International Student Handbook (v 1.0)

A Grade Education and Training Pty Ltd

RTO Code: 70235 |CRICOS Provider Code: TBA

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Welcome to AGrade Pty Ltd

I would like to take this opportunity to extend my warmest welcome to you on behalf of AGrade Pty Ltd (hereafter mentioned as AGrade).

We are proud and excited to be able to provide high quality vocational qualifications to students from several different countries. As an International student, you enhance the diverse mix of cultures at our campus, by bringing you your own cultural and life experience to share.

AGrade is committed to providing professional adult education in an industry standard and supportive environment as we prepare students to embrace the challenges of globalisation and a globalised workforce. We provide educational programs and pathways that develop the skills needed for the international marketplace by developing high quality, industry ready graduates and workforce professionals.

Our College is an Australian Registered Training Organisation (RTO) operating under the National VET Framework and we are regulated by the Australian Skills Quality Authority (ASQA). The qualifications we deliver are taken from Australian National Training Packages and are recognised Australia wide and internationally. Currently we are offering Childcare courses to domestic students.

The International Student Handbook provides you with important pre-arrival information and information to assist you to settle into life in Sydney and our College. We also include advice on the cultural and social differences you may experience during your stay and provide other practical information to ensure your day to day experiences are positive ones for you.

The AGrade Student Handbook also provides further important information on the specific requirements and expectations of enrolling and studying with our college. The Handbook contains information about your right and responsibilities, resources available and the terms used in relation to studying vocational qualifications in Australia and their meanings.

We hope you enjoy a supportive learning environment and cultural experience during your study with our College and wish you every success in your future endeavours!

Joan Stone
Chief Executive Officer
&
Director of Studies
A Grade Education and Training Pty Ltd

Our Obligation as Your RTO and CRICOS Education Provider

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), AGrade has an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties, if any, that we work with who have any involvement in your training and assessment comply as well. However, AGrade does not have any third party involved in your training and assessment right now.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

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

Our registration detail is located on the https://training.gov.au/Organisation/Details/TBA#.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (https://cricos.education.gov.au/) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the The Education Services for Overseas Students (ESOS) Act 2000 (https://www.legislation.gov.au/Series/C2004A00757) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx).

We deliver Australian Qualifications Framework (https://www.aqf.edu.au/) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualification are approved by The Australian Industry and Skills Committee (AISC) [established by the Council of Australian Government's Industry and Skills Council] as advised by Industry Reference Committees (IRC) in consultation with industry bodies, regulators, training providers and other stakeholders. (for details https://www.aisc.net.au)

Courses Provided by AGrade:

Code - Course	CRICOS Course Code	Duration (# of weeks)
CHC30121 - Certificate III in Early Childhood Education and Care	TBA	78
CHC50121 - Diploma of Early Childhood Education and Care	TBA	78
CHC33015 Certificate III in Individual Support	TBA	78
CHC43015 - Certificate IV in Ageing Support	TBA	78

Our Mission

Our mission is to deliver quality education that shall equip our students with required skill set, to embark the current workforce. Our core business is supporting our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capability.

AGrade is committed to providing professional adult education in a comfortable and supportive environment whilst developing highly skilled and job ready graduates.

At AGrade, we believe that the key to success is to

- Empower our students through education and training.

- Provide progressive and innovative qualifications to enable our students to strive for excellence.
- Help our students achieve their personal best in gaining a Childcare & Aged care Education
- Ensure small class numbers so as to give students individual attention.
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field

Our expectation of you

At AGrade, we expect you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To attend classes regularly and pass the assessments on time.
- To comply with the rules and regulations of AGrade.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and AGrade publications with respect.
- To respect other students and AGrade staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws.
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute.
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

Our Location:

AGrade's campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of Sydney CBD, perhaps the most popular suburbs among

international students for studying. Our campus location supports our students' studies and their lives off-campus.

AGrade students' campus is at **Level 5, 545 Kent Street, Sydney NSW 2000**
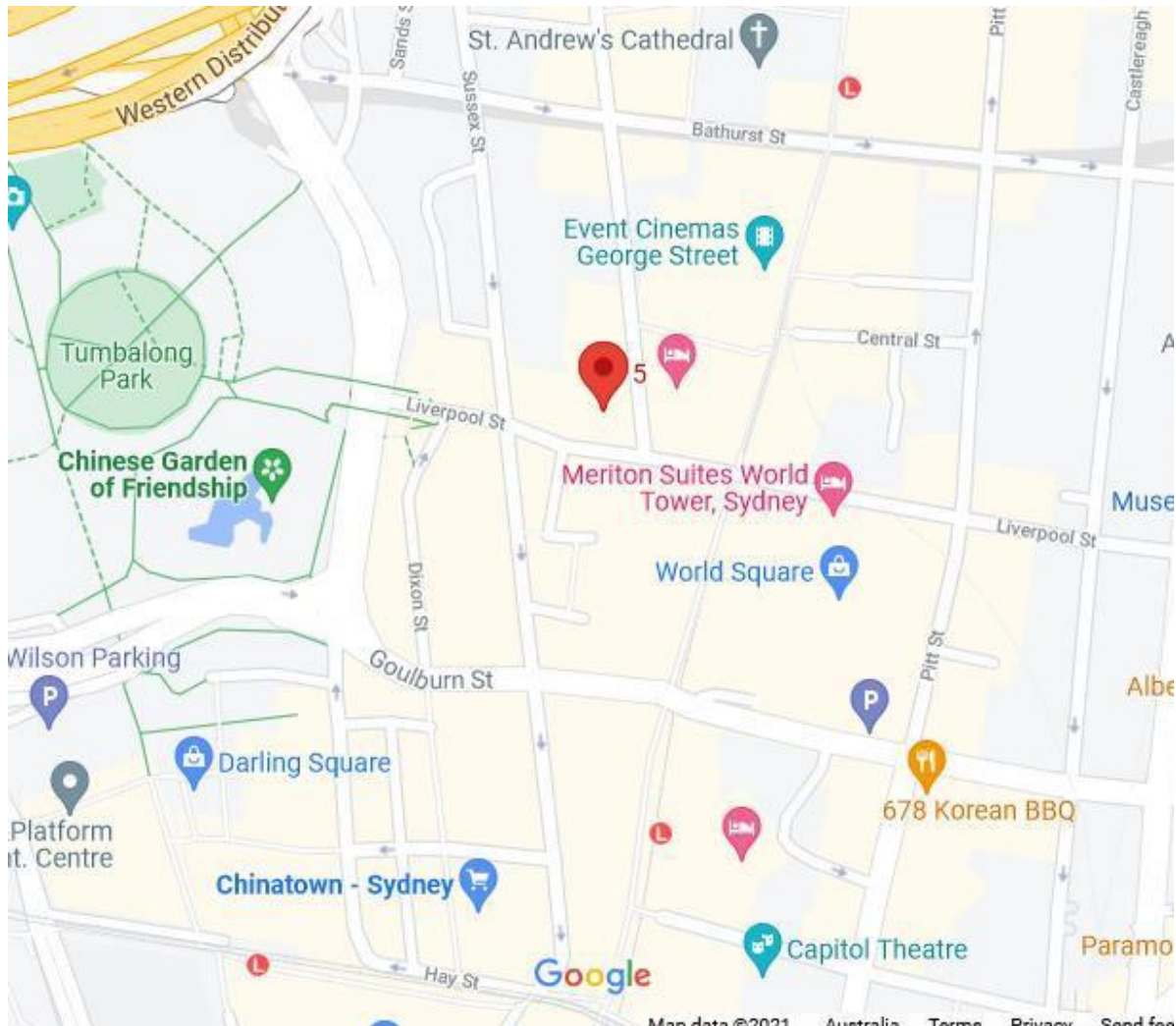
AGrade is located in Sydney Central Business District. The Sydney City is Australia's main financial and economic centre, as well as a leading hub of economic activity for the Asia-Pacific region. The city centre and areas immediately around it employ approximately 22% of the Sydney region's workforce. Culturally, the city centre is Sydney's focal point for nightlife and entertainment. It is also home to some of the city's most significant buildings and structures.

We are conveniently located in Kent Street near the Town Hall train and bus station with a range of cafés, shops and services in the surrounding areas. Our college is on the top level

of this unique Sydney building which retains its original character façade dating back to the Victorian era. We are also a short walk from the George Street entertainment precinct, World Square shopping complex, and very close to both the Westfield Shopping Centre and the beautiful iconic Queen Victoria Building.

Parking

Student who prefers to travel by their own vehicle can access several parking spaces around campus premises. For example, Meriton Kent St Car Park, which is just 3-minute walking distance from our campus.

Public Transport

AGrade is 3-minute walk from Town Hall train Station. It takes 22 minutes' train journey from Sydney International Airport to Town Hall Train Station. Sydney Centra Station is located just next to Town Hall station, from where you can go to any place in Australia by Train or Bus.

