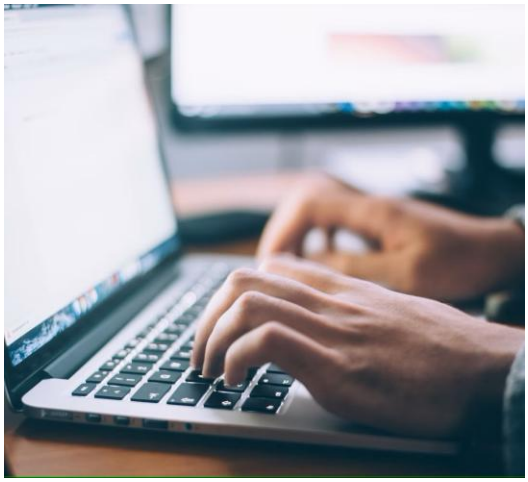
Australian Education Excellence Centre will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress

- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

HOW TO APPLY

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.



You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

APPEALING THE DECISION

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

TRANSFERRING COURSES WITH AUSTRALIAN EDUCATION EXCELLENCE CENTRE

Australian Education Excellence Centre offers students the options to transfer to other courses within Australian Education Excellence Centre.

Australian Education Excellence Centre *will* approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Australian Education Excellence Centre *will not* approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you

- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

APPEALING THE DECISION

If your application for internal transfer is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

STUDENTS WHO ARE STUDYING A PRINCIPAL COURSE WITH ANOTHER PROVIDER

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at Australian Education Excellence Centre alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

Australian Education Excellence Centre will not admit students for concurrent study within their first six months of their principal course.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).

- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.

PRIVACY AND ACCESS TO RECORDS

PRIVACY NOTICE

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities, including:

- administration of VET, such as program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates for policy, workforce planning and consumer information.

DEWR may be authorised by law to share 'public sector data' with third parties, including under the Data Availability and Transparency Act 2022 (Cth) (DAT Act). 'Public sector data' is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body…" and therefore includes any data collected by the department as part of performing VET related functions.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

SURVEYS

You may receive a student survey from a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, you may contact Australian Education Excellence Centre to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

YOUR RESPONSIBILITIES

POLICIES AND PROCEDURES

You are expected to:

- read and follow our policies as documented in this Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

LEARNING AND ASSESSMENT

You are expected to:

- attend scheduled classes
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed.

CLASSROOM CONDUCT

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

RESPECT AND ETHICS

You are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner

- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property.

YOUR RIGHTS

POLICIES AND PROCEDURES

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe environment
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

LEARNING AND ASSESSMENT

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

CLASSROOM CONDUCT

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

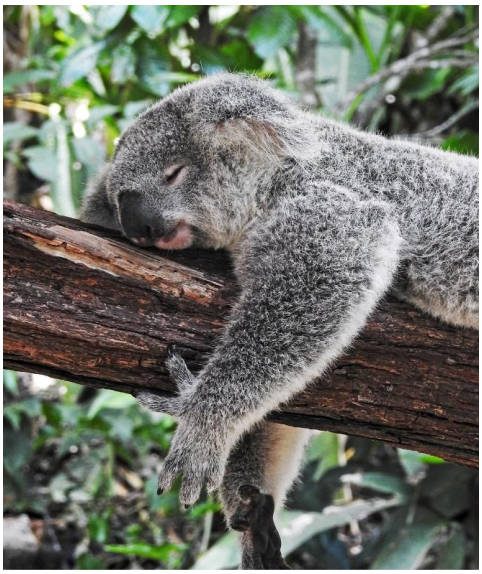
RESPECT AND ETHICS

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property.

IMPORTANT INFORMATION ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA



Australia is one of the world leaders in education and home to almost 700,000 international students. It's a great place to live and study as Australia has some of the lowest crime rates in the world with lots of open spaces, beautiful parks and wildlife, golden surf beaches and vibrant cities and night life. Australia is a welcoming and friendly country toward overseas visitors and our national values include individual freedoms along with protection of the rights of citizens and visitors with a transparent legal system in place. We are a multi-cultural and diverse nation with a thriving mix of regional and city centres providing a variety of landscapes and opportunities. Australia is a technologically advanced nation with great infrastructure and transportation options for students and being a country with one of the highest minimum wage rates – Australia is really a fantastic place to live and study.

This information has been sourced from Study in Australia provided by the Australian Government. If you would like more information about a specific topic, please visit the website: https://www.studyaustralia.gov.au/en

COST OF LIVING

For a specific breakdown of accommodation and other living costs, please refer to https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs and make use of the cost of living calculator provided by Insider Guides at https://insiderguides.com.au/cost-of-living-calculator/.

ACCOMMODATION

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit https://www.studyaustralia.gov.au/en/life-in-australia/accommodation.

TRANSPORT

Australia has great public transport options including trains, buses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

HEALTH AND SAFETY

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water.

WORKING ON A STUDENT VISA

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: https://www.studyaustralia.gov.au/en/work-in-australia.

OVERSEAS STUDENT HEALTH COVER (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc.

EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

POLICE STATION

The nearest police station is:

Werribee Police Station (open 24 hours)

Address: 134–140 Princes Hwy, Werribee VIC 3030

Phone: (03) 9742 9444

Website: https://www.police.vic.gov.au/werribee-police-station

DEPARTMENT OF HOME AFFAIRS (DHA)

Address: Casselden Place, 2 Lonsdale Street, Melbourne VIC 3000

Phone: 13 18 81

Website: https://immi.homeaffairs.gov.au/

MEDICAL FACILITIES NEAR CAMPUS

The closest hospital to campus with an Accident and Emergency Department is:

Werribee Mercy Hospital

Address: 300 Princes Hwy, Werribee VIC 3030

Phone: (03) 8754 3000

Website: https://health-services.mercyhealth.com.au/our-health-services/werribee-mercy-hospital/

The closest medical centre is:

Werribee Medical & Dental Centre (open 365 days a year)

Address: 1/5 Station Pl, Werribee VIC 3030

Phone: (03) 8734 0333

Website: https://www.werribeemedicalcentre.com.au/

TRANSPORT SERVICES

Transport Victoria (trains, trams and buses): https://transport.vic.gov.au/

TAXI COMPANY

13cabs

Phone: 13 22 27

Website: https://www.13cabs.com.au/

CRISIS SUPPORT

LIFELINE 13 11 14

Lifeline provides a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

BEYOND BLUE 1300 22 4636

Beyond Blue provides support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au.

See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.