Town Hall station is served by bus routes operated by Forest Coach Lines, Hillsbus, State Transit, Transdev NSW and Transit Systems.

Stand A, QVB:

   324: to Watsons Bay via Old South Head Road

   325: to Watsons Bay via Vaucluse

Stand B, QVB:

   441: to Birchgrove

   442: to Balmain East wharf

   437: to Five Dock

Stand C, QVB:

   607X: to Rouse Hill Town Centre via M2 Motorway and North-West T-way

610X: to Rouse Hill Town Centre via Castle Hill and Kellyville

617X: to Rouse Hill - Adelphi Street (PM peak only)

618X: to Norwest Business Park via Baulkham Hills (AM peak only)

Stand F, Market Street

441: to Art Gallery of New South Wales

Lunch Options

Sydney CBD boasts probably the most diverse range of cafes and restaurants serving almost all kinds of cooking styles and cultures. KFC is at walking distance from our campus, which is very popular in international students. Sanctuary Hotel, Bbaek Ka Ne (Korean Food) and Gimme Five Juice bar are all located in our building. Sydney Westfield is 9-minute walking distance from AGrade campus which is home of Auspost and other businesses across health & beauty, home & lifestyle, fashion & accessories, medical, general services and & ATMs.

Accommodation

Rental costs for apartments are usually higher in Sydney CBD than other places. Rental options can be found on accommodation websites e.g. www.rent.com.au

Doctors & Dental Health

Nearest medica centre from AGrade is Dr. Dominic Pak GP, Medical Centre, Shop 6, Ground Floor, 368 Sussex St, Sydney NSW 2000. Another nearby medical center is Hyde Park Medical Centre, Ground Floor, 1/175 Liverpool St, Sydney NSW 2000, which accommodates a number of General Practitioners (Doctors). The contact details are: Phone- (02) 92831234, 80785100, email: admin@hydeparkmc.com.au, Website-https://www.hydeparkmc.com.au/. For dental needs, ABC Dental Sydney CBD, Level 10/503 Kent St, Sydney NSW 2000 is just 5 minutes' walk from Campus. Contact details are Phone- (02) 8383 1400, website: https://www.abc-dental.com.au/.

Mental Health

Associated Counsellors and Psychologists

Address: 418/185 Elizabeth St, Sydney NSW 2000

T:(02) 8205 0566

Website: https://www.counsellingsydney.com.au/contact/

EDUCATION AGENTS of AGrade

We use education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students; and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site: **https://agradetraining.nsw.edu.au/our-agents/**

Application Process

AGrade accepts applications from all students who meet the entry requirements published in the course prospectus and website. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form for International Students, which is available throughtheweb site or from receptionor through your agents. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of certificates from your previous qualifications, identification documents including your passport, Year-12 certificate, and evidence of English Language skill level (exam results must be published within the last 2 years) such as IELTS or TOEFL.

If you are applying for Credit you should indicate this on your enrolment from and supply certified copies of your transcripts, so we can assess your application for Credit. Seethe section on Credits in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to admission@agradetraining.nsw.edu.au. AGrade charges an Application Processing Fee to check your documents. You will be contacted to attend a Language, Literacy and Numeracy Test (LLN) to assess your eligibility for the course you applied for. Language, Literacy and Numeracy (LLN) test is a test which assesses participants' Learning, Reading, Writing, Oral and Numeracy skills to decide whether an applicant has enough LLN skills to study a course. For more details visit

https://www.dese.gov.au/skills-information-training-providers/australian-core-skills-framework

You will also be required to attend an interview regarding your career plan, purpose of doing the course, etc. Our trainer and assessor will explain our policies & procedure. S/he will also evaluate your speaking and listening skills over the conversation. You may need to attend this interview over remote communication technologies.

Upon approval of your enrolment, you will be sent a formal Offer Letter (i.e a legal agreement between the Student and AGrade) and an invoice for required payment of tuition and other fees. You need to carefully go through this offer letter and sign it, if all terms and conditions are found acceptable. Once we receive this signed agreement and payment, we will issue an Electronic Confirmation of Enrolment (eCoE) for you. With this eCoE, you will apply for a student visa (Subclass 500) with the designated visa office (https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx). For visa application process, visit website of Department of Home Affairs (www.homeaffairs.gov.au). If the outcome of visa application is positive, you need to provide us further information about your flight, temporary accommodation arrangement, Overseas Student Health Cover, emergency contact details, etc. On arrival in Australia, you need to participate in an Induction/Orientation program, where you will get to know AGrade premise, Critical Incident procedure and all other details. Inductions are usually held at 9:00 am on the preceding Friday of class start date. You have to be prepared to spend at least 4-5 hours in this induction.

If you are an onshore student, you need to provide your Unique Student Identifier number to AGrade. If you don't have a USI, AGrade will assist you to get one by providing internet access. It is part of the activities done on Orientation.

Unique Student Identifier (USI) – vet students only

Unique Student Identifier (USI)

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

- Provide us with your USI, or

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

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/students/individual-exemptions

If you are providing us with permission to access or create your USI we will need a valid form of identification.

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

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credits

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

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

There is no charge to apply for Credit.

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

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

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

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

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL (Recognition of Prior Learning, detailed hereafter) is granted after the acceptance of a place in a course or on commencement of studies, it will affect the duration of studies. AGrade will provide you with a new Confirmation of Enrolment Letter (CoE) detailing the new duration. Thus, credit or RPL may decrease the duration of your student visa. You should communicate DHA regarding this issue.

Recognition of Prior Learning

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

AGrade has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should

ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks from commencement your study in a unit.

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

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

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

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks in front of trainer & assessor and depending on the areas, observation of your work skills in your workplace. AGrade can also communicate with your employers to verify the documents you provided.

Fees are applicable for Recognition of Prior Learning and you will be advised to pay these fees upon contacting us. Check Schedule of Charges for RPL Fees.

For more information about submitting an application for RPL, contact the Administration office. If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies, it will affect the duration of studies, AGrade will provide you with a new Confirmation of Enrolment Letter (CoE) with the new duration. Thus, credit or RPL may decrease the duration of your student visa. You will communicate with Department of Home Affairs regarding the visa.

Nearby Public Library:

Student can visit **State Library of New South Wales**, which is 15 minutes' train journey from our campus.

Address: 1 Shakespeare Pl, Sydney NSW 2000

Monday to Friday 9.00am – 6.00pm

Saturday 10.00am – 4.00pm

Sunday 10.00am – 1.00pm

Phone: (02) 9273 1414

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public. It is the oldest library in Australia, being the first established in the colony of New South Wales in 1826.

Emergency Contacts:

Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs (DHA)

Dial 131 881

Street address: 9 Wentworth Street, Parramatta NSW 2150

Local Medical Centres:

Hyde Park Medical Centre

Ground Floor, 1/175 Liverpool St, Sydney NSW 2000

Phone: (02) 92831234, 80785100

email: admin@hydeparkmc.com.au

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

Private Transport:

St George Cabs

Phone: 13 21 66

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

Public Facilities:

ATM:

atmx Sydney Town Hall Square, 464 480 Kent St, Sydney NSW 2020

Cashcard ATM: 482 Kent St, Sydney NSW 2000

Post Office:

Australia Post - World Square Post Shop.

Address: Shop 1048/644 George St, Sydney NSW 2000

Introduction to Australia

Covering a total area of 7.69 million square kilometers, mainland Australia is the world's largest island - but smallest continent.

In distance, the continent stretches about 3700 kilometers from north to south and 4000 kilometers from east to west, making it the sixth-largest nation after Russia, Canada, China, the United States and Brazil.

Australia is also the only continent that is governed as a single country. It is sometimes informally referred to as an 'island' continent, surrounded by oceans.

Our ocean territory is also the third largest in the world, spanning three oceans and covering around 12 million square kilometers. We also have one of the most urbanised and coast - dwelling populations in the world, with more than 80 per cent of residents livin g within 100 kilometers of the coastline. Australia currently has a population of almost 23 million people.

Cities, states and territories

Australia is divided into six states and two territories.

Canberra is the national capital and the centre of government. It is located approximately 290 kilometers south of Sydney in the Australian Capital Territory (ACT).

New South Wales is Australia's oldest and most populated state. It was originally settled as a penal colony on the shores of Port Jackson where the bustling capital city of **Sydney** now stands. More than a third of Australians live in New South Wales, and **Sydney** is the nation's largest city.

Queensland is Australia's second-largest state in size. The state capital is **Brisbane**, the third most populated city in Australia.

Victoria is the smallest of the mainland states in size but the second most populated. **Melbourne** is the capital and is Australia's second most populated city.

South Australia is a state in the southern central part of the country which covers some of the most arid parts of the continent. It is the fourth largest of Australia's states and shares its borders with all of the mainland states and the Northern Territory. The state capital is **Adelaide**, the fifth-largest city in Australia.

At the top end of Australia lies the **Northern Territory. Darwin**, on the northern coast, is the capital, and Alice Springs the principal inland town. Alice Springs is the physical heart of Australia, almost exactly at the nation's geographical centre.

Western Australia is Australia's largest state by area. About three-quarters of the state's population live in the capital **Perth**, which is the fourth most populated city in Australia.

Tasmania is separated from mainland Australia by Bass Strait and is the smallest state in Australia. The capital, **Hobart**, was founded in 1804

Climate

Australia experiences temperate weather for most of the year but the climate can vary due to the size of our continent. The northern states typically experience warm weather much of the time, with the southern states experiencing cooler winters. Australia is also one of the driest continents on earth with an average annual rainfall of less than 600 millimeters. Like all countries in the southern hemisphere, Australia's seasons are opposite to those in the northern hemisphere. December to February is summer; March to May is autumn; June to August is winter; and September to November is spring.

Introducing Sydney

Sydney, capital of New South Wales and one of Australia's largest cities, is best known for its harbour front Sydney Opera House, with a distinctive sail-like design and Harbour Bridge. It's home to beautiful beaches, iconic buildings, historic landmarks, award-winning restaurants, and a vibrant culture.

Take a stroll along Circular Quay and soak up the atmosphere or visit Queen Victoria Building in the heart of Sydney's CBD. Sydney offers an array of cultural activities for people of all ages. Sydney is home to an abundance of cafes, canteens, restaurants, kiosks, gourmet food trucks, popup eateries etc. Sydney is a great place to access international brands and local designers whose wares can be found in shopping centres, outdoor strips and market -style popups throughout the city. Sydney's idyllic parks have garnered international attention for their natural beauty and unspoiled old world feel. You'll find plenty of things to see and do in Sydney. Sydney Harbour is a natural playground, and the views are world-class. There's a wide-ranging cultural life, a dynamic food scene and vibrant cityscape of outstanding contemporary and colonial architecture. Iconic beaches – most notably Bondi and Manly – and five major national parks deliver unforgettable outdoor experiences.

Source: http://www.sydney.com/destinations/sydney

Cost of Living

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Students may have to demonstrate sufficient funds to cover these expenses for themselves and their accompanying family members while staying in Australia.

While international students can supplement their income with money earned through part -time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not to rely on such work to meet all their expenses.

As per https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs, from October 2019, Student visa students and their family members must have access to the following funds to meet the living costs requirements:

- Student/Guardian – AUD 21,041 /year

- Partner/Spouse – AUD 7,362 /year

- Child – AUD 3,152 /year per child

- Education cost for school-aged children- AUD 9,800-12,000/year per child (2021-22)

Student must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

While Department of Home Affairs, requires student visa student to possess above mentioned fund, cost of living in Sydney varies per student visa student's lifestyle. A general guide to costs of living (accommodation, groceries, eating out, gas, electricity, phone and internet, car (after purchase) and entertainment) per week can be found in the below links:

- Expatistan (https://www.expatistan.com/cost-of-living/sydney)
- Study in Australia

(https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs)

Notifying change of address

You must tell AGrade: -

- The address where you live in Australia within seven calendar days of arriving in Australia.
- If you change your address, phone number or email address later, you must update AGrade within seven calendar days of the change.
- If you change education provider, within seven calendar days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment, you must notify AGrade.
- Name, address and phone number of an Australian Resident, whom we can communicate in emergency cases relate to you.

Visas

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa, you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic mission with which you lodge your application.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin. Usually, we advise to start the process at least 3-4 months before class start date.

Visa Conditions

If you are granted a student visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions

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

- Remain enrolled in a registered course and maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which we granted your student visa, unless changing from AQF level 10 to level 9

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.

- Only work if you have been given permission to do so as part of your visa grant. You can only work up to 40 hours in a fortnight. A fortnight means the period of 14 days starting on a Monday.

- Not work in Australia before your course of study commences. A member of the family unit of a primary student visa holder must not work in Australia until the primary student visa holder has started the course.

- 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.

- 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.

- Let your current education provider know that you have changed your education provider within 7 days of receiving a confirmation of enrolment from your new education provider, or evidence you have been enrolled by the new education provider

- Maintain adequate arrangements for the education of your school-age dependents who are in Australia for more than 3 months as a dependent on your visa.

- Not become involved in activities disruptive to, or violence threatening harm to, the Australian community or a group within the Australian community.

General Conditions of your visa

All international students applying to enter a training program being offered by **AGrade**:

- **Must be over the age of 18. AGrade does not deal with underaged students.**

- **Must demonstrate good command of written and spoken English** . Usually need to submit results of IELTS (5.5 overall score) or equivalent results in other English Language tests. However, if a student falls into one of the following student categories, he/she is exempt from providing evidence of English language proficiency requirements with visa application:
  - students who have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
  - citizens and passport holders of one of the following English-speaking countries: UK, USA, Canada, NZ or Republic of Ireland
  - students who have successfully completed in Australia in the English language **eithe**r the Higher Secondary Certificate of Education **or** 50% of the units at the Certificate IV or higher level, in the two years before applying for the student visa.
- **Must have completed an Australian Year-12 equivalent** secondary schooling level education/certificate or higher.
- **Must go through a Language, Literacy& Numeracy Test and Enrolment Interview**
- May or may not demonstrate suitable work or life experience
- **Must meet the following Student Visa 500 subclass requirements** – https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students
  - Be a genuine temporary entrant –

    https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant
  - Meet English language test score requirements –

    https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool
  - Demonstrate financial capacity – https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo
  - Hold Overseas Student Health Cover (OSHC) –

    https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance
  - Meet the personal health requirements –

    https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health
  - Be of good character –

Under Department of Home Affairs' the Simplified Student Visa Framework arrangements (https://immi.homeaffairs.gov.au/what-we-do/education-program/what-we-do/simplified-student-visa-framework) streamlined evidentiary requirements apply and the student visa student may be able to satisfy the Department of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application. This is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to AGrade as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page We strongly recommend using the following link

https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool .

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit DHA for the latest information.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Most agents speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. It is student's responsibility to keep copy of the receipts for the payments they make to agents. Students need to provide relevant information and documents to agents.

Please Note: Education Agents are NOT licensed to provide migration advice. Please check the AGrade website for a full list of agents. Students are advised not to communicate any agent that is not on AGrade's website for getting admissions in AGrade.

Working in Australia

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 40 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work more than 40 hours per fortnight during recognised vacation periods offered by AGrade and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week all times after your course has commenced. For those students obtaining a graduate degree, like a master's degree, their family can work unlimited hours.

Further information about student visa conditions can be found at the Department of Home Affairs: http://www.homeaffairs.gov.au/

For workplace issues (dispute etc), visit https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/working-with-you-to-resolve-workplace-issues

To communicate Fair Work Ombudsman: https://www.fairwork.gov.au/contact-us

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation, workers' compensation and work safety protection under Australian workplace and taxation laws. Minimum wages and employment conditions for different occupations or industries, known as industrial awards, are set out by Fair Work Australia and are available online at https://www.fairwork.gov.au/awards-and-agreements .

Australian laws also protect you from being discriminated against at work, for example because of your race or your visa status. This could happen when you are applying for a job, about to begin a job, or at any time during your employment. For more information about discrimination at work, visit

https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work .

If you feel you are being unfairly treated by your employer, you can contact the Fair Work Ombudsman (www.fairwork.gov.au) for free advice and complaints assessments. You can

also call 13 13 94 from 8am – 5.30pm Monday to Friday inside Australia (except public holidays). The Fair Work Ombudsman is an independent legal agency that provides information and assistance for workers and employers to ensure they comply with Australian workplace laws. Seeking assistance to resolve a workplace issue will not automatically affect your student visa. You are not allowed to work until your course has started and you can work up to 40 hours a fortnight while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work mor e than 40 hours per fortnight during recognised vacation periods offered by AGrade and scheduled during the course. Your family members are not allowed to work until you begin the scheduled course. Family members are permitted to work up to 20 hours per week all times after your course has commenced. Work conditions for student visa holders can be found on the Department of Home Affairs website at https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions . For working rights visit the Fairwork website

https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/visa-holders-and-migrant-workers-workplace-rights-and-entitlements .

The Australian government allows non-Australian citizens to study in Australia with a student visa. A student visa is only issued if you have enrolled and have been accepted through an approved registered Australian Government provider for overseas students. Prior to enrolling it is important that you understand the visa regulation for your country of origin. Details about student visas can be found at www.homeaffairs.gov.au or contact your local Australian Embassy/Consulate. International students are permitted to work up to 40 hours per fortnight during study period and full-time during holidays. Students who choose to work, are required to apply for a work privilege after enrolment. AGrade does not organize work for students. Work hours are not to interfere with your college timetable. If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office https://www.ato.gov.au/Individuals/Tax-file-number/.

Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag. If you are travelling with your family,

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

Keeping in Contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be stayin g when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have **arrived safely**. It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

On your arrival, please contact the College by phone or email immediately.

Documents

You should prepare a folder of **official documents** to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from AGrade.
- Confirmation of Enrolment (CoE) issued by AGrade.
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

On Your Flight

Wear comfortable, layered clothing so that you can adjust per the local weather. Remember – if you are f lying from a northern hemisphere winter into the Australian summer it will be **very HOT** so wear light weight clothing underneath and have a pair of sandals or lighter shoes in your hand luggage if you need cooler footwear. Alternatively, extra clothing may be required on-hand if flying into the Australian winter season.

Before landing in Australia passengers are given an Incoming Passenger Card to fill in. This is a legal document. **You must tick ✓ YES if you are carrying any food, plant material including wooden souvenirs, or animal products**. This includes fruit given to you during your flight. If you

have items you don't wish to declare; you can dispose of them in quarantine bins in the airport terminal. Don't be afraid to ask airline staff if you have any questions.

If you are carrying more than **$10,000** in cash, you must also declare this on your Incoming Passenger Card. It is **strongly recommended** however, that you do not carry large sums of cash but arrange for an electronic transfer of funds into your Australian bank account once it has been opened.

What to bring to Australia

You might need to include (most can also be purchased in Australia):

- ☑ alarm clock
- ☑ bath towels, bed sheets, pillow cases
- ☑ dictionary (bilingual)
- ☑ small sewing kit
- ☑ music CDs or iPod
- ☑ sporting equipment
- ☑ toiletries
- ☑ umbrella

- ☑ scientific or graphics calculator
- ☑ camera
- ☑ micro recorder for lectures
- ☑ spare spectacles or contact lenses
- ☑ your optical prescription
- ☑ photos of friends and family
- ☑ swimming costume
- ☑ small gifts from home

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Note: In the picture, the red dot indicates that the switch is on and power is flowing through that socket.

Clothing

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating applian ce once you arrive.

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

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

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

For more information about the cost of living, visit the Study in Australia website at:

http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

Budgeting

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

Costs associated with living in Australia are included at:

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

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

Read more about budgeting at https://moneysmart.gov.au/

Bringing Goods

Bringing a PC or laptop into Australia may be a little more complicated . Laptop computers and other similar electronic equipment for personal use may be brought in duty free provided the Department is satisfied these goods would be taken back on departure. However, if there is no intention to re-export the laptop on departure from Australia, any applicable Customs duty and GST will be payable if passenger concession has been exceeded.

General goods such as gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewelry, watches and sporting equipment worth AUD900.00 is allowed for people aged 18 years and above. For people below 18 years, the concession is limited to AUD 450.00.

Personal goods owned and used for more than 12 months prior to arrival are allowed in tax - free. Proof of the date of purchase and purchase price may be required.

Refer https://www.homeaffairs.gov.au/Trav/Ente for further details.

Entry into Australia

Australian Immigration

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim

Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the **Baggage Counter** and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs

You may see a **Quarantine Detector Dog** at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine

Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn't have. You must **declare ALL** food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has **strict quarantine laws** and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require **treatment** to make them safe. Items that are **restricted** because of the risk of pests and disease will be seized and destroyed by the **Australian Quarantine and Inspection Service (AQIS)**.

For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit http://www.homeaffairs.gov.au/ .

Getting from the Airport

Train

NSW TrainLink is a fast and convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You shall require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult or Child/Youth Opal Card from the Airport Train Station, Relay and WH Smith. Train Ticket fares and other details are available at https://www.opal.com.au/ .

More details are available on:

https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport .

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travelers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on https://www.sydneyairport.com.au/info-sheet/by-taxi-and-rideshare

Accessing Money

You should read this section carefully, and discuss the issues raised in this section with the bank or financial institution in your home country before you leave. All banks operate differently, and you should be aware of all fees, charges, ease of access to your funds, and safety of the way in which you will access those funds.

How Much to Bring

You will need to make sure you have enough funds to support you when you first arrive. It is recommended that you have approximately **AU$2000 to AU$5000** available for the first two to three weeks to pay for temporary accommodation and transport. You should bring most of

this money as either **Traveller's Cheques** or on an international credit card. Traveller's cheques can be cashed at any bank or currency exchange in Australia.

Please note that it is **not safe to bring large sums of money** with you! Lost credit cards or traveller's cheques can be replaced, but very few travel insurance companies will replace lost or stolen cash. Do not ask someone you have just met to handle your cash for you or to take your cash to make payments for you. Not even someone who may indicate they are studying at the same education institution.

Currency Exchange

Only Australian currency can be used in Australia. If you have not brought some with you, you will need to do so as soon as possible after arrival. You can do this at the airport. Once you have arrived in Sydney, you can also change money at any bank or at currency exchanges at Major Shopping Centres

Electronic Transfer

You can transfer money into Australia by **electronic telegraph or telegraphic transfer** at any time. This is a fast option and will take approximately **48 hours**, but the bank may charge a fee on every transaction.

ATMs

Automatic Teller Machines are located everywhere (including at the airport) and you can immediately withdraw cash from your overseas bank account at **ATMs displaying the Cirrus Logo.** Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia, but you must remember that **repayments** to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period. Backpacker accommodation is relatively inexpensive, but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle -in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Permanent Accommodation

When you are studying, it is important to have a good home base where you feel safe and relaxed. Transport is another consideration. There are many accommodation options for international students in NSW.

Private accommodation

You rent a house or apartment from a real estate agent or private landlord. For a listing of real estate agents visit:

- realestate.com.au
- realestateview.com.au
- Domain
- Housing Anywhere

Homestay

You stay with a family in their home. For more information visit:

- Oz Homestay
- Aussie Families Homestay Care,
- Meridian Homestay Services
- Australian Homestay Network

Finding a room mate

If you want assistance in finding a roommate, visit:

- flatmates.com.au
- Gumtree

Youth Hostels

Hostels in Sydney and NSW offer cheap, short term accommodation. Most have a mix of private rooms and dormitory accommodation. For more information visit:

- [YHA Australia](#)
- [Getaroom](#)

Private student accommodation

Purpose-built student accommodation. For more information visit:

- [student.com](#)
- [Urbanest](#)

AGrade does not have any accommodation service, though.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you must prove that you can support them financially. The cost of supporting a family in Australia is very high.

Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for childcare centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit the Department of Home Affairs).

Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

- Centre-based childcare $70-$192 per day

- Family day care $7.50-$16.80 per hour dependent on location and service

- Nannies $17-$25 per hour live in $17-$35 per hour live out (+agency fee)

- Au pairs (living in your home) $200-$300 per week (+agency fee)

Find out more at: https://www.careforkids.com.au/

Schools

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership progr ams
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options:

- Public Schools: https://education.nsw.gov.au/school-finder

- International Student Program: https://www.deinternational.nsw.edu.au/study-options/study-programs/international-student-program
- For Education Fee information of consult **Page 3** of the following link

https://www.deinternational.nsw.edu.au/__data/assets/pdf_file/0013/16402/16402-Education-Fees.pdf

The Department also published *Beginning a Life in Australia* booklet in several language. This publication is filled with helpful information and is recommended reading. The booklet is available online at:

https://immi.homeaffairs.gov.au/settlement-services-subsite/files/beginning-a-life-in-australia-english.pdf

Health

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by

searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical cent re.

Overseas Student Health Cover

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

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

- Australian Health Management OSHC www.ahmoshc.com

- BUPA Australia www.overseasstudenthealth.com

- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

- OSHC Allianz https://www.allianzcare.com.au/en.html

- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, go to https://www.studyinaustralia.gov.au/english/live-in-australia/insurance . You may also visit the Department of Health https://www.health.gov.au/ to see the latest "Deed for the provision of Overseas Student Health Cover"

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

- Extra OSHC provided by some OSHC providers;

- International travel insurance; or

General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Before Leaving Home

Things to Do

- ✓ Apply for passport
- ✓ Arrange student visa
- ✓ Make contact with AGrade.
- ✓ Arrange for immunisations and medications from my doctor
- ✓ Apply for a credit card and/or arrange sufficient funds.
- ✓ Confirm overseas access to your funds with your bank
- ✓ Make travel arrangements
- ✓ Arrange travel insurance
- ✓ Advise institution of travel details
- ✓ Arrange accommodation
- ✓ Arrange transport from airport to accommodation
- ✓ Arrange Overseas Student Health Cover (OSHC) Insurance
- ✓ Pack bags being sure to include the following:
  - Name and contact details of an institution representative
  - Enough currency for taxis, buses, phone calls etc.
  - Important documents:
    - □ International Student Handbook
    - □ Passport
    - □ Letter of offer
    - □ Confirmation of Enrolment
    - □ Certified copies of qualifications & certificates
    - □ Course Entry Interview Form, LLN Test script, Enrolment form and other documents (if given by agent)
    - □ Travel insurance policy
    - □ ID cards, drivers licence, birth certificate (or copy)

Upon Arrival in Australia

- ✓ Call home
- ✓ Settle into accommodation
- ✓ Contact AGrade.
- ✓ Purchase household items and food
- ✓ Enrol children in school (if applicable)
- ✓ Attend International Student Orientation

- ✓ Get student ID card
- ✓ Advise health insurance company of address & get OSHC card
- ✓ Open a bank account
- ✓ Get textbooks
- ✓ Start classes
- ✓ Apply for tax file number if seeking work
- ✓ Get involved in student life and associations

(E.g. music, sporting and cultural clubs).

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

What is Competency Based Training?

Competency based training is training that develops the required knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specify the relevant qualification rules including the compulsory core units and be included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

AGrade takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

Results and certificates

On completing the training program with AGrade, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by AGrade will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more eligible units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Course entry requirements of AGrade

All international students applying to enter a course **with AGrade** must:

o   Be over the age of 18
o   Have an overall IELTS band 5.5 and above or equivalent score in other English Proficiency Tests. For equivalency table
    https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility   .
o   Have completed an Australian Year 12-equivalent secondary school studies or above.
o   Go through Course Entry Interview
o   Go Through the Language, Literacy and Numeracy Test (LLN) test
o   Meet the Student Visa 500 subclass requirements
    https://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students

International English Language Testing System (IELTS)

IELTS is one of the world's most recognised English language testing systems. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. AGrade course entry requirement is a minimum IELTS Overall Band Score of 5.5. A score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though may make mistakes. The person should be able to handle basic communication in their own field.

AGrade requires you to submit evidence of your IELTS results (Overall Bank Score of 5.5 or higher) with your enrolment form.

Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

https://www.ielts.org/book-a-test/find-a-test-location

o If you submit any other English proficiency test, we will use the table to assess your English competency given in https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility

Verification of IELTS and Education Level

AGrade reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken b y:

- IELTS proficiency. AGrade may utilise the https://www.ielts.org/en-us/ielts-for-organisations/processing-and-verifying-ielts-results to assess the validity of all evidence submitted of IELTS proficiency.

- School Certificate equivalence. Where evidence submitted by a student does not clearly demonstrate the equivalence to the Australian School Certificate, AGrade may obtain a confirmation from the https://www.tafesa.edu.au/international/entry-requirements/year-12-overseas-equivalent at its own cost.

Unsuccessful Student Visa and Tuition Protection Services

If your student visa application is NOT approved, you must contact AGrade and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy .

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- o complete their studies in another course or with another education provider or
- o receive a refund of their unspent tuition fees.

Australia has a well-established international education sector with education providers delivering a high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students

(ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS). Please visit https://tps.gov.au/Home.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Course induction/Orientation

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will bean opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.

- legal, emergency and health services

- safety and awareness relevant to life in Australia

- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents

- facilities and resources

- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.

- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Student code of conduct

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.

- Learn in a supportive environment which is free from harassment, discrimination and victimisation.

- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.

- Have their personal details and records kept private and secure according to our Privacy Policy.

- Access the information AGrade holds about them.

- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.

- Make appeals about procedural and assessment decisions.

- Receive training/teaching, assessment and support services that meet their individual needs.

- Be given clear and accurate information about their course, training/teaching and assessment arrangements and their progress.

- Access the support they need to effectively participate in their training/teaching program.

- Provide feedback to AGrade on the client services, training/teaching, assessment and support services they receive.

- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training/teaching and involvement with AGrade, are expected to:

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

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

Course expectations and requirements

VET Students

The training and assessment offered by AGrade focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. When more than one unit are delivered and assessed together, the combination is called "cluster". Clustering means the process of grouping together a number of competencies into combinations which have meaning, and purpose related to work functions and needs in an industry or enterprise.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve face-to-face classes, and preparation of assessments in home.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations. There is no percentage (%) or grade-based marking system in VET sector. Students are assessed as either "Competent" (i.e passed) or "Not Yet Competent" (i.e. failed) for the units of competency.

Attendance and Homework/Home-study requirements

If you are enrolled in a course, it is an expectation that you attend every class so as not to fall behind. AGrade monitors and records the course attendance of students on a regular basis. We do this by monitoring the class attendance via an attendance record that requires the student's signature at the start and end of a training day. Satisfactory course attendance is defined as a student attending at least 80% of scheduled course contact hours for each study period. A student who is identified as having unsatisfactory attendance without acceptable explanation, will be managed via a range of intervention strategies (e.g. warning letters, close monitoring, make-up classes). If a student fails to attend more than 20% of class contact hours even after intervention in two consecutive study periods, his CoE will be cancelled after serving an Intention to Report letter.

Please notify your trainer at least 30 minutes prior to class if you are unable to attend for genuine reasons.

There may also be an expectation that you complete a certain amount of home study each week in order to finish learning and assessment tasks required for completion of your course.

Your trainer may guide you on what to do during this time and how much is expected. Usually, it is 2 hours/week.

Training arrangements

The courses are delivered in a classroom environment and conducted face -to-face in Training sessions are trainer led in group sizes of no more than 30 students.

The training program is undertaken using a planned schedule. Training sessions will include the demonstration, explanation and practice. The training sessions will be held in an environment simulating real-life workplace with policy documents, software, equipment, etc.

Students will typically attend formal sessions in two and a half working days per week depending on the course. Each day has scheduled training over 4 to 8 hours, depending on the course of study (for course specific information, visit Course Outline in our website). Students will also need to received practical training in a simulated environment (with childcare and aged care equipment). We have children's cots, nappy-changing tables, wheel chair, hoist, first aid kit, material, physical fixture, policy & procedure documents and equipment that are used in real-life childcare and aged care centers. Students will use these materials to learn the required skills and practice the theoretical knowledge learn in classroom.

Work Placement

The qualifications AGrade offers have a work placement component. It is also called Vocational Placement. It means a period of unpaid work with an employer undertaken by vocational education and training (VET) students in order to satisfy the requirements of a course or module, with supervision provided by the employer, the training provider or bot h.

You have to arrange a Vocational Placement (when required) on your own. If you fail to do so, only then AGrade will arrange a work placement for you. Our trainer and assessor will first visit the workplace to evaluate whether it meets all the industry standards and training package requirements of a workplace. If found satisfactory, there will be a tripartite agreement among student, the workshop and AGrade. The workshop will assign a supervisor for the student, who will be working under the supervisor's instruction. AGrade's trainer and assessor will visit the workplace periodically to assess student's performance in real-life situation. S/he will also seek formal feedback from the supervisor. Based on these evidences, an assessment decision will be made to ensure whether the student is competent or not-yet-competent in particular units. To achieve the qualification, each student must complete the work placement component successfully.

Assessment arrangements

Every unit of competency has several assessment tasks. Sometimes few units are combined, and a single assessment is developed for them, which is called as "clustering". At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment tasks with you and you will be given all the details about the assessment requirements.

Before handing over each assessment task, you will:

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

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

Submitting your assessments

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

Assessments must be submitted directly to the trainer/assessor on the dates agreed earlier.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within the time advised to you by your trainer or teacher, which cannot be more than 10 working days. Your assessor will provide you with written feedback and confirm the outcome of the assessment task, if the outcome is negative.

Assessment outcomes – VET students

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the whole unit Not Yet Competent (NYC). You can consult your trainer about the quality of your answers before FORMAL submission of the assessment tasks. However, you can have TWO attempts to submit a task FORMALLY and achieve a Satisfactory outcome before the delivery of the unit ends. Your third attempt will be treated as Re-assessment even during delivery of the unit, which will attract re-assessment fee.

If, after the delivery of a unit is over, you are assessed as Not Yet Competent for a unit, you will have ONE opportunity for resubmission subject to **re-assessment fee**. You will be given a timeframe (e.g. in term break) for your resubmission and advised what you must include in your re-submission. All reassessment activities for the previous term should be complete within first five weeks of next term. If a student even fails in re-submission, he/she needs to complete additional training and assessment to support in achieving a Competent outcome. It may mean that the student be **re-enrolled** into the unit subject to consideration by the relevant trainer and director of studies.

Students should submit all assessment tasks in due time as assessment schedule. All assessment tasks of a unit must be submitted before the delivery of the unit ends. First submission of a task after that end of unit delivery, will be treated as Late Submission. Students are allowed to submit pending (i.e. never submitted) assessment task within one week after starting of the term break. Late Submission will attract fees.

A schedule of our course fees, and other study related fees is available from AGrade reception.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

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

Please speak to your assessor/teacher if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs. Director of Studies (DoS) may also be involved especially where specific support services are not readily available.

Appealing assessment decisions

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

Student plagiarism, cheating and collusion

AGrade has a Zero tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work. Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

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

If you are found to have plagiarised, cheated or colluded, you will be given ONE opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again. If student continues to plagiarise even after cautionary notices, AGrade reserves the right to cancel the enrolment of the student and report the student to DHA.

Other Misconducts and Classroom Behavior

Non-Academic Misconduct

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the AGrade's reputation and name.
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises

- Provide College with false documents e.g. Qualifications, Statements of Attainment, References
- Online abuse to any student or staff

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

Unlawful activity

AGrade reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

Classroom Behaviour

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in lecture room. Chewing gum is not permitted on College premises.

Students are not to enter in the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a College representative for assistance.

Information of any such misconduct can be communicated by the victim and others to DoS/CEO through lodging a complaint. Please visit our Complaints and Appeals procedure section of this handbook.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. These internal and referral services are free of cost.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in. Based on the information you provide in your enrolment form and/or the results of your LLN test, we will discuss about your support needs during course entry interview.

Your support needs can also be discussed during the induction to your course i.e in Orientation program.

You can come for support any other time as well e.g. during the course delivery. Services that we can offer to you include:

- Placing you in a tutorial class with students having similar problem.
- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Director of Studies relating to any personal concerns.
- Providing weekly training classes on Microsoft Word, Excel, and similar applications, if students are found underperforming in these information & technology areas.
- Flexible scheduling and delivery of training and assessment for domestic student based on individual circumstances.
- Referral to relevant external services e.g. for English language support and LLN skills.
- Assigning of a mentor/coach who is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor.
- Adjustments to the way training resources are accessed or provided.
- Adjustments to the way assessments are to be conducted or extra time for assessments.
- More options as discussed with the student.

Welfare Referral Services

AGrade does not have any registered counsellor for providing direct welfare services. We provide referrals only. We also conduct monthly information sessions on topics relevant to employment rights, mental health, safety issues, copy right issues, etc. It may also include advice on academic and study issues.

Internal support services and referrals will be provided **at no additional cost** to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider.

Contact us for further details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work or life, AGrade provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506   Website: https://www.readingwritinghotline.edu.au/

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

The following online resources are also useful for providing student support to study:

http://www.adprima.com/studyout.htm

A useful quick overview of study skills

https://www.howtostudy.org/

A large directory to study skills websites, including how to study in specific subjects

http://www.aussieeducator.org.au/

A wide-ranging overview of the skills needed at all stages of student life.

https://www.skillsyouneed.com/learn/study-skills.html

Covers important skills such as time management, note taking and exam preparation.

Anti-Discrimination Board NSW

Phone (02) 9268 5544

Toll free 1800 670 812 (for regional NSW only)

Email enquiries: adbcontact@justice.nsw.gov.au

Email complaints: complaintsadb@justice.nsw.gov.au

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid New South Wales

Telephone: LawAccess NSW 1300 888 529, +61 2 8833 3190,

Website: https://www.legalaid.nsw.gov.au/get-legal-help/legal-helpline

LawAccess NSW is a free government telephone service that provides legal assistance for people who have a legal problem in NSW. They can provide you with information about your legal problem and contact details for services that might be able to assist you.

Legal services for Students

Redfern Legal Center is a not-for-profit organisation which advices international students about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities.

 https://rlc.org.au/our-services/international-students

Disability Rights NSW

Telephone: 1800 643 787

Services NSW: 13 77 88

NSW Government aims to provide services in a non-discriminatory, equitable and efficient manner, which allows people with disability to function as fully participating citizens. This commitment is reflected in NSW Health's disability inclusion action planning, service provision and policies. The details can be found here-

https://www.nsw.gov.au/living-nsw/government-services/disability-services

Lifeline

Telephone: 13 11 14

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

Mental Counselling

The nearest Mental Counsellors from AGrade may be found at

Medilink Counselling

Address: 301/ 13A Montgomery St, Kogarah NSW 2217

Phone: Mohini: 0403 224 516 ; Jill: 0419 690 593

Website: https://www.medilinkc.com

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you have any issue with your underaged children, you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675   Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: https://au.reachout.com/

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

Information Regarding

- Transition to life and study in a new environment

https://www.studyinaustralia.gov.au/English/Live-in-Australia

- Accommodation options information:

https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation

- emergency and health services

    o Call: 000

    o For other health services

http://www.health.nsw.gov.au/pages/emergency.aspx

http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html

http://www.health.nsw.gov.au/pts/Pages/default.aspx

For English Language Skills:

BBC Learning English: http://www.bbc.co.uk/learningenglish

Mobile App: https://www.duolingo.com/

There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

AGrade has a membership of FulentU website which teaches English online. Our trainers and assessors may help the students use this website and develop a study plan for improving their English Skills.

Students who cannot improve their English even with all our support services detailed above, will be referred to ELICOS colleges.

Language, literacy and numeracy skill:

All our trainers have studied TAELLN411 - Address adult language, literacy and numeracy skills in their TAE40116 Certificate IV in Training and Assessment. So, they can identify language, literacy and numeracy (LLN) skill requirements of training & the work environment

and use resources and strategies that meet the needs of a student. If any AGrade student needs LLN support, a competent trainer will be provided to work with the student. If the student's LLN skills are still not at the required level, the student will be referred to a TAFE to achieve the required standard.

Rights of International Students as employees:

When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link

https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

Social Gathering

Student may consider joining student clubs for social and professional reasons

Council of International Students Australia (CISA)

http://www.cisa.edu.au/

Australian Federation of International Students (AFIS)

https://www.afis.org.au/

Financial difficulties that prevent the full payment of fees in advance:

AGrade offer student convenient payment plans, if needed. Students, with a small initial payment, can pay tuition fees by small fortnightly payments as a direct debit.

Students with visual impairment:

Students with visual impairment can be supported by supplying internal learning resources with a larger printed font, if available. Students can also be supplied with audio recordings of learning sessions where appropriate.

At the desk of Student Support Manager/Reception

AGrade reception and SSM desks are ready to provide information regarding (i) AGrade's facilities (e.g. WiFi password) and resources (e.g. library books), (ii) complaints and appeals forms & processes, (iii) course attendance and progress requirements and intervention mechanism (iv) online studies if being delivered in unforeseen situations. The personnel will support the students with relevant information to clear their confusions. SSM will have the up-to-date details of the AGrade's support services. Their phone number will be provided to the students at the time of orientation. S/he will act as the official point of contact for international and domestic students.

Maintaining your Enrolment and Course Progress

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

'Satisfactory course progress' is defined as a student successfully completing all required assessments and units in the study period (e.g. one term) they are enrolled into. If a student fails in 50% or more of the units he/she studied in two consecutive terms, it will be treated as 'Unsatisfactory Course Progress' and AGrade will report them to Department of Education.

AGrade will assist you to meet the course progress requirements by monitoring your progress and providing you with the relevant support from an early stage. AGrade reviews submission of assessment tasks after delivery of each unit is finished. Where we consider you are at risk not meeting 'satisfactory course progress' requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support- from extra time to complete tasks, additional classes, advice to develop study habits to adjustment of study program (e.g. moving from one shift to another) - for meeting course progress requirements. Agreed plan will be documented in an Intervention Plan that both you and the Director of Studies will sign. The intervention plan will be updated in an agreed frequency until the student passes the unit/s.

Following the provision of this support, if your progress is still unsatisfactory, you will be marked as NYC for the unit/s. If units are clustered, failing in the relevant assessment will be treated as NYC in all units inside that cluster.

Where you continue not to meet course progress requirements and reach the point of 'Unsatisfactory Course Progress', you will be issued Intention to Report (ITR) letter. It means that we will intend to report you to Department of Education, Skills and Employment (DESE) for not meeting course progress requirements through a system called PRISMS. The relevant departments will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

When we will send you Intention to Report letter, you may appeal AGrade decision to report you to PRISMS within 20 working days from the date of that letter. However, an appeal will only be considered if AGrade has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

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

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;

- Bereavement of close family members such as parents or grandparents

- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.

- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or

- Where AGrade is unable to offer a pre-requisite unit.

- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Director of Studies (DoS) or Chief Executive Officer (CEO) has the authority to decide in these matters.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes in each study period according to AGrade's policy.

Where you are at risk of not meeting our attendance requirements in a fortnight, we will send you warning letters. You may contact us to arrange a meeting to discuss your attendance issues and seek support that we can offer you to meet requirements. We expect that you will be able to improve your attendance after our support.

Missing more than 20% classes in two consecutive terms, even after enacting support services, will result in issuing Intention to Report letter and finally reporting you in PRISMS. However, you have right to appeal against our decision to report you. Please visit complaints and appeals policy.

You may also not be penalized in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing

(see course progress requirements for details of compassionate and compelling circumstances).

Course Transfer

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

1. Transferring from another registered provider

- AGrade will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
    - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
    - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
    - the releasing registered provider has agreed to the overseas student's release, issued release letter and recorded the date of effect and reason for release in PRISMS;
    - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For AGrade students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course with us, the transfer request will be assessed considering any of the following circumstances:
    - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AGrade's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
    - there is evidence of compassionate or compelling circumstances.
    - AGrade fails to deliver the course as outlined in the student agreement.
    - there is evidence that the student's reasonable expectations about their current course are not being met.
    - there is evidence that the student was misled by AGrade or an education or migration agent regarding AGrade or its course and the course is therefore unsuitable to their needs and/or study objectives.
    - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
    - The transfer may jeopardise the student's progression through a package of courses.
    - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will

be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

- – The student is trying to avoid being reported to PRISMS for failure to meet the provider's attendance or academic progress requirements.
- – There are no legitimate compassionate or compelling circumstances.

- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- Where a student's application is refused, the reasons for this will communicated plus the right to access the complaints and appeals process as outlined below.

- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with AGrade's Fees and Refunds Policy and Procedures.

3. Transferring to another course offered by AGrade

- Students may transfer to another course offered by AGrade in the following circumstances:
  - – Where it is considered that the course that the student wishes to transfer to;
    - o better meets the study capabilities of the student; and/or
    - o better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - – Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

- A transfer to another course within AGrade will not be granted where:
  - – The transfer may jeopardise the student's progression through a package of courses.
  - – The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - – The student is trying to avoid being reported to PRISMS for failure to meet the provider's attendance or academic progress requirements.

- In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.

- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with AGrade's Fees and Refunds Policy and Procedure.

4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact Department of Home affairs (DHA) to seek advice on whether a new visa is required. To find out more about visa requirements,

students will be advised to contact DHA on 131881 or visit the following website: https://www.homeaffairs.gov.au/trav/stud

5. Complaints and Appeals

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

- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

    Director of Studies (DoS) or Chief Executive Officer (CEO) has the authority to approve such transfer requests.

6. Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Deferral, suspension and cancellation

1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

    - serious illness or injury, where a medical certificate states that the student was unable to attend classes

    - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)

    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies

    - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports

    - where AGrade is unable to offer a pre-requisite unit

    - inability to begin studying on the course commencement date due to delay in receiving a student visa

    These circumstances are an example of what may be considered compassionate or compelling circumstances; however each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, AGrade considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

- A retrospective deferment or suspension may be justified if the student was unable to contact AGrade because of a circumstance such as being involved in a car accident.

- Where a student-initiated deferral or suspension of enrolment is granted, AGrade will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension/deferral period has expired and the student does not return/commence on agreed date, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- AGrade may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

  - misbehaviour by the student (including plagiarism, collusion and cheating)

  - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement

  - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in AGrade's *Course Progress Policy and Procedures.*

- Standards of behaviour required are outlined in the International Student Handbook.

- Where AGrade suspends or cancels a student's enrolment, before imposing a suspension or cancellation AGrade will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.

- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per AGrade Course Transfer Policy and Procedure.

4. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, AGrade will not notify to PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, Education Department will still be notified via PRISMS.

5. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

Change in visa status

When there is any deferral, suspension or cancellation action taken under this standard, AGrade will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.

Students are referred to the DHA web site at https://www.homeaffairs.gov.au/ or Helpline (131 881) for information and their local DHA office for advice on how the potential ch ange to enrolment status may impact upon his or her visa. It can be done verbally as well as through letter.

AGrade reserves that right of not doing 'variation of CoE' at the time of approval of suspension. The extension of CoE may be done when student approaches end of course or when he requires it of visa purpose

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

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

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

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

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

Your feedback

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

All students will be provided with an Evaluation Form after delivery of each unit ends. Students will provide feedback on unit resources, trainer & assessor's performance and institute's facilities.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete after achieving the qualifications. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by written letter, email and phone.

Access to your records

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

If you want to access or obtain a copy of records, you must make a request in writing to the Student Support Officer using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost per page for photocopying as per schedule of charges.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that AGrade holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes regarding AGrade

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we will notify you of any changes to our RTO, the course, address or the arrangements for training and assessment before 30 day of such changes take effect.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, training & assessment or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, AGrade will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 calendar days of any change occurring.

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

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

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

National VET Regulator Act 2011

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

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

Standards of Registered Training Organisation 2015

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the National Vocational Education and Training Regulator Act 2011 (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

National Code 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. The National Code 2018 commenced on 1 January 2018. Education providers must comply with the National Code to maintain their registration to provide education services to overseas students.

The National Code 2018 is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a

student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- support the ESOS framework, including supporting the effective administration of the framework by the Australian Government and state and territory governments .
- establish and safeguard Australia's international reputation as a provider of high quality education and training by:
  - ensuring that education and training for overseas students meets nationally consistent standards, and
  - ensuring the integrity of registered providers
- protect the interests of overseas students by:
  - ensuring that appropriate consumer protection mechanisms exist
  - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
  - providing nationally consistent standards for dealing with student complaints and appeals
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

The AGrade is committed to providing quality education and protecting your rights.

The Australian Government requires 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 2018.

CRICOS

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach ove rseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at: http://cricos.education.gov.au

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA and Department of Education (DoE) of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA and DoE of students who may have breached the terms of their student visa - for example when the student has not been progressing in studies.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Protection for Overseas Students

Overseas students on a student visa, 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.education.gov.au/ CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, duration of study and other information from a provider and the provider's agent

- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement and proof of payments will be kept by the student and the RTO.

- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in similar course if the provider is unable to teach the course.

- The right to know:

  o How to use the provider's student support services.

  o Who the contact officer is for overseas students.

  o How to apply for course credit.

  o How to apply for enrolment deferment, enrolment suspension or cancellation.

  o The provider's requirements for satisfactory progress in the courses of study.

  o How attendance will be monitored.

  o How to use the provider's complaints and appeals process.

- The student responsibilities include:

  o Satisfy the student visa condition.

  o Maintain Overseas Student Health Cover (OSHC) for the period of the stay.

  o Meet the terms of the written agreement with the provider.

  o Inform the provider of any change of address.

  o Maintain satisfactory course progress.

  o Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link:
https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx

Workplace Health and Safety

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

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

Immediately report hazards to your trainer/assessor.

Seek assistance from a member of staff if you become ill or injured on campus.

Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.

Complete an incident report as required.

Ensure you are familiar with AGrade emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.

Do not leave bags or personal belongings lying around where someone else could trip over them.

Do not smoke or drink alcohol on the premises.

Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar of which areas to be careful of you can check with a trainer or Director of Studies.

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing. If you have any questions or concerns about these things, please check with your Director of Studies.

- Electrical equipment: Within the training automotive environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:
  - Electrical equipment that is not working should be reported to AGrade staff immediately.
  - Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.
  - All personal equipment used at college must have a valid 'testing tag' to confirm that the equipment has been assessed for safety.
  - The college can arrange tagging and testing for students. A fee may apply.

- Fire safety: AGrade will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. It is the user's responsibility to understand fire drill procedures displayed around the premises. Students are to attend

and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

- First aid: Provision for first aid facilities is available, on the first floor of each campus located at reception. All accidents must be reported to AGrade staff. The accident and any first aid provided must be recorded by staff involved.

- Lifting: Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by AGrade unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anyt hing that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Critical incident

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury to the student and affect the student's ability to undertake or complete a course. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Victim of severe verbal or psychological aggression
- Death, serious injury or any threat of these to the student
- Death or illness of close family member
- Natural disaster in home country; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Please inform us immediately if you face any incident so that we can provide you appropriate services.

Harassment, victimisation or bullying

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

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

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

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

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

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

Equal opportunity

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

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

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

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.

- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

 For more information about the USI please refer to
http://www.usi.gov.au/About/Pages/default.aspx

Privacy Policy

In collecting your personal information AGrade will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.

- Only use the personal information that you provide to us in relation to your study with us.

- Ensure your personal information is securely handled and stored.

- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.

- We will not disclose your personal information to another person or organisation unless:

  – We have made you aware that information of that kind is usually passed to that person or organisation.

  – You have given written consent;

  – We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;

  – The disclosure is required or authorised by or under law; or

  – The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

AGrade's Privacy Policy can also be found in website anie.edu.au.

Fees, Charges and Refunds

1. Protection of fees paid in advance

- AGrade protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

  o AGrade does not require international students to pay more than 50% of course fees prior to course commencement. However, AGrade provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than

25 weeks, AGrade will require students to pay the full cost of the course prior to course commencement.

- ○ AGrade pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 2 and 4 of the National Code 2018, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Agreement and in the Student Handbook. AGrade publish in a prominent place on its website (i) All tuition and non-tuition fees (as shown on Course Outlines), (ii) The Fees and Refunds Policy.

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

2.   Inclusions in course fees

The Offer Letter and Agreement is clearly itemising tuition, as well as non-tuition fees.

- Course fees mean the tuition fee; and non-tuition fees e.g. materials fee and other expenses. Tuition Fee includes all of training/teaching and assessments required for the students to achieve the qualification or course in which they are enrolling within the attempts allowed. Material fees include perishable items, copies of textbook extract, hand-out and other mandatory learning materials, prepared/arranged by AGrade. Any other textbook or reference book and materials that may need to be consulted but not necessarily required to be purchased, are not included in materials fees and will be mentioned as additional cost, should the student wish to purchase such materials. If text/library books are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.

- Tuition fees include the issuance of one set of Testamur and Record of Results and/or Statement of Attainment (in case of withdrawal or partial completion). For additional copies or re-issuing of any of these documents, an additional fee is applicable. Refer Schedule of Charges.

- Non-Tuition Fee also include fees apply for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task within scheduled time, late assessment submission fee, Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.

- Course fees do not include Overseas Student Heath Cover or optional extras such as airport pick- ups; Direct debit setup; transaction and dishonour fees (where applicable); Credit card payment surcharges; stationaries like pen, pin; uniform etc. These fees will be additional costs as outlined in the Schedule of Charges, if applicable.

Payments

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit. Credit card payments incur a surcharge per transaction.

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

Students will be communicated before 14 calendar days of a payment due date. For delays in payment, an additional fee may be charged as late payment fee (consult schedule of charges). CEO/DoS has authority to waive the late payment fee. AGrade reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive first warning letter within 7 days of overdue and second warning letter after 14 days of overdue. Thereafter, the student will be reported to Education Department via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student. Students also need to keep the payment receipts for at least 2 years after they ceased to be a student with us.

Refunds

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

Refunds Process

Refund applications must be made in writing to the Chief Executive Officer (through contact details of SSM). Refunds are expected be paid from college's end in AUD without any accrued interest within 28 working days (but not later than 90 calendar days of application, if any banking/technical reason make it delayed) of receipt of a written application and will include a statement explaining how the refund was calculated. Student has to provide own bank account details or indicate the specified person in the designated section of this agreement to receive the refund.

Students may be charged a non-refundable application processing fee / enrolment fee which is outlined on the fee section. This fee is non-refundable except in the unlikely situation where AGrade is required to cancel a course for insufficient number s, own inability to commence a course or for other unforeseen circumstances. In this case, students will receive a full refund of their application processing fee / enrolment fee.

Course Fee Refund

Visa Refused

If an international student is refused a visa (student default) before commencing their course, AGrade will refund the total amount of all course fees (tuition and any non-tuition fees paid) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of $500. However, the Application Processing Fee will not be refunded.

If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due; there will be <u>no</u> refund.

100% refund of Course fees

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of AGrade's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by AGrade and this is not due to incorrect or incomplete information being provided by the student.

80% refund of course fees

Where a student has not met the conditions included in the letter of offer and withdraws 28 or more calendar days before cause commencement, the course fees paid will be refunded less a 20% administration fee.

Withdrawal for any other reason, notified in writing and received by AGrade 28 Calendar days or <u>more</u> prior to class commencement, will received 80% of total fees paid.

If a student has supplied incorrect or incomplete information and as a result AGrade withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.

50% refund of course fees

Where a student withdraws the offer and the withdrawal is notified in writing and received by AGrade within less than 28 calendar days prior to class commencement, the course fees

paid, excluding the enrolment fee, will be refunded after deducting a 50% administration fee.

Withdrawals notified in writing and received by AGrade on the commencement date or after the class commences of a unit/cluster, no refund of course fee for that unit/cluster will be made. In this case, if the student has also paid for units/clusters that have not been commenced yet, the refund will be calculated based on a per unit or cluster cost. Tuition Fee of those units/modules will be refunded after deducting 20% administration fee and unutilized materials fees of those units/modules (total materials fees divided by the total number of units or clusters or modules in the course minus utilized portion)

Also, where AGrade terminates the student's enrolment because of a failure to comply with AGrade's policies, for misbehavior or unsatisfactory course progress, there will be no refund.

In the unlikely event that AGrade is unable to deliver your course in full, you will be offered a refund for the portion of the course you have not received training for. The refund will be paid to you within 28 working days of the day on which the course ceased being provided. If AGrade is unable to provide a refund or place you in an alternative course, our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or if there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to AGrade These are any tuition fees you have already paid that are directly related to the course/training which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.

Education Services for Overseas Students (Calculation of Refund) Specification 2014 may be consulted for calculating amount of refund for provider default or student default, if needed.

Fees not listed in the refund section are not refundable. Prior to a student enrollment, tuition fees may be altered with or without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

☑ **Refund Process and Refund decisions**

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by AGrade to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Refunds will be made to the student or to the person mentioned in the offer letter by the student. Refunds may be paid to another person or organisation as instructed by the student.

Refund assessments can be appealed as per RTO's Complaints and Appeals Policy and Procedures.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system for a minimum duration of 2 years after the student ceases to be an enrolled student.

Complaints and Appeals

1. Nature of complaints and appeals

- AGrade responds to all allegations involving the conduct of:
  - AGrade , its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of AGrade and including education agents.
    - Any student or client of AGrade .
- Complaints may be made in relation to any of AGrade 's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training/teaching and assessment provided
  - training/teaching and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by AGrade to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by AGrade

2. Principles of resolution

- AGrade is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AGrade ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

- AGrade will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

- There are no charges for students to submit, a complaint or appeal to AGrade, or to seek information or advice about doing so.

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

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within Seven (07) calendar days of the original decision being made.

- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to AGrade's administration office at 3/633 Princes Highway, Rockdale, NSW 2216 attention to the Director of Studies (DoS) or Chief Executive Officer (CEO).

  When making a complaint or appeal, provide as much information as possible to enable AGrade to investigate and determine an appropriate solution. This should include:

  o The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.

  o Any evidence you have to support your complaint or appeal.

  o Details about the steps you have already taken to resolve the issue.

  o Suggestions about how the matter might be resolved.

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.

- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

- DoS, and other members of the management and administration team of AGrade will be involved in resolving complaints and appeals as outlined in the procedures.

- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

- Where a third-party delivering Services on behalf of the AGrade is involved, they will also be included in the process of resolving the complaint or appeal.

- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

- In the case of an assessment appeal, an assessor who is independent f rom the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

- The enrolment status of student will be handled as follows:

    - For international students, AGrade will maintain a student's enrolment throughout the internal appeals processes without notifying Department of Education, Skills and Employment via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether AGrade maintains the student's enrolment as follows:

  o If the appeal is against AGrade's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported AGrade 's decision to report.

  o If the appeal is against AGrade 's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, AGrade will notify Education Department via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

6. Independent Parties

- AGrade acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AGrade.

  o For domestic students, the independent party recommended by AGrade is Resolutions Institute, Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000, **www.resolution.institute** . However, complainants and appellants are able to use their own external party at their own cost. Domestic students may also access the external complaint avenues indicated below free of charge.

  o For international students, the independent party is the **Overseas Students Ombudsman**. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.

  o AGrade will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

  o The DoS and will ensure that any recommendations made are implemented within twenty (20) calendar days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by AGrade.

7. External complaint avenues

- Complaints can also be made via the following avenues:

  - National Training Complaints Hotline:

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

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

  - Australian Skills Quality Authority (ASQA):

    Complainants may also complain to AGrade 's registering body, Australian Skills Quality Authority (ASQA). However, ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA uses information from all complaints as intelligence to inform regulatory activities and will generally refer students to another organisation for resolution of complaints.
    For more information, refer to the relevant webpage below before making a complaint to ASQA:
    https://www.asqa.gov.au/complaints

  - The Overseas Student Ombudsman (OSO)

    International students may complain to the OSO if their complaint is in relation to AGrade:

    - refusing admission to a course

    - course fees and refunds

    - course or provider transfers

    - course progress or attendance

    - cancellation of enrolment

    - accommodation or work arranged by your provider.

    - incorrect advice given by an education agent.

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

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

    Please refer to the following website if you are considering making a complaint: http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

8. Records of complaints and appeals

AGrade will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Course Credit and Recognition of Prior Learning (RPL)

The decision to assess prior learning or grant course credit will preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course. If AGrade grants the overseas student RPL or course credit that reduces the overseas student's course length, AGrade will (i) inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course (ii) will report any change in course duration in PRISMS, if RPL or course credit is granted after the overseas student's visa is granted. Check the Schedule of Charges for fees of RPL.

Issuing of certification documents – VET Students

On completion of your course and payment of all relevant fees, we will issue you with certification within thirty (30) days. For VET students this will include a Testamur and record of results that will show the units of competency achieve d in the course and corresponding results.

Where a VET student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

AGrade reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where AGrade is not permitted to do so by law.

AGrade must have a valid USI on file for the student for a qualification or Statement to be issued

Re-Issuing Statements and Qualifications

